



PETERBOROUGH DISTRIBUTION INC.

1867 Ashburnham Drive, PO Box 4125, Station Main
Peterborough ON K9J 6Z5

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Kirsten Walli
Board Secretary
Ontario Energy Board
P.O Box 2319
2300 Yonge Street
Suite 2700
Toronto, Ontario
M4P 1E4

Dear Ms Walli:

LEAP Implementation Working Groups

I am writing you to express my interest in participating in the LEAP Working Groups. I have 25 years of experience in the Electric and Water Utility Industry in the areas of Field Services including Field Collections, sub metering, Supervisor of Collections for Scarborough Utilities and Toronto Hydro, Manager of Customer Service for both Scarborough Utilities and for the last 10 years, Peterborough Distribution Inc. (PDI)

In the mid 90's, I was instrumental in the introduction of Share the Warmth program to Scarborough Utilities. The same program was implemented by Peterborough Distribution Inc in 2000.

Share the Warmth was the only fund of its kind back then, however we had growing concerns with the program, as the fund was not meeting the needs of low-income customers. The amounts that Share the Warmth paid towards their utility bills were not enough to stop disconnection of service and was an extremely slow process. In addition, Share The Warmth was a seasonal program and we realized that the need is year round.

In 2003, in conjunction with The Housing Resource Centre (a division of the Peterborough Community Counseling and Resource Centre), we created a year round fund to assist low-income families and seniors. The FUSE Fund (Fund for Utility Services Emergencies)

This fund has helped hundreds of low-income families and has prevented many service interruptions. The model has worked extremely well and is somewhat similar to what is

being proposed with LEAP. The fund is managed and administered by the Housing Resource Centre. PDI contributes funds towards the program and assist in fund raising. Customers have the ability to contribute through monthly "On Bill" donations that helps supplement the fund on a monthly basis.

Having the fund administered by the Housing Resource Centre allows the fund to run smoothly as they can determine who qualifies and who does not as they are experts in determining who is in need and if they qualify for assistance. This provides separation between PDI and the management of the FUSE fund. PDI does not have to determine eligibility or need; therefore assistance through the fund is done in a fair and equitable manner. The Housing Resource Centre and the Community Counseling and Resource Centre both support my nomination to the working group for LEAP.

I also have had a close ongoing working relationship with the Peterborough Housing Authority, Affordable Housing Action Committee.

Both Housing Resource Centre and PDI work closely with Ontario Works, ODSP and other agencies to gain maximum benefit from the fund by resourcing other existing emergency funds. This model would work well for LEAP.

I have also been involved in all of the conservation programs within PDI. In addition to the OPA programs, we also participated in the installation of thermal storage heating in Peterborough Housing removing baseboard electric heat and allowing the customers to be billed on Time of Use rates using Smart Meters. This has allowed the Housing Authority shift of energy to "Off Peak" times and therefore significantly lowering their energy cost.

This same model with appropriate funding could be adapted to other Low Income housing or for low income customers on electric heat allowing them to take advantage of "Off Peak" heating. We have been successful in shifting 92% of the water and space heating to "Off Peak" times.

I have also participated in lighting retrofit programs for Low Income housing where we converted all of the lighting to compact fluorescent bulbs, installed low flow shower heads and aerators in the kitchen and bathroom sinks in 1680 units. This was a direct benefit to the tenants of these units saving millions of kilowatt-hours over the life of the equipment.

I have had a 10-year working relationship with Peterborough Green Up who are leaders in the areas of environmental and sustainable issues and provides education, services,

resources and support to enable citizens to take up environmentally healthy lifestyle habits. I currently sit as a member of the Sustainable Business Committee.

I am frequently asked to speak to the Low Income and Social Housing agencies on conservation, Smart Metering and have been involved in round table discussions with low income advocacy groups to look for programs and processes to help low income families reduce consumption and prevent service interruptions.

I have been an active participant in the planning, managing and implementation of all conservation programs since the third tranche funding provided by OEB in 2004 and with the Ontario Power Authority since its inception.. I have in-depth knowledge of the regulatory issues regarding customer interaction and understand clearly the role of the OEB in these matters.

Please note, that I am not seeking eligibility for cost awards.

I feel that I am well qualified to participate in one or preferably both working groups as I feel I have much to contribute in order to find a good working solution for the implementation of the LEAP program.

Yours very truly,

A handwritten signature in black ink, appearing to read 'David Whitehouse', with a stylized, cursive script.

David Whitehouse
Manager Customer Service
Telephone (705) 748-9301 ext 1222
Fax 705-748-6761
e-mail dwhitehouse@peterboroughutilites.ca