



Social Housing Services Corporation
390 Bay Street, Suite 710
Toronto, Ontario M5H 2Y2
Tel: 416-594-9325
Fax: 416-594-9422
Toll Free: 1-866-268-445
www.shscorp.ca

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Ms. Kirsten Walli
Board Secretary
Ontario Energy Board
P.O. Box 2319
27th Floor
2300 Yonge Street
Toronto, ON M4P 1E4

RE: Consultation on Energy Issues Relating to Low-Income Consumers (EB-2008-0150) - LEAP Implementation Working Groups

This submission is the Social Housing Services Corporation (SHSC) response to the Board's opportunity for stakeholders in the Consultation on Energy Issues Relating to Low Income Consumers to participate on LEAP Implementation Working Groups. The Board has requested interested parties with relevant experience and qualifications to nominate themselves to participate on the Financial Assistance and/or Conservation Working Group(s).

The purpose of this letter is to nominate SHSC to participate on the LEAP Conservation Working Group and to request consideration for Cost Awards. SHSC can assist the Board in developing and implementing LEAP in such a way as to meet the unique needs of low-income people living in social housing.

Mandate of SHSC

The Social Housing Services Corporation (SHSC), is a provincially legislated, non-profit corporation that provides a broad range of housing related programs and services, including energy, to housing providers across Ontario, and is focused on the social housing sector. The social housing sector is comprised of over 267,000 housing units across Ontario, providing housing to some 667,000 Ontarians. There are about 1,900 social housing providers in Ontario and they

own and operate the social housing units. This submission is from SHSC, prepared with the assistance of GLOBE, Green Light On a Better Environment (GLOBE) which is SHSC's subsidiary related to energy conservation in the social housing sector.

SHSC/ GLOBE actively participated in the public hearings on LEAP and provided a submission on the Report of the Board related to the hearings. SHSC/GLOBE has been awarded costs in the past for its participation at the consultation hearing and subsequent written submission on Energy Issues Relating to Low-Income Consumers.

SHSC/GLOBE applauds the Board for adopting our recommendation to set up LEAP Implementation Working Group(s) and for seeing the urgency of the situation by ensuring that LEAP will be available across the province by November of 2009. SHSC/GLOBE urges the Board to ensure that the DSM programs developed as part of LEAP are rolled out in time for the 2010 heating season.

Social housing residents are easier to access than other low-income consumers who live in the private rental or homeowner markets because they can be readily identified. SHSC/GLOBE has direct access through its mandated programs, to the social housing sector in the province. Social housing buildings provide the opportunity for significant energy savings due to the quality of the social housing building stock. Social housing residents and providers lack resources, both financial and technical, to carry out energy efficiency measures, and would benefit from DSM/CDM designed to overcome these barriers. For all of these reasons, social housing is a good opportunity for DSM/CDM.

SHSC/GLOBE is an effective delivery agent of DSM/CDM programs to low – income energy consumers in social housing. SHSC/GLOBE is well positioned to manage and deliver energy efficiency and conservation programming on behalf of energy utilities. SHSC/GLOBE is an experienced delivery agent of DSM/CDM with previous relationships in providing outreach and marketing to the social housing sector for Enbridge and Union Gas. SHSC/GLOBE also delivered

DSM/CDM programs for Hydro One, Toronto Hydro, Powerstream, Newmarket Hydro, Milton Hydro, and the OPA.

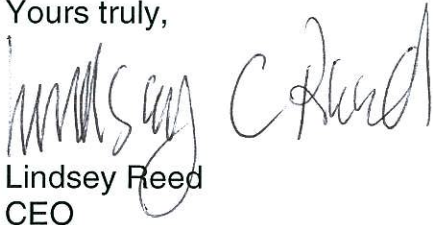
SHSC/GLOBE agrees with the Board's statement that consumer education and outreach are fundamental to the success of LEAP and that low-income energy consumers need to be aware of and understand what programs are available and how to access them. However, SHSC/GLOBE believes that education should go beyond providing outreach and awareness (e.g. information about the policies and programs available to low-income consumers). Education should be the foundation of any low-income assistance or DSM/CDM program. It is SHSC/GLOBE's view that energy conservation and efficiency education is essential to social housing providers and residents. Both want to be engaged and to be part of the global culture of conservation. They simply need the opportunity and right tools to participate.

Cost Awards

SHSC, as a nominee to participate on the LEAP Conservation Working Group, wishes to request Cost Awards for participation on this Working Group.

Thank you for the opportunity to nominate SHSC as a participant on the LEAP Conservation Working Group and we look forward to the opportunity of working with the OEB and other interested parties to develop realistic solutions to matters as they relate to low-income energy consumers.

Yours truly,

A handwritten signature in black ink, appearing to read 'Lindsey Reed', is written over the printed name and title.

Lindsey Reed
CEO

