



Low-Income Energy Network

C/o Advocacy Centre for Tenants Ontario
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Sent by courier and through the Board's web portal

Ms Kirsten Walli
Board Secretary
P.O. Box 2319
Ontario Energy Board
2300 Yonge Street, Suite 2700
Toronto, ON M4P 1E4

**Re: Proposed customer service amendments to the gas distribution access rule
EB-2010-0280**

Dear Ms. Walli:

The Low-Income Energy Network (LIEN) represents more than 80 member groups across Ontario. As a network representing the intersection of interests related to low-income consumers and energy and sustainability, LIEN's focus is on reducing the energy bills of all low-income consumers and providing low-income consumers the opportunity to better manage their energy bills. This helps to ensure that all low-income consumers across Ontario have access to conservation programs, technologies and services as well as conservation education, and realize the environmental, energy and economic benefits associated with the more efficient use of energy.

Need to develop metrics for tracking and reporting annually

Each section of the proposed content of the Customer Service Policy a) through to h) should be modified by adding the requirement to develop and report quantitative and qualitative metrics (e.g. security deposits waived/returned, number of disconnections and reasons), annually, regarding compliance with each requirement. These metrics should be filed with the Board and also posted on the gas company website.

Need for consultation with stakeholders in policy review

LIEN supports the Board's proposed inclusion in the Customer Service Policy of the process by which revisions to the Policy are to be made. GDAR should require that this process include consultation with stakeholders as part of the revision process. LIEN suggests that the Policy be reviewed every two years.

LIEN appreciates the difficulty in the companies consulting with stakeholders on policy development prior to August 11th. Should the companies be able to consult prior to August 11th, LIEN would be pleased to provide timely input.

Thank you for the opportunity to make this submission to the Board.

Sincerely,

A handwritten signature in black ink, appearing to read 'Zeenat Bhanji', written in a cursive style.

Zeenat Bhanji, Coordinator
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