



Ontario
Energy
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BY EMAIL

January 6, 2020

Mr. Mark Kitchen
Enbridge Gas Inc.
50 Keil Drive North
Chatham, ON N7M 5M1
MKitchen@uniongas.com

Dear Mr. Kitchen:

Re: Consumer Complaint Response Process Reporting Requirement

I am writing in regards to the requirement that rate-regulated gas distributors provide certain information to the Ontario Energy Board (OEB) relating to the Consumer Complaint Response Process as set out in the Gas Distribution Access Rule (GDAR).

On March 14, 2019, the OEB issued a [Notice of Amendments to Codes and a Rule](#)¹. The amendments related to customer service rules for utilities². The amendments also included provisions relating to the process for responding to consumer complaints. The consumer complaint response provisions for gas distributors are set out in section 10 of the GDAR and came into force on July 1, 2019. Pursuant to section 10 of the GDAR, gas distributors were required to provide the following information to the OEB within five business days of the section coming into force:

1. An email address for the purpose of the Consumer Complaint Response Process that is monitored at all times during regular business hours (S 10.3.2).
2. The name, title, direct telephone number, direct e-mail address, and mailing address of the designated contact person for the Consumer Complaint Response Process (S 10.3.3 (a)).
3. The person that the above person reports to (S 10.3.3 (b)).

¹ Distribution System Code, Standard Supply Service Code, Unit Sub-Metering Code and Gas Distribution Access Rule.

² Licensed electricity distributors, rate regulated gas distributors, and licensed unit sub-meter providers.

It is my understanding that not all gas distributors provided the required information to the OEB. To avoid potential enforcement actions, each gas distributor must provide the OEB with the relevant information set out in the above referenced sections of the GDAR by e-mail to BoardSec@oeb.ca no later than **January 17, 2020**.

Any questions relating to this letter should be directed to Gona Jaff at Gona.Jaff@oeb.ca or at 416-440-7613. The Board's toll-free number is 1-888-632-6273.

Yours truly,

Original Signed By

Brian Hewson
Vice President
Consumer Protection and Industry Performance