



uniongas

A Spectra Energy Company

February 13, 2013

Ms. Kirsten Walli, Board Secretary
Ontario Energy Board
2300 Yonge Street
Suite 2700
Toronto, Ontario
M4P 1E4

**RE: EB-2010-0280 – Union Gas Limited – Clarification Letter on January 18th
Submission on Customer Service Amendments to the Natural Gas Reporting
and Record Keeping Requirements**

Dear Ms. Walli:

On December 13, 2012 the Ontario Energy Board gave notice under section 45 of the Ontario Energy Board Act, 1998 of proposed customer service-related amendments to the Natural Gas Reporting and Record Keeping Requirements Rule for Gas Utilities (“Gas RRR”). Interested parties were invited to provide comments on the proposed amendments by January 18, 2013. This letter is to provide clarification information on Union’s submission filed on January 18, 2013.

Section 4.3 Customer Service-Related Enquiries to be Reported

For section 4.3, Union stated in its January 18, 2013 submission that the Board proposed that gas distributors report the total number of customer service-related enquiries received during the year separated between residential and eligible Low-income customers. To clarify, the Board did not propose the separation between residential and low-income for this section. Instead, the Board has proposed that customer service-related enquiries be reported using the same categories identified for complaints reporting in Section 4.2.

As stated in Union’s January 18, 2013 submission, contact centre technology cannot currently support the requirements under Section 4.3. Union’s information technology can only report total enquiries for all customers (residential and small commercial) and cannot currently separate enquiries into the categories identified by the Board in section 4.2. The above reporting would require significant and costly process and system changes. Union requests reporting under Section 4.3 be total customer enquiries, including residential and small commercial. For clarification, the vast majority of calls that are received and tracked in the contact centre are from M1 customers (Small Volume

General Service Rate – general service customers whose total consumption is equal to or less than 50,000 m³ per year). There are also some calls received from M2 customers (Large Volume General Service Rate – general service customers whose total consumption is greater than 50,000 m³ per year.)

If you have any questions, please contact me at 519-436-4521.

Yours truly,

[Original signed by]

Marian Redford
Manager, Regulatory Initiatives

cc: Crawford Smith (Torys)
EB-2010-0280 Intervenors