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For immediate release

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OEB Sets Natural Gas Service Quality Requirements

Toronto – Today the Ontario Energy Board (OEB) issued a Notice of Amendment to the Gas Distribution Access Rule (GDAR) regarding Service Quality Requirements (SQRs) to be met by natural gas distributors.

The Service Quality Requirements stem from one of the Board's recommendations in the Natural Gas Forum report and are designed to ensure acceptable levels of service quality are maintained by distributors as the Board moves to a new system of incentive regulation which is designed to simplify rate-making and encourage cost efficiency.

The Service Quality Requirements focus on customer service issues including telephone response, billing and metering performance, and ensuring service appointment times and disconnect/reconnect times are met.

Details regarding specifics of the Service Quality Requirements can be found on the Board's web-site at www.oeb.gov.on.ca.

The Service Quality Requirements will come into force January 1, 2007.

The Ontario Energy Board regulates the province's electricity and natural gas sectors in the public interest. It envisions a healthy and efficient energy sector with informed consumers, and works towards this vision through regulatory processes that are effective, fair and transparent.

For more information on the Board, please visit our Web site at www.oeb.gov.on.ca or contact the Consumer Relations Centre at 416-314-2455 or toll-free at 1-877-632-2727.

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