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December 9, 2011

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

Dear Ms. Walli,

**Re: Enbridge Gas Distribution Inc. EB-2011-0295 -2012 to 2014 Demand Side Management Plan**

Social Housing Services Corporation (SHSC) is writing this letter in support of the Enbridge Gas application for 2012-2014 Demand Side Management Plan, Board file #EB-2011-0295.

SHSC has supported the efforts of Enbridge over the years to increase the value and opportunity for energy conservation in the low income housing sector. We believe the increase in budgets for the 2012-2014 Plan is an important step in building capacity and awareness towards the goal of energy efficiency.

Specifically, SHSC supports a strong focus on the needs of the low income community particularly related to the issue of fuel poverty in the case where residents pay for their own utilities, but also in the support of landlords who deal with scarce resources in maintaining buildings, in part due to the high ratio of utility costs as a component of overall operations.

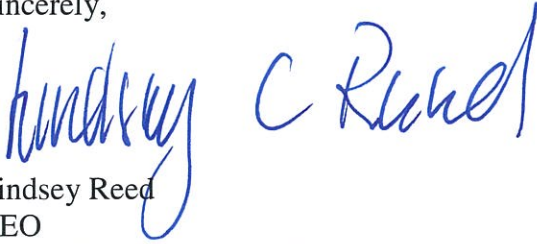
We are also very much in support of the ongoing progress of recognizing the differences between the able-to-pay sector and the low income community. Trends related to tenancy, culture, literacy and language barriers, accessibility and other components of the low income residential community have often been ignored when it comes to program design and we look forward to continuing our work with Enbridge and others in an effort to ensure that programs are designed to maximize benefits to low income residents.

To that end SHSC is also supportive the move towards a score card formula that takes into account these differences rather than relying on a TRC value system that may not take these issues into account.

In keeping with these efforts and supporting conservation we note that Enbridge has made great strides in moving forward with resident education programs such as the award winning Community Champions program. It is our hope that these efforts will be rewarded with increased support from the Ontario Energy Board to include education in its list of program components that can attract incentive dollars.

The new plan begins a trend away from low hanging fruit towards deep measures that achieve long term savings. As part of this approach Enbridge is also working to introduce new technologies through program application. SHSC strongly endorses this direction.

Sincerely,

A handwritten signature in blue ink that reads "Lindsey C Reed". The signature is fluid and cursive, with the first name "Lindsey" and the last name "Reed" clearly legible, and a middle initial "C" in between.

Lindsey Reed  
CEO

Social Housing Service Corporation.