

POLICIES & GUIDELINES

Policy #: 06-UG-013

Subject:

Written Customer Complaints

Effective:

August 1, 2011

Applies to:

All customers who receive Direct Purchase or distribution services from Union Gas.

Purpose:

The purpose of this policy is to provide an overview of the handling of written customer complaints.

Background: *(Not to limit the applicability of the policy)*

Union Gas recognizes effective complaint handling is a key part of managing customer relationships. This policy addresses Union's framework for handling written customer complaints in an efficient and fair manner. For the purpose of this policy and consistent with the definition in the Ontario Energy Board's Gas Distribution Access Rule (GDAR); a written complaint is defined as a written expression of grievance or dissatisfaction about a decision, action taken, or failure to act by the distributor.

Policy:

- A written complaint received by Union Gas will be handled fairly, effectively, courteously and on a timely basis.
- Union Gas will respond to all written customer complaints by email or in writing (unless otherwise agreed to by the customer) within 10 calendar days.
- In accordance with applicable privacy laws, any personal information related to the account will only be shared with the party named as the customer on the account, unless written consent is provided by the party named as the customer on the account.

Procedures

1. The written complaint must include adequate information for Union Gas to understand the issue. The complaint should include: customer name; customer address; service address; a detailed description of the nature of the complaint; applicable date(s); account number(s); contract identification number(s) (i.e. Service Agreement #); and any other relevant information that will help Union Gas understand the issue.
2. Customers will be directed to send written complaints to:

Union Gas Limited
P.O. Box 2001
50 Keil Drive North
Chatham, Ontario
N7M 5M1

 - a. For written complaints related to contracts for direct purchase or distribution services send to the attention of the appropriate Account Manager or Customer Service Representative, if known, or Manager, Contracting, Billing and Operational Support.
 - b. For written complaints related to all other services, including end use residential customers, send to the attention of Customer Relations.
3. Union Gas will respond in writing (unless otherwise agreed to by the customer), within 10 calendar days. If more time is required to fully respond to the complaint, an interim response will be sent to the customer.
4. Union Gas will maintain a copy of the complaint and supporting documentation for a period of two years from the last response.

Supersedes:

June 3, 2009 Version

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