



**INFRASTRUCTURE SERVICES DEPARTMENT  
KITCHENER UTILITIES**

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BY E-MAIL & COURIER

January 4, 2013

Ontario Energy Board  
Attn: Ms. Kirsten Walli, Board Secretary  
P.O. Box 2319  
2300 Yonge Street, 27<sup>th</sup> Floor  
Toronto, Ontario, M4P 1E4

Dear Ms. Walli:

**Re: EB-2010-0280 – Residential Customer Service Amendments to GDAR – Revision to Customer Service Practices of the Corporation of the City of Kitchener (“Kitchener”)**

Further to the Ontario Energy Board’s (“Board’s”) Notice of Amendment to a Rule for Eligible Low-Income Customer Service Policy Amendments to the Gas Distribution Access Rule dated September 6, 2012 (“Notice”), Kitchener wishes to advise the Board that it has posted a revision to its “Customer Service Practices for Utility Customers” on its corporate and utility websites as of December 27, 2012. The revision provides a definition of the eligibility criteria for low-income customers as set out in subsection g) of the revised Practices. A copy of this document is attached for the Board’s information and may be accessed via the following links:

Kitchener Utilities Website under “My Account”:

[http://www.kitchenerutilities.ca/pdf/Customer\\_Service\\_Practices.pdf](http://www.kitchenerutilities.ca/pdf/Customer_Service_Practices.pdf)

City of Kitchener Corporate Website under “Living in Kitchener”:

[http://www.kitchener.ca/en/livinginkitchener/resources/KU\\_Customer\\_Service\\_Practices.pdf](http://www.kitchener.ca/en/livinginkitchener/resources/KU_Customer_Service_Practices.pdf)

If there are any questions regarding Kitchener’s Customer Service Practices for Utility Customers, I would be pleased to respond to them promptly.

Sincerely,

James A. Gruenbauer, CMA  
Manager, Regulatory Affairs and Supply

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Cc: B. Jaffray (OEB) W. Malcolm (Kitchener) J. Chatterjee (Kitchener)