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November 12, 2010

Ontario Energy Board  
P.O. Box 2319  
27<sup>th</sup> Floor  
2300 Yonge Street  
Toronto, Ontario  
M4P 1E4

**Attention: Ms. Kirsten Walli, Board Secretary**

**Via RESS Only**

Dear Ms Walli:

**Re: LEAP Emergency Financial Assistance EB-2008-0150, EB-2007-0722**

Pursuant to the Board's letter of October 20, 2010, Waterloo North Hydro Inc. (WNH) is unable to provide the Board with WNH's chosen social agency partner at this time.

Waterloo North Hydro Inc., Kitchener-Wilmot Hydro Inc. (KW), Cambridge and North Dumfries Hydro Inc. (CND) and Kitchener Utilities (KU) (gas) have been in discussions with the Region of Waterloo, Social Services – Social Planning, Policy and Program Administration (ROW) regarding a partnership to provide LEAP services.

In order to facilitate the discussions, the November 3, 2010 OEB Draft Manuals, Forms and Reporting Requirements were forwarded to ROW. ROW has serious concerns regarding the onerous requirements, to ROW and the clients they serve. ROW will not be in a position to advise the above named utilities, as to their ability to enter into a partnership for the LEAP Program, until November 19, 2010. ROW is committed to serve their clients and wishes to do so in the most effective and efficient manner possible.

WNH, KW and CNL have been providing funds to the Waterloo Region Energy Assistance Program for many years, a program which is administered by ROW. This program has provided efficient and effective emergency financial assistance to our customers when they have needed it most.

ROW also delivers the Winter Warmth Program for Union Gas in Waterloo and Cambridge.

ROW has a mandate to release government funds through the Ontario Works Program and emergency financial assistance.

As can be determined above, ROW has provided services similar to LEAP for many years, with success in determining where need exists, delivering emergency financial assistance to our customers and providing documentation to their supporting partners, Winter Warmth and government agencies. ROW's review of the OEB's Draft LEAP manual and forms has determined the requirements are far more onerous in terms of documentation, reporting and customer requirements. It is WNH's concern that the LEAP Program requirements, as proposed, may result in more time spent on reporting and less time spent helping our customers. ROW also has a concern that the more stringent customer documentation requirements leads to additional work and anxiety for customers already in a time of need.

WNH, KW and CNL have had a good working relationship over the past years with ROW; our customers have been served well and we would like to continue this relationship.

ROW has noted that the OEB's LEAP requirements are far more stringent than those required from the Winter Warmth Program, a Program upon which the parties understood to be the model for the LEAP Program.

If there are any questions, please contact Chris Amos at 519-888-5541, [camos@wnhydro.com](mailto:camos@wnhydro.com) or myself, at 519-888-5544, [rgatien@wnhydro.com](mailto:rgatien@wnhydro.com).

Yours truly,

*Original Signed By*

Rene W. Gatien, P.Eng, MBA  
President & C.E.O.