

BY E-MAIL

January 18, 2019

Ontario Energy Board
Attn: Ms. Kirsten Walli, Board Secretary
P.O. Box 2319
2300 Yonge Street, 27th Floor
Toronto, Ontario, M4P 1E4

Dear Ms. Walli:

Re: EB-2017-0183 - Notice of Proposed Amendments to Codes and a Rule and Notice of Hearing: Request for comments by Parties - Submissions by the City of Kitchener ("Kitchener")

In response to the Ontario Energy Board's ("Board's") letter dated December 18, 2018, Kitchener respectfully provides the comments regarding attachment E - Proposed Amendments to Gas Distribution Access Rule, with our appreciation for the opportunity to do so.

Kitchener is a non-OEB rate-regulated gas distributor. Kitchener has participated in Customer Service Rules applications since it began in 2010. Kitchener will continue, "to voluntarily comply with aspects of the proposed amendments to the extent it can, given its resources and far smaller scale and scope of operations relative to the rate-regulated distributors".

We attach our comments to this response.

Kitchener thanks the Board for this opportunity to provide our comments on the customer service standards for rate-regulated gas distributors and hope they are helpful.

Sincerely,



Greg St. Louis
Director, Utilities

attachment

Cc: L. Baillargeon (Kitchener)
J. Chatterjee (Kitchener)