



Ontario
Energy
Board | Commission
de l'énergie
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BY EMAIL

June 22, 2020

To: Rate Regulated Gas Distributors
Re: Corrigendum – Section 9.5.6 of the Gas Distribution Access Rule

On March 14, 2019, as part of its [Review of Customer Service Rules](#), the Ontario Energy Board (OEB) made amendments to the Gas Distribution Access Rule (GDAR), the Distribution System Code (DSC), the Standard Supply Service Code (SSSC), and the Unit Sub-Metering Code (USMC), most of which came into effect on March 1, 2020. The new customer service rules for gas distributors were intended to be aligned with the customer service rules that apply to electricity distributors and unit sub-meter providers; the amendments to GDAR were based on the electricity Codes. OEB staff has recently become aware of a transcription error in paragraph (c) of section 9.5.6 of the GDAR, which relates to arrears payment agreements for eligible low-income customers.

This administrative error has now been corrected as follows:

(c) in the case of an eligible low-income customer, a period of at least eight months, where the total amount of the gas charges remaining overdue for payment is less than or equal to ~~exceeds~~ two times the customer's average monthly billing amount;

With this correction, paragraph (c) will be consistent with paragraphs (d) and (e), and will mirror the equivalent provisions in the DSC and USMC, as originally intended.

The corrected version of the GDAR can be accessed on the [OEB's website](#).

Any questions relating to this letter should be directed to IndustryRelations@oeb.ca.

Yours truly,

Original Signed By

Christine E. Long
Registrar and Board Secretary