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By Email Only

January 17, 2019

To: All Rate-Regulated Natural Gas Distributors

**Re: Review of Customer Service Rules (Phase 2)
OEB File No.: EB-2017-0183
Survey of Practices & Invitation to Provide Input**

By [letter](#) dated October 25, 2018, the Ontario Energy Board (OEB) announced the initiation of Phase 2 of the review of customer service rules (CSR) for electricity distributors, rate-regulated natural gas distributors and unit sub-meter providers. As part of this review, the OEB is conducting a survey of rate-regulated natural gas distributors' practices to collect information on a number of important questions related to the application of the CSR.

As part of Phase 1, the OEB issued a survey to collect distributors' opinions and suggestions on several areas of the CSR. This feedback helped shape the OEB's proposed rule changes related to these areas. The OEB is using this survey to collect distributors' feedback on other areas of the CSR being reviewed as part of phase 2. This feedback will improve the OEB's understanding of distributors' current practices and how they have operationalized the existing CSR. The following is the link to the survey: <https://www.surveymonkey.com/r/OEB-CSR-P2-GAS>. You are invited to complete the survey on or before **February 7, 2019**, along with providing all supporting information and relevant documents.

You are also invited to submit written comments on your experience with the CSR, including whether the rules are meeting the expectations of your customers and your ideas for improvements. We have provided some suggestions for areas you may wish to address in your comments in Attachment 1. However, we welcome feedback on all aspects of the CSR being reviewed as part of phase 2. Your written comments will assist OEB staff in furthering its work on the CSR review by improving its understanding of any operational issues with the current rules. You may wish to comment individually, as groups and/or through associations. Comments should be forwarded by email to CSR@oeb.ca no later than **February 14, 2019**.

If you have any questions regarding this initiative, please contact Andrew Brinn, Advisor at 416-440-7728 or CSR@oeb.ca.

Yours truly,

Original Signed by

Brian Hewson
Vice President, Consumer Protection & Industry Performance

Attachment 1
Letter to All Rate-Regulated Natural Gas Distributors
Review of Customer Service Rules (Phase 2)
OEB File No.: EB-2017-0183

SUGGESTED AREAS FOR COMMENTS

The following are some suggested areas for comments. As indicated, we are looking for information about your customers' expectations with respect to the CSR being reviewed as part of phase 2, as well as any operational impacts related to the implementation of these rules or possible changes to them.

BILLING ERRORS

1. Do you have any views on the current two-year maximum periods for correction of billing errors? Would increasing or decreasing these periods impact the distributor's operations? If so, how?
2. Are there any operational challenges associated with settling billing errors? If so, what are they? Are there different challenges associated with residential and non-residential low-volume consumers?
3. Do you have any views on payment methods for settlement of billing errors? What are the operational implications associated with the payment options your customers have requested?

OPENING AND CLOSING OF ACCOUNTS

4. Have you encountered any challenges when confirming a customer's identity and authority to open or close an account?
5. Have you encountered any landlord/tenant issues impacting the opening and closing of accounts?
6. Are there any reasons why a distributor may continue to provide service to a rental property after the tenant who is the account holder has moved out and there is no agreement in place for continued service? How do you treat any charges that were incurred during the period when there was no agreement in place?

SERVICE CHARGES RELATED TO MANAGEMENT OF CUSTOMER ACCOUNTS

7. What are the costs associated with setting up a new account? Are there similar costs associated with transferring a customer's account to a spouse or partner?
8. Are there any reasons for applying a charge to test a meter before a decision on a billing dispute is made? What are the operational impacts if this fee is only applied after a decision is made?

ADDITIONAL COMMENTS

9. Are there any other comments and/or recommendations you would like to add? If yes, please provide them under the heading, "Additional Comments."