

**Proposed Customer Service Amendments to the  
Natural Gas Reporting & Record Keeping Requirements**

**December 13, 2012**

**EB-2010-0280**

**Note: The text of the proposed amendments is set out in italics below, for ease of identification only.**

1. Section 1.8 of the RRR is amended by adding the following as the new last paragraph in that section:

- *Sections 2.1.18 and 2.1.19 of this Rule made by the Board on December 12, 2012, come into force on July 1, 2013.*

2. Section 2.1 of the RRR is amended by adding the following subsections:

*2.1.18 A utility shall provide in the form and manner required by the Board, annually, by the last day of the fourth month after the financial year end, the following information for the preceding financial calendar year with respect to residential and eligible low-income customers:*

*a) Number of Customer Accounts*

- i. number of residential customer accounts at year end; and*
- ii. number of eligible low-income customer accounts at year end.*

*b) Disconnections for Non-Payment*

- i. number of residential customer accounts disconnected for non-payment during the course of the year;*
- ii. number of residential customer accounts disconnected for non-payment more than once during the course of the year;*
- iii. number of eligible low-income customer accounts disconnected for non-payment during the course of the year;*
- iv. number of eligible low-income customer accounts disconnected for non-payment more than once during the course of the year;*

- v. *number of residential customer accounts where the account was disconnected for non-payment in both of the last two years; and*
- vi. *number of residential customer accounts where the account was disconnected for non-payment in both of the last two years.*

*c) Accounts in Arrears*

- i. *number of residential customer accounts in arrears during each month in the year;*
- ii. *number of eligible low-income customer accounts in arrears during each month in the year;*
- iii. *total dollar amount of arrears for residential customer accounts in arrears during each month in the year; and*
- iv. *total dollar amount of arrears for eligible low-income customer accounts in arrears during each month in the year.*

*d) Aging of Accounts in Arrears*

- i. *number of residential customer accounts in arrears that are, at the end of each month, from 31 to 60 days overdue, from 61 to 90 days overdue, from 91 to 120 days overdue, and greater than 120 days overdue;*
- ii. *total dollar amount of residential customer arrears that are, at the end of each month, from 31 to 60 days overdue, from 61 to 90 days overdue, from 91 to 120 days overdue, and greater than 120 days overdue;*
- iii. *number of eligible low-income customer accounts in arrears that are, at the end of each month, from 31 to 60 days overdue, from 61 to 90 days overdue, from 91 to 120 days overdue, and greater than 120 days overdue; and*
- iv. *total dollar amount of eligible low-income customer arrears that are, at the end of each month, from 31 to 60 days overdue, from 61 to 90 days overdue, from 91 to 120 days overdue, and greater than 120 days overdue.*

e) *Arrears Payment Agreements*

- i. *number of arrears payment agreements entered into during the course of the year with residential customers;*
- ii. *number of arrears payment agreements entered into during the course of the year with eligible low-income customers;*
- iii. *total amount of monies owing under arrears payment agreements entered into during the course of the year with residential customers;*
- iv. *total amount of monies owing under arrears payment agreements entered into during the course of the year with eligible low-income customers;*
- v. *number of arrears payment agreements with residential customers that were cancelled during the course of the year due to non-payment;*
- vi. *number of arrears payment agreements with eligible low-income customers that were cancelled during the course of the year due to non-payment;*
- vii. *number of arrears payment agreements entered into during the course of the year with residential customers that were: i) up to one month in duration; ii) from one to three months in duration (i) from four to six months in duration; (ii) from seven to nine months in duration; (iii) from nine to twelve months in duration; and (iv) from thirteen or more months in duration;*
- viii. *number of arrears payment agreements entered into during the course of the year with low-income residential customers that were: i) up to one month in duration; ii) from one to three months in duration (i) from four to six months in duration; (ii) from seven to nine months in duration; (iii) from nine to twelve months in duration; and (iv) from thirteen or more months in duration;*

f) *Write Offs*

- i. *number of residential customer accounts written off in whole or in part during the course of the year;*
- ii. *number of eligible low-income customer accounts written off in whole or in part during the course of the year;*

- iii. *total dollar amount of write offs for residential customer accounts during the course of the year; and*
- iv. *total dollar amount of write offs for eligible low-income customer accounts during the course of the year.*

*g) Equal Billing and Equal Payment Plans*

- i. *number of residential customer accounts enrolled in an equal billing plan at year end;*
- ii. *number of eligible low-income customer accounts enrolled in an equal billing plan at year end;*
- iii. *number of residential customer accounts enrolled in an equal payment plan at year end; and*
- iv. *number of eligible low-income customer accounts enrolled in an equal payment plan at year end.*

*h) Security Deposits*

- i. *number of residential customer accounts with a security deposit held at year end;*
- ii. *total dollar amount of security deposits held in respect of residential customers at year end;*
- iii. *number of eligible low-income customer accounts with a security deposit held at year end; and*
- iv. *total dollar amount of security deposits held in respect of eligible low-income customers at year end.*

**2.1.19** *A utility shall provide in the form and manner required by the Board, annually, by the last day of the fourth month after the financial year end, the following information for the preceding financial calendar year with respect to residential and eligible low-income customers:*

*a) Number of Customer Service-Related Complaints*

- i. *number of customer-service related complaints distributors received during the year from their residential customers; and*
- ii. *number of customer-service related complaints distributors receive during the year from their eligible low-income customers.*

*b) Type of Customer Service-Related Complaints*

*A utility shall subdivide the number of customer service-related complaints raised by residential customers under subsection 2.1.19 a) i) above, and by eligible low-income customers under subsection 2.1.19 a) ii) above, into the following topics and sub-topics:*

*i) Bill Issuance and Payment*

- *due date of bill;*
- *date payment received (for customers not on automatic payment plans);*
- *credit balance refund;*
- *payments in respect of Automatic Payment Plans/ Preauthorized Payment Plans; and*
- *other.*

*ii) Billing Adjustments*

- *under-billing (e.g. about how far go back for under-billing adjustment or about adequacy of time period offered to pay under-billing adjustment); and*
- *over-billing (e.g. about how refund payments are made, such as by cheque, credit to account, etc.).*

*iii) Equal Billing & Equal Payment Plans*

- *customer could not join the plan;*
- *midseason review (e.g. about whether or not a mid-season review took place);*
- *final true-up (e.g. about time allowed to pay a debit adjustment and whether a refund cheque was issued in the case of a credit adjustment); and*
- *other.*

*iv) Disconnection Notices*

- *no notice;*
- *notice did not provide adequate information;*
- *notice received too soon prior to disconnection;*
- *deposit not considered before issuing disconnection notice; and*
- *other.*

*v) Disconnection and Reconnection Procedures*

- *distributor not making one final call before disconnection;*
- *reconnection (e.g. distributor missed reconnection appointment or no show); and*

- *other.*
- vi) *Suspension of Disconnection Pending Review of Low-Income Eligibility*
- *adequacy of period of suspending disconnection pending review of low-income eligibility; and*
  - *other.*
- vii) *Arrears Payment Agreements*
- *not making agreement available;*
  - *application of late payment charges;*
  - *amount of down-payment required before entering agreement;*
  - *length of agreement offered;*
  - *cancellation and reinstatement (e.g. cancelled after customer missed only one payment, customer not given adequate notice when cancelled or customer was not reinstated when paid in full before cancellation); and*
  - *other.*
- viii) *Security Deposits*
- *not offering to allow the customer to pay over 6 months;*
  - *unfair amount requested;*
  - *not returned;*
  - *not waived (e.g. good credit record not accepted); and*
  - *other.*
- ix) *Opening and Closing of Accounts*
- *former tenant's charges applied to new tenant;*
  - *tenant's charges applied to landlord without consent;*
  - *former owner's charges being applied to a new owner; and*
  - *other.*
- x) *Low-Income Customer Eligibility*
- *eligibility for low-income customer service policy;*
  - *eligibility for low-income customer emergency financial assistance (e.g. LEAP or Winter Warmth); and*
  - *other.*
- xi) *Other Customer Service-Related Topics.*
- c) *Type of Customer Service-Related Enquiries*
- i. *number of customer service-related enquiries distributors received during the year from their residential customers;*

- ii. *number of customer service-related enquiries distributors received during the year from their residential customers for selected topic areas listed under section 2.1.19 b) above that distributors have the ability to report on.*

*For the purposes of sections 2.1.18 and 2.1.19 above:*

- a) *reporting on information regarding residential customers shall cover all residential customers, including eligible low-income customers; and*

- b) *the following definitions apply:*

*“account in arrears” means an account that is more than 30 days past the minimum payment period required to pay for the gas and/or non-gas services billed by the utility;*

*“arrears payment agreement” means a bill repayment arrangement where a customer has entered into extending the payment period beyond the minimum payment period required to pay for the gas and/or non-gas services billed by the utility;*

*“customer service-related complaint” means a customer service-related enquiry from a residential customer that requires escalation by a customer service employee for further internal review by the utility;*

*“customer service-related enquiry” means an enquiry from a residential customer pertaining to the utility’s customer service policies;*

*“eligible low-income customer” means an eligible low-income natural gas customer, as defined in section 1.2 of the Gas Distribution Access Rule;*

*“equal billing plan” means a billing plan where the amount due in each bill is equalized over the course of the billing periods in a year;*

*“equal payment plan” means an arrangement where a customer has entered into an equal billing plan and the monthly payment is made with an automatic withdrawal from a financial institution;*