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**Susan Frank**

Vice President and Chief Regulatory Officer  
Regulatory Affairs

BY COURIER

May 20, 2009

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

Dear Ms. Walli:

**EB-2008-0150 OEB Consultation on Energy Issues Relating to Low Income Consumers: Nominations on Behalf of Hydro One Networks Inc. and Hydro One Brampton Networks Inc. to the OEB's Proposed Implementation Working Groups**

In response to the Board's May 11<sup>th</sup> memo on the above, we wish, on behalf of Hydro One Networks Inc. and Hydro One Brampton Networks Inc., to nominate two individuals as representatives of electricity distributors on the Board's proposed working groups. These are:

- Barb Allen, Manager of Customer Programs in our Customer Care Division, for the Financial Assistance Working Group and
- Jim Hall, Manager of Business Integration in our Strategy and Conservation Division, for the CDM Working Group.

As can be seen from the attached resumes, Barb and Jim are highly accomplished and respected professionals in their respective disciplines, with considerable knowledge and experience to offer the two working groups. Both are very well acquainted with the Ontario Energy Board, and are familiar with regulatory requirements and processes as an aspect of their daily work. Furthermore, they have both been valued contributors to prior working groups established by the Board in the last few years.

Hydro One serves a vast geographic territory, with over 300 municipalities and a myriad of service agencies. We believe that the development and nurturing of solid partnerships is a fundamental requirement in the design and delivery of programs for customers generally, and especially so for those customers who are defined as low income. Importantly for these working groups, both Barb and Jim have concerned themselves with the issues of low income customers in their areas of expertise and have worked with external parties on these issues. Accordingly, they can bring not only solid working relationships with the needed agencies, but also, sufficient experience and thoughtful approaches to the many questions which will arise as work progresses.

This effort is very important to Hydro One, as the working groups will be investigating issues which are fundamental to the successful design and delivery of financial assistance and CDM programs to our low income customers. As a company we are committed to this initiative and believe that Barb and Jim would bring very considerable value to the working groups' deliberations.

Hydro One is appreciative of the opportunity and will not seek costs.

Sincerely,

ORIGINAL SIGNED BY SUSAN FRANK

Susan Frank

## **HYDRO ONE INC. NOMINATIONS TO THE ONTARIO ENERGY BOARD'S LEAP IMPLEMENTATION WORKING GROUPS**

### **LEAP Financial Assistance Working Group**

#### ***Nomination***

Barb Allen, Manager, Customer Programs, Customer Care Division

#### ***Relevant Experience and Qualifications***

Barb is a thirty-year employee of the former Ontario Hydro and Hydro One, and has been part of the retail customer service function for fifteen years. Among her accomplishments are the leadership of teams which:

- developed and delivered customer communications which introduced many service changes, including the consolidation of call handling to the Markham Call Centre in 1996, the new CSS and monthly billing in 1998, and the introduction of deregulation and Hydro One Networks' unbundled electricity bill in 2002.
- developed Hydro One Networks' customer satisfaction program, which provides the customer research and feedback to focus the service improvement investments that are increasing the Company's satisfaction levels.

Starting in 2001, as a member of Hydro One's outsourcing initiative, Barb also led the preparation of the Statement of Work to scope the contact handling, billing and collections services to be delivered by the (then) newly established service companies, Inergi and Vertex.

In addition to her customer service background, Barb also brings knowledge of Hydro One's experience with social service agencies which work with Hydro One Networks or Hydro One Brampton Networks customers. There are over 200 such agencies which routinely contact Hydro One, both in the urban and the rural areas that we serve. Hydro One has experience responding to a range of agencies across the Province; from ODSP and Ontario Works offices, to local United Way and Salvation Army offices, and also individual community support groups.

During this past winter, Hydro One Networks participated in the Winter Warmth program on a pilot basis. The Company established the fund and distributed this directly to eight agencies within our service territory which were chosen to participate. Our pilot program will be completed May 31, 2009 and a final report prepared.

Potential members of the Financial Assistance Working Group require knowledge of the role of the OEB in electricity regulation. Barb was extensively involved in Hydro One's 2006 and 2008 rate applications for its Distribution Business, during which she coordinated the development of evidence and interrogatory responses, as well as hearing preparation for the Customer Care Work Program. She is a member of the Company's Rate Application Steering Committee. As Barb is also accountable for our Customer Care regulatory program, she regularly monitors and assesses the implications of code amendments or regulations for our system or customer services, and participates on project teams to coordinate any resulting changes, and update our Conditions of Service.

## **HYDRO ONE INC. NOMINATIONS TO THE ONTARIO ENERGY BOARD'S LEAP IMPLEMENTATION WORKING GROUPS**

### **LEAP Low Income CDM Working Group**

#### ***Nomination***

Jim Hall, Manager, Business Integration, Strategy and Conservation Division

#### ***Relevant Experience and Qualifications***

Jim has been working in electricity conservation and demand management since Hydro One, as an Ontario Hydro successor company, resumed this effort in 2003. During 2003-2004, as a member of the Board's Advisory Group on Demand Side Management and Demand Response, he provided advice to the Board on the design of the current CDM framework for electricity distributors. Subsequently, Jim was a key member of the Hydro One team that developed the Company's Conservation Plan with respect to MARR funding and was a witness at the ensuing hearing. Jim was also responsible for engaging Navigant Consulting to provide avoided cost numbers that could be utilized by all electric utilities in the design and delivery of programs, and submitting the report to the Board, in response to its request. The resultant avoided cost structure was then adopted by the Board.

Hydro One actively pursued low income programs with its approved MARR funding and as the manager responsible for residential programs, Jim was intimately involved with the design and delivery of those programs. Hydro One's first Low Income Program was a partnership with Canada Mortgage and Housing Corporation's (CMHC) Homeowner Residential Rehabilitation Assistance Program (RRAP) and Natural Resources Canada's (NRCan) EnerGuide for Houses Program whereby Networks offered up to \$3,000 to qualifying low income households for use in home upgrades and retrofits designed to achieve electrical energy savings. Combining the three programs helped achieve maximum energy savings in low-income households in Networks' service territory and created synergies in their administration. This was the first program of its kind in Canada. It was also the first to bring the EnerGuide for Houses program to the low-income sector and was subsequently used as the template for the national Energuide for Low Income Households (EGLIH) Program. Unfortunately, in May 2006, following a change in the Federal Government, the EnerGuide for Houses program (and EGLIH) was cancelled.

Hydro One's residential First Nations program began with a pilot program providing an integrated approach to energy conservation at the Chippewas of Georgina Island First Nation reserve, encompassing conservation education and housing retrofits for each home in the community. The First Nation Energy Conservation Project was comprehensive, addressing appliances, hot water, lighting, building envelope, and heating systems. It also included an education component throughout its duration. The delivery process consisted of three phases:

- auditing and installation of basic energy conservation measures,
- installation of extended energy conservation measures and
- verification and evaluation of the results.

NRCan was to have funded the audits and education components, but when they were unable to continue, the OPA filled that role. This community-based model was subsequently adopted by the OPA for an expanded pilot program in a number of First Nations communities.

Leveraging its previous partnership with NRCan, Hydro One was able to identify First Nations homes which had received completed “A” audits (pre-retrofit) prior to the cancellation of the EnerGuide for Houses Program , but for which no “B” audits (post-retrofit) had been done since funds were lacking to undertake the identified measures. An assessment of these audits identified a number of communities with a significant number of electrically heated homes requiring cost effective thermal envelope retrofits. Hydro One undertook to retrofit the identified houses with thermal envelope and basic conservation measures and to do the same for any other houses identified as requiring those measures while doing the work in each community.

The Ontario Power Authority (OPA) conducted a Low Income Program request for proposals in 2006 and awarded contracts in several areas across the Province, all of which encompassed or abutted portions of Hydro One’s service territory. Hydro One reached agreements with each party and with the OPA to ensure that a significant number of Hydro One customers would be included in the pilot and that Hydro One would pay for the installation of extended measures. With Hydro One covering the cost of a variety of measures (that is, extended measures, such as insulation, as well as some basic measures and audits not covered by the OPA), for its customers with electric heat, the OPA was able to direct more of their pilot budget toward infrastructure development. Hydro One worked with the vendors to pilot various screening and customer contact mechanisms, and conservation measures during the course of the pilot.

Hydro One partnered with the Social Housing Services Corporation (SHSC) in the Energy Management Pilot, which then evolved into the Green Light Initiative. An on-site energy audit was conducted for program participants and the findings used to generate an energy management plan for their buildings. SHSC reviewed the plans and then developed a funding plan for the properties’ retrofit, utilizing both public and private funding. The social housing property managers and their respective boards approved the energy improvement plan and the energy efficiency measures were implemented. Hydro One provided funding towards the energy audits and implemented measures.