



uniongas

A Spectra Energy Company

Ms. Kirsten Walli
Board Secretary
Ontario Energy Board
2300 Yonge Street, 27th Floor
Toronto, ON
M4P 1E4

December 21, 2012

RE: EB-2010-0280 – Union Gas Limited – Revised Conditions of Service for Low-income Customers

Dear Ms. Walli:

On September 6, 2012 the Ontario Energy Board (the “Board”) released a Notice of Amendment a Rule in which it implemented a number of amendments to the GDAR effective January 1, 2013. The amendments are designed to ensure that rate-regulated natural gas distributors develop and maintain appropriate customer service policy standards and practices for their low-income customers, and to ensure that they publish and comply with those policy standards and practices.

Union’s revised Conditions of Service in compliance with section 8.1.3 of GDAR will be updated by January 1, 2013 at Union’s website at <http://uniongas.com/aboutus/policies/>.

If you have any questions, please contact me at 519-436-4521

Sincerely,

(original signed by)

Marian Redford
Manager, Regulatory Initiatives

c.c: Crawford Smith (Torys)
EB-2010-0280 Intervenors