

# Complaint Resolution Policy



**Objective:** To provide fair and timely resolution of complaints regarding Enbridge Gas New Brunswick's (EGNB's) distribution, gas supply or customer services or EGNB's contractors or service providers.

## Background Information

To demonstrate to the New Brunswick Energy and Utilities Board ("the Board") and to the public that EGNB takes complaints very seriously, it has implemented a Complaint Resolution Policy that has been approved by the Board.

A customer or other party with a complaint ("Complainant") related to EGNB's distribution, gas supply or customer services or EGNB's contractors or service providers, may take advantage of the provisions of this policy, or refer their complaint directly to the Board.

If a Complainant has a complaint related to gas marketers, installers or sellers of natural gas equipment, EGNB will refer the complaint to the appropriate party and also advise that they may refer their complaint directly to the Board, if it involves a gas marketer.

## Complaint Resolution Policy

Complainants with concerns regarding EGNB's distribution, gas supply or customer services or EGNB's contractors or service providers who approach gas marketers should be asked to contact our Customer Service Call Centre ("Call Centre") at 1-800-994-2762.

A Complainant may contact our Call Centre in order that a Customer Service Representative or Supervisor (if escalated internally) may assist them in resolving the complaint. The Call Centre shall investigate and provide a response to a complainant within 2 working days.

If the complaint relates to any of the following, the Call Centre will refer relevant information regarding the complaint via e-mail to EGNB's Manager of Regulatory Affairs, or her designate:

1. gas marketers
2. installers or sellers of natural gas equipment

If the Complainant is not satisfied with the answer that they receive from staff of the Call Centre, they will be informed that they may submit their complaint in writing, to EGNB's Manager of Regulatory Affairs.

A customer or other party who has a complaint may, at any time, refer the complaint directly to the Board if it involves EGNB or a gas marketer.

Where the complaint relates to EGNB's distribution, gas supply or customer services or EGNB's contractors or service providers, EGNB's Manager of Regulatory Affairs, or her designate, will reply with a decision and reasons, in writing, within 20 working days of receiving the written complaint. If EGNB is unable to complete its investigation to allow it to respond to the complaint within the 20 day time period, EGNB will notify the complainant and the Board in writing within 20 days of receipt of the written complaint. EGNB will send its response to the complainant within an additional 10 days.

Where the complaint relates to gas marketers and/or installers or sellers of natural gas equipment, EGNB's Manager of Regulatory Affairs, or her designate, will refer the complaint to the appropriate party and confirm such with the Complainant, in writing, within 5 working days of receiving the written complaint. Where action by EGNB is deemed appropriate, it will be described in the written response.

If the Complainant has been notified, in writing, of EGNB's intention to discontinue service in accordance with EGNB's Policy on Non-Voluntary Discontinuance of Service, EGNB's Manager of Regulatory Affairs, or her designate, will render her decision in writing within 48 hours.

If the Complainant is not satisfied with the answer they receive from the Manager of Regulatory Affairs, or her designate, they may request a review of the matter by the Board.

## **Information Requirements**

EGNB shall inform customers of its Complaint Resolution Policy through a bill insert with a customer's first invoice for distribution service and annually thereafter.

EGNB shall place this Complaint Resolution Policy on its Web Site.

EGNB shall educate gas marketers, installers or sellers of natural gas equipment its contractors and other service providers regarding this policy.

EGNB shall file an annual report with the Board that identifies the number, the type and the resolutions for complaints received from customers. The report shall be filed within 60 days from EGNB's fiscal year end.