

## Attachment A

### Proposed Eligible Low-Income Customer Service Policy Amendments to the Gas Distribution Access Rule

July 12, 2012

**Note: The text of the proposed amendments is set out in italics below, for ease of identification only.**

1. Subsection 1.2.1 of the Gas Distribution Access Rule is amended by modifying the definition of “Customer Service Policy” to read as follows:

“Customer Service Policy” means the document developed by a rate-regulated gas distributor in accordance with *chapter 8* of this Rule that describes the customer service-related standards and practices applicable to its residential customers;

and by adding the following definitions immediately after the definition of “E.B.O. 188 Report”:

*“eligible low-income customer” means a residential customer who:*

- *has a pre-tax household income at or below the most recent pre-tax Low Income Cut-Off, according to Statistics Canada, plus 15%, taking into account family size and community size, as qualified by a Social Service Agency or Government Agency; or*
- *has been qualified for Emergency Financial Assistance;*

*“Emergency Financial Assistance” means any Board-approved emergency financial assistance, or other financial assistance made available by a distributor, to eligible low-income customers;*

and by adding the following definition immediately after the definition of “Service Transaction Request”:

*“Social Service Agency or Government Agency” means:*

- *a social service agency or government agency that partners with a given distributor to assess eligibility for Emergency Financial Assistance; or*
- *a social service agency or government agency that assesses eligibility for other energy financial assistance or low-income financial assistance programs, and partners with a given distributor to qualify customers for eligibility under chapter 8 of this Rule;*

2. Subsection 1.4.6 of the Gas Distribution Access Rule is amended by replacing the word “Section” at the beginning of the first paragraph with “Chapter”.

3. Section 1.4 of the Gas Distribution Access Rule is amended by adding the following new paragraph immediately after subsection 1.4.6.

*1.4.7 Subsection 8.1.3 and the amendments to subsection 1.2.1 to include the definition of “eligible low-income customer”, “Emergency Financial Assistance” and “Social Service Agency or Government Agency” shall come into force on January 1, 2013.*

4. Chapter 8 of the Gas Distribution Access Rule is amended by adding the following new paragraph immediately after subsection 8.1.2.

*8.1.3 Where a rate-regulated gas distributor has established customer service-related standards and practices specific to eligible low-income customers, the gas distributor shall describe them in its Customer Service Policy in a manner separate and apart from its customer service-related standards and practices applicable to other residential customers.*

5. Subsection 8.5.1 of the Gas Distribution Access Rule is amended by adding the word “*residential*” following the word “each” in the third line.