

March 29, 2012

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

Dear Ms. Walli:

RE: EB-2008-0150 - Reporting on Winter Warmth for 2011

In the February 4, 2011 letter, the Ontario Energy Board (the “Board”) requested the following:

“The Board understands that Enbridge and Union receive a final report each year from their respective United Way agency that provides summary statistics on the delivery of the Winter Warmth program. The information contained in these reports is similar to that set out in Attachment A to this letter. As such, the Board currently considers that the filing of these final reports will be adequate for the purpose of enabling the Board to evaluate the provision of emergency financial assistance to natural gas consumers.”

In the December 21, 2011 letter, the Board requested the additional following,

“The Board is adding a reporting requirement under which a natural gas distributor must identify the month in which the distributor’s Winter Warmth and/or LEAP funding was depleted. This information will enable the Board to assess, and compare across distributors, the length of time that Winter Warmth and LEAP funding has been available to assist low-income customers.

Given that Union is now offering its Winter Warmth program on an annual basis, its report should be filed on an annual basis and cover the entirety of the preceding calendar year. The information to be filed annually by Union is set out in Attachment A to this letter.”

Attached are the Union Gas Winter Warmth 2010-2011 Year End Report and Summary Sheet prepared by the United Way of Chatham-Kent. In response to the questions asked in Attachment A to the December 21, 2011 letter from the Board, funding for the Winter Warmth Program comes exclusively from the late-payment class action settlement. All Union funds are held by the trustee for that settlement, United Way of Chatham-Kent. The last payment of the three required payments of \$1.8 million has been forwarded to the United Way of Chatham-Kent. No other funds from non-distributor sources (i.e., donations) were contributed to the Winter Warmth program. For 2011 year the Winter Warmth funds were not depleted.

If you have any questions, please contact me at 519-436-4521

Sincerely,

[original signed by]

Marian Redford
Manager, Regulatory Initiatives

c.c: United Way of Chatham-Kent



Union Gas Winter Warmth

2010-2011 Year End Report

Prepared by: United Way Chatham-Kent



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Summary

Union Gas Winter Warmth became a year round program in 2010-2011, in order to align with LEAP (Low-Income Energy Assistance Program), as mandated by the Ontario Energy Board (OEB), and to fulfill the increased needs of low-income energy users in these difficult economic times. In fact, the 2010-2011 program ran for thirteen months – December 01, 2010 to December 31, 2011. The 2009-2010 program ran for eight months, from November 01, 2009 to June 30, 2010. Union Gas Winter Warmth is coordinated by a network of social service agencies through United Ways in 28 Union Gas catchment areas.

Winter Warmth is designed for low-income households who are experiencing temporary setbacks and have exhausted all other appropriate means of financial support. The Winter Warmth program is an important part of the community and the participating social service agencies (Intake Agencies) serve as the place where families can go for assistance.

Winter Warmth is a blessing for many customers who face a crisis or life-changing event that, in turn, creates a backload of debts, including their heating bill. Households that receive the grants become more financially stable and are better prepared to manage ensuing utility bills. In addition to the monetary portion of assistance, the clients are provided with the necessary referrals and information about existing programs/services available in the community.

The Winter Warmth program helps families who have already exhausted all of their available resources and have nowhere else to turn. More specifically, Winter Warmth is able to help families stay together under one roof, lessen the impact of financial strain and help clients maintain a good credit rating without going into arrears.

In 2010-2011 the maximum individual Winter Warmth grant was increased from \$450 to \$500, in attempt to keep pace with other utility relief programs, and to assist as many households as possible. These funds are not allocated for security deposits and connection fees. Care is taken to ensure that all clients are able to sustain payments post-grant and that the specific guidelines of the program are adhered to.

The following tables will show a year over year comparison (2009-2010 vs. 2010-2011), in order to demonstrate the increased impact that the Union Gas Winter Warmth Program has had on the 28 participating communities/municipalities.

Section A: Total Grants

The following table contains a comparison of grants disbursed in the Winter Warmth 2009-2010 vs. 2010/2011 heating seasons. Keep in mind that the 2009-2010 program was eight months in duration and the 2010-2011 program was thirteen months in duration.

⇒ Please refer to the end of Section A for the Table of definitions

Table 1: Total Grants

Year	Budget (\$)	Less Admin (\$)	Total WW (\$)	Pay-out (\$)	Remaining (\$)
2009-2010	\$647,010.18	\$69,361.04	\$577,649.14	\$499,238.38	\$78,410.38
2010-2011	\$1,033,383.25	\$131,159.50	\$902,223.75	\$878,665.21	\$23,558.64

An additional \$386,373.07 was made available to communities for Union Gas Winter Warmth Program in 2010-2011, and less dollars (\$54,851.74) were left over at the end of the year.

Table of definitions

Budget	Total funds received from the funder for one heating season (current allocation plus funds left over from previous year)
Less Admin	Funds appropriated by each agency to cover admin costs; up to allowable 15% taken from total budget
Total WW	Funds available to assist clients - budget minus admin fee
Pay-out	Total funds spent on grants
Remaining	Funds that remain after the total Pay-out is deducted from the Total WW

Section B: Household Composition

The following tables describe the total number of households assisted along with the number of individuals (adults and children) within the households.

⇒ Please refer to the end of Section C for the Table of definitions

Table 2: Household Composition

	Total Number of Households Assisted	Total Number of Adults Assisted	Total Number of Children Assisted
2009-2010	1,414	2,226	2,078
2010-2011	2,332	3,540	3,232

936 more households were helped with their Union Gas bills in 2010-2011. This is likely a result of the Union Gas Winter Warmth Program moving to year round assistance and an increase of funds made available to communities.

Table of definitions

Total Number of Households Assisted

Total Number of Adults Assisted

Total Number of Children Assisted

Total number of individual households assisted with WW grants

Total number of adults within total assisted households

Total number of children within total assisted households

Section C: Funding Impact

The following tables show the household size and net income in relationship to the amount of utility's arrears.

⇒ Please refer to the end of Section D for the Table of definitions

Table 3: Funding Impact

Year	Average # of Individuals per Household (Adults & Children)	Average Monthly Household Net Income (\$)	Average Arrears Amount (\$)	Average Grant Amount (\$)
2009-2010	3	\$1,129.04	\$374.21	\$353.07
2010-2011	3	\$1,741.89	\$517.32	\$373.90

Although the average size of the household has not changed dramatically (the number is rounded off), the average house income has increased, but so too has the average arrears. One might conclude that we have more "working poor" or "underemployed" individuals and families needing assistance. The average grant has increased, and this could be attributed, in part, to many communities frequently granting the increased maximum of \$500.00.

Table of Definitions

Average # of Individuals per Household

Total number of assisted individuals (adults and children) divided by the total number of assisted households (rounded to the nearest digit)

Average Monthly Household Net Income

Total monthly *net income* of assisted households divided by the total number of assisted households

Average Arrears Amount

Total amount of arrears divided by the total number of assisted households

Average Grant Amount

Total grant amount paid to the assisted households divided by the number of assisted households

Section D: Staffing

The following table provides information on human resources required to carry out the WW program. It also contains information on total number of inquiries as well as applications that were not granted and the number of hours spent on the program.

⇒ Please refer to the end of Section E for the Table of definitions

Table 4: Staffing

Year	Total Number of Inquiries	Total Number of Staff	Total Number of Hours	Total Number of Rejected /Referred Applications
2009-2010	4,472	44	3,480	2,546
2010-2011	5,919	60	5,100	3,575

In all categories, we see an increase – more households needing assistance, more staff involved in answering queries and assisting clients, and more hours involved in processing applications. This gives weight to those agencies that have not previously assessed an administration fee, doing so currently in order to be able to keep up with the demand for services. In addition, more households have been referred or rejected. See below, in Section E, possible reasons for not assisting these clients.

Table of definitions

Total Number of Inquiries

Total number of inquiries that participating WW agency received from the public

Total Number of Staff

Total number of staff involved in work on WW (on part-time or full-time basis)

Total Number of Hours

Total number of staff hours spent on WW (answering inquiries, assessment and referral, application process, approval, follow-up)

Total Number of Rejected Applications

Total number of rejected applications through prescreening and application process

Section E: Reasons for Rejected/Referred Applications

The following are reasons, as identified by the 28 participating communities/municipalities, why client applications were turned down or referred to other agencies that could help, for the 2010-2011 program:

- Applicant's household income exceeded income eligibility criteria
- Applicant failed to follow through
- Applicant was unable to prove sustainability – applied same time each year (for previous three years) after allowing bills to mount and subsequent disconnection
- Documentation failed to verify information given by the applicant
- Bill was not in applicant's name/applicant owed from other addresses
- Applicant was not an existing Union Gas customer
- Applicant was unable to make payment arrangements (for applicants whose arrears exceeded the maximum grant of \$500)
- Applicant resided outside the catchment area
- Agency was out of Winter Warmth funding
- Applicant received assistance from OW or ODSP or other agency
- Applicant already qualified once this year
- Applicant chose not to continue with application process
- Applicant had no income to continue to pay bills
- Applicant claimed bankruptcy, no longer eligible
- Applicant was not in arrears
- Amount owing was entirely deposit and reconnection fees
- Applicant did not require assistance – they thought the program was providing cash to pay their bills (as a result of the media release)

Section G: Referral Source

The following information captures the data on applicants' referral sources, in order of most common to least common, for the 2010-2011 program. These sources differ very little from previous years.

Social service agency (27 communities)

Utility referral (27)

Word of mouth (25)

Newspaper (9)

Utility website (4)

Poster (4)

Billing insert (3)

Radio (2)

Other (4) – friends or relatives, have accessed the program previously, other utility provider, government agency

Section F: Challenges/Recommendations/Comments

Grant amounts and repayments

- Communities are pleased with the maximum grant increase (\$450 to \$500)

Issues regarding the working relationship with utility

- It would be helpful to get an annual update, to be included in the Winter Warmth Manual, of contact information (email/phone/fax) for Union Gas Call Centre, in order for the Intake Agency to verify the utility information provided by the applicant (confirm the current amount owing on the account; arrears amount; confirm disconnection notice, if applicable; whether amount owing includes a security deposit and payments made on the account)

Communication

- Applicants should be directed to Winter Warmth Intake Agencies before their balances exceed the Winter Warmth allowance. Many applicants have waited until their balances were very high and had to be referred back to the utility company to make payment arrangements
- Agencies have experienced out of area inquiries, particularly Halton Family Services. They have had clients from Oakville referred to them, likely because their address is in Oakville, but they serve only the Milton area. Call Centre agents need to be familiar with the various catchment areas
- Some callers to Intake Agencies were under the impression, based on media reports, that the Winter Warmth grants (cash) are available for anyone who wants some money to pay their gas bills, rather than a low-income energy relief program.
- "It would be very helpful, moving forward, if customer service agents within Union Gas were more forthcoming in telling customers who are having trouble paying their bill, about applying for Winter Warmth. Most of these applicants had called Union Gas and were not told - they only knew because they were also having problems paying Oakville Hydro and were in our centre applying for that program"
- "I would also recommend Union Gas give us a contact person & phone number when we need to discuss an account. I've only ever been given a general email - and it's never the same person that responds"

Funding

- Many calls for additional funding – beyond the two planned allocation of funds to the participating United Way partners, there were seven additional allocations of funds, totaling \$310,000 over the course of the thirteen months of the 2010-2011 program. In 2009-2010 there were six additional allocations totaling \$207,237.74
- Increase in funding for staffing – several Intake Agencies (mostly Salvation Armies) that had not previously taken an administration fee did so this year. With the increased need it required more staff time and they could no longer provide this service without being compensated

Miscellaneous

- Retailers continue to provide challenges

- A marked increase in seniors needing help
- Increase of people on unemployment or no job at all; consequently more clients unable to sustain payments

Accomplishments

The Winter Warmth Program provides an extremely valuable form of assistance to the increasing number of low income households who face the prospect of living without heat. United Ways and social service agencies, in collaboration with Union Gas Ltd., help individuals and families maintain their housing and enhance their support network when many families are confronted with challenges such as job loss, family breakdown, illness, injuries or even death. Given the current economic situation, this program is more important than ever in helping to stabilize the life situations of low-income families who are confronted with short-term financial difficulties.

Below are several “testimonials” and stories from agencies that are administering the Union Gas Winter Warmth Program and people who have lived-experience.

Grey-Bruce County:

Many people were very thankful for the assistance provided. Some comments: "Thank you so much, without your help we don't know what we would have done!" "We will be warm now." "You don't know how much we appreciate what you have done!" There are often hugs or tears from clients, as they are so thankful for the help.

Greater Hamilton:

With the administrative fee this year we were able to get much needed part-time support for the program to keep up with the volume of inquiries and applications. We also registered a couple of local university students as volunteers to assist with the initial telephone screening when call volume was high. This provided extra support for the program and also provided a valuable learning experience for students.

Chatham-Kent:

“I try my best to pay my bills, but there just isn't enough money to go around.” “I am embarrassed, but so grateful you can help me.” “You can help me. I am so cold at home because I keep my heat so low.” (Senior citizen comment) With tears in her eyes she hugged me and shook her head.

Halton Hills:

The Winter Warmth Program is incredibly helpful for lower income individuals and families and I have been so pleased to have been able to offer this service as part of our Community Support Program at Links2Care. Our clients are so relieved when they realize that they can receive some help to assist with arrears and to keep their heat on, especially during the winter months.

Kingston, Frontenac, Lennox and Addington:

This program is very valued by the clients who access it and we certainly hope it continues for years to come. One story I would like to share is of a divorced mother of 3 children who was struggling with whether to pay her small mortgage or her utility bill. She had separated from her husband and income was not sufficient to sustain the household. Her house was up for sale, but to date she had no offers. When we told her we could assist with the gas bill she started to cry and thanked us. She said because "of you people I will not lose my house". This was one of many touching stories we hear each and every month. KCHC client

Perth County:

General feedback from clients is this program helps to keep or reconnect their heat when often they cannot conceive of any other way to financially do this. It is a relief to have assistance with even one bill as most low income families are struggling with many bills. This help allows them to focus on catching up on possible rent arrears or hydro etc. Most families are so thankful, as they have small children and are sickened with the thought of heat disconnections.

London and Middlesex:

We are pleased to be able to offer this support to our clients. Winter Warmth funding, along with funds from a variety of sources, allows us to provide financial assistance to those facing disconnection of their gas service throughout the entire year. Thank you.

Oakville:

This program has helped a great deal of people in our community. The majority of those applying were having trouble with their Hydro bill and we asked if they would like to apply for help with their Gas bill while here. Many did - and most were approved.

Stormont, Dundas & Glengarry:

Some clients expressed immense gratitude that they would have heat for their family & were very thankful that there was and is a program to help in their time of need.

Sudbury & District:

Many clients have expressed extreme gratitude for these funds as they would have been in a very bad situation if not for this aid.

**Winter Warmth Update
2009/2010**

29/03/2012

Agencies	Total 2010-2011 Funding (left over + allocation)	Left Over from 2009-2010	2010-2011 Projected Allocation	2010-2011 Actual Allocation	Admin Fee Allowed/Taken on 2010-2011 Allocation	Total Funds Available for WW Grants
Quinte (Belleville and Area)	\$ 50,000.00	\$ -	\$ 30,000.00	\$ 50,000.00	\$ 7,500.00	\$ 42,500.00
Leeds and Grenville (Brockville and Area)	\$ 12,000.00	\$ 2,300.00	\$ 1,700.00	\$ 9,700.00	\$ 1,455.00	\$ 10,545.00
Brant	\$ 67,000.00	\$ 2,981.47	\$ 24,018.53	\$ 64,018.53	\$ 9,602.78	\$ 57,397.22
Bruce Grey	\$ 60,000.00	\$ 1,640.92	\$ 38,359.08	\$ 58,359.08	\$ 8,753.86	\$ 51,246.14
Burlington	\$ 26,000.00	\$ 5,000.00	\$ 15,000.00	\$ 21,000.00	\$ 1,950.00	\$ 24,050.00
Greater Hamilton	\$ 110,000.00	\$ 5,406.29	\$ 54,593.71	\$ 104,593.71	\$ 14,169.48	\$ 95,830.52
Cambridge & North Dumfries/Kitchener-Waterloo	\$ 50,000.00	\$ 10,285.00	\$ 39,715.39	\$ 39,715.00	\$ 7,500.00	\$ 42,500.00
Chatham-Kent	\$ 56,123.25	\$ 123.25	\$ 35,876.65	\$ 56,000.00	\$ 4,871.51	\$ 51,251.74
Guelph and Wellington	\$ 27,000.00	\$ -	\$ 15,000.00	\$ 27,000.00	\$ 4,050.00	\$ 22,950.00
Haldimand-Norfolk	\$ 38,000.00	\$ 36.00	\$ 32,964.00	\$ 37,964.00	\$ 5,694.60	\$ 32,305.40
Halton Hills	\$ 9,408.00	\$ 845.08	\$ 5,562.92	\$ 8,562.92	\$ 1,284.44	\$ 8,123.56
Huron County	\$ 6,828.60	\$ 1,828.60	\$ 5,000.00	\$ 5,000.00	\$ -	\$ 6,828.60
Perth County	\$ 18,000.00	\$ 852.01	\$ 9,147.99	\$ 17,147.99	\$ 2,572.20	\$ 15,427.80
Kingston	\$ 20,000.00	\$ 4,097.49	\$ 15,902.51	\$ 15,902.51	\$ 2,953.93	\$ 17,046.07
London & Middlesex	\$ 80,000.00	\$ -	\$ 80,000.00	\$ 80,000.00	\$ 12,000.00	\$ 68,000.00
Milton	\$ 11,842.60	\$ 4,187.85	\$ 2,654.75	\$ 7,654.75	\$ 1,148.21	\$ 10,694.39
Northumberland	\$ 20,000.00	\$ -	\$ 20,000.00	\$ 20,000.00	\$ 3,000.00	\$ 17,000.00
Greater Simcoe County	\$ 16,228.47	\$ 3,402.90	\$ 4,825.57	\$ 12,825.57	\$ 1,923.84	\$ 14,304.63
Oakville	\$ 21,582.00	\$ 964.32	\$ 10,617.68	\$ 20,617.68	\$ 3,092.65	\$ 18,489.35
Oxford	\$ 32,000.00	\$ 1,222.39	\$ 25,777.61	\$ 30,777.61	\$ 4,616.64	\$ 27,383.36
Sarnia-Lambton	\$ 65,000.00	\$ -	\$ 30,000.00	\$ 65,000.00	\$ -	\$ 65,000.00
Sault Ste. Marie	\$ 25,000.00	\$ -	\$ 25,000.00	\$ 25,000.00	\$ 3,750.00	\$ 21,250.00
Stormont, Dundas & Glengarry	\$ 10,000.00	\$ 1,265.56	\$ 8,734.44	\$ 8,734.44	\$ 1,310.17	\$ 8,689.83
St. Thomas	\$ 30,000.00	\$ -	\$ 20,000.00	\$ 30,000.00	\$ 4,500.00	\$ 25,500.00
Sudbury & District	\$ 17,000.00	\$ 2,516.24	\$ 9,483.76	\$ 14,483.76	\$ 2,172.56	\$ 14,827.44
Thunder Bay	\$ 33,370.33	\$ 8,370.33	\$ 25,000.00	\$ 25,000.00	\$ 3,750.00	\$ 29,620.33
Porcupine United Way (Timmins)	\$ 21,000.00	\$ 2,364.55	\$ 13,635.45	\$ 18,635.45	\$ 2,795.32	\$ 18,204.68
Windsor-Essex County	\$ 100,000.00	\$ 1,717.96	\$ 63,282.04	\$ 98,282.04	\$ 14,742.31	\$ 85,257.69
Total	\$ 1,033,383.25	\$ 61,408.21	\$ 661,852.08	\$ 971,975.04	\$ 131,159.49	\$ 902,223.76

Winter Warmth Update
2009/2010

29/03/2012

Union Gas Distribution MASTER

Agencies	1st Installment sent 2010 DEC 01	2nd Installment sent 2011 MAR 17	3rd Installment sent 2011 MAR 25	4th Installment sent 2011 APR 01	5th Installment sent 2011 MAY 26	6th Installment sent 2011 JUNE 15	7th Installment sent 2011 July 28	8th Installment sent 2011 AUG 17	9th Installment sent 2011 SEPT 22	Total Pay-out	Dollars Remaining
Quinte (Belleville and Area)	\$ 19,500.00	\$ 10,500.00	\$ -		\$ 10,000.00		\$ 10,000.00			\$ 42,500.00	\$ -
Leeds and Grenville (Brockville and Area)	\$ 1,700.00	\$ -	\$ 8,000.00							\$ 8,224.65	\$ 2,320.35
Brant	\$ 14,300.00	\$ 9,718.53	\$ 15,000.00		\$ 10,000.00			\$ 15,000.00		\$ 55,750.47	\$ 1,646.75
Bruce Grey	\$ 19,500.00	\$ 18,859.08	\$ -	\$ 15,000.00		\$ 5,000.00				\$ 48,571.83	\$ 2,674.31
Burlington	\$ 13,000.00	\$ 2,000.00	\$ -						\$ 6,000.00	\$ 21,628.24	\$ 2,421.76
Greater Hamilton	\$ 39,000.00	\$ 15,593.71	\$ -		\$ 25,000.00				\$ 25,000.00	\$ 95,830.52	\$ -
Cambridge & North Dumfries/Kitchener-Waterloo	\$ 32,500.00	\$ 7,215.39	\$ -							\$ 41,644.72	\$ 855.28
Chatham-Kent	\$ 23,400.00	\$ 12,476.65	\$ -		\$ 10,000.00			\$ 10,000.00		\$ 51,251.74	\$ -
Guelph and Wellington	\$ 9,750.00	\$ 5,250.00	\$ -		\$ 12,000.00					\$ 19,793.17	\$ 3,156.83
Haldimand-Norfolk	\$ 21,450.00	\$ 11,514.00	\$ -						\$ 5,000.00	\$ 32,305.40	\$ -
Halton Hills	\$ 5,562.92	\$ -	\$ -	\$ 3,000.00						\$ 7,984.61	\$ 138.95
Huron County	\$ 5,000.00	\$ -	\$ -							\$ 6,828.60	\$ -
Perth County	\$ 9,147.99	\$ -	\$ -		\$ 5,000.00				\$ 3,000.00	\$ 15,192.51	\$ 235.29
Kingston	\$ 13,000.00	\$ 2,902.51	\$ -							\$ 15,418.17	\$ 1,627.90
London & Middlesex	\$ 52,000.00	\$ 28,000.00	\$ -							\$ 68,000.00	\$ -
Milton	\$ 2,654.75	\$ -	\$ -		\$ 5,000.00					\$ 10,616.78	\$ 77.61
Northumberland	\$ 13,000.00	\$ 7,000.00	\$ -							\$ 16,978.23	\$ 21.77
Greater Simcoe County	\$ 4,825.57	\$ -	\$ 8,000.00							\$ 13,989.29	\$ 315.34
Oakville	\$ 7,528.30	\$ 3,089.38	\$ -			\$ 10,000.00				\$ 16,452.66	\$ 2,036.69
Oxford	\$ 17,550.00	\$ 8,227.61	\$ -						\$ 5,000.00	\$ 28,154.38	\$ (771.02)
Samia-Lambton	\$ 19,500.00	\$ 10,500.00	\$ 15,000.00				\$ 20,000.00			\$ 64,981.33	\$ 18.67
Sault Ste. Marie	\$ 16,250.00	\$ 8,750.00	\$ -							\$ 15,937.56	\$ 5,312.44
Stormont, Dundas & Glengarry	\$ 6,500.00	\$ 2,234.44	\$ -							\$ 9,357.76	\$ (667.93)
St. Thomas	\$ 13,000.00	\$ 7,000.00	\$ -		\$ 10,000.00					\$ 25,389.62	\$ 110.38
Sudbury & District	\$ 7,437.83	\$ 2,045.93	\$ -				\$ 5,000.00			\$ 14,827.39	\$ -
Thunder Bay	\$ 21,791.25	\$ 3,208.75	\$ -							\$ 29,620.33	\$ -
Porcupine United Way (Timmins)	\$ 10,400.00	\$ 3,235.45	\$ -			\$ 5,000.00				\$ 16,177.40	\$ 2,027.28
Windsor-Essex County	\$ 42,250.00	\$ 21,032.04	\$ -		\$ 20,000.00		\$ 15,000.00			\$ 85,257.69	\$ 0.00
Total	\$ 461,498.61	\$ 200,353.47	\$ 46,000.00	\$ 18,000.00	\$ 107,000.00	\$ 20,000.00	\$ 50,000.00	\$ 25,000.00	\$ 44,000.00	\$ 878,665.05	\$ 23,558.71

\$ 310,000.00

\$ 24,997.66

**Winter Warmth Update
2009/2010**

29/03/2012

Agencies	Total # of Households Assisted	Average Pay-out	Number of Adults	Number of Children	Average Net Income	Average Arrears Amount	Number of Inquiries	Total # of Households Not Assisted or Referred	Total Number of Staff	Total Number of Hours	Notes
Quinte (Belleville and Area)	93	\$ 456.99	130	122	\$ 1,705.73	\$ 670.86	130	2	3	46.00	
Leeds and Grenville (Brockville and Area)	18	\$ 456.93	29	29	\$ 1,754.44	\$ 502.38	31	13	2	25.00	
Brant	140	\$ 398.22	219	195	\$ 1,909.08	\$ 507.69	155	13	3	142.00	
Bruce Grey	126	\$ 385.49	195	154	\$ 1,542.54	\$ 466.23	134	18	1	71.00	
Burlington	55	\$ 393.24	93	100	\$ 1,920.31	\$ 354.23	74	19	2	209.00	
Greater Hamilton	266	\$ 360.27	358	327	\$ 1,866.00	\$ 506.67	616	351	3	455.00	
Cambridge & North Dumfries/Kitchener-Waterloo	102	\$ 408.28	150	158	\$ 1,978.73	\$ 567.64	102	0	2	102.00	
Chatham-Kent	172	\$ 297.98	263	211	\$ 1,338.64	\$ 404.00	260	95	1	280.00	
Guelph and Wellington	52	\$ 380.64	81	63	\$ 1,998.15	\$ 469.08	54	2	1	53.00	
Haldimand-Norfolk	75	\$ 430.74	121	73	\$ 1,535.83	\$ 607.58	161	71	2	336.00	
Halton Hills	21	\$ 380.22	34	30	\$ 2,179.50	\$ 532.99	27	4	1	32.00	
Huron County	16	\$ 426.79	26	26	\$ 1,580.71	\$ 565.29	16	0	1	14.75	
Perth County	38	\$ 399.80	53	59	\$ 1,741.17	\$ 526.75	49	20	1	56.00	
Kingston	38	\$ 405.74	64	47	\$ 1,978.00	\$ 652.90	41	5	3	46.00	
London & Middlesex	227	\$ 299.56	338	335	\$ 1,784.17	\$ 405.67	2,489	2,153	2	1,590.00	
Milton	24	\$ 442.37	49	36	\$ 1,800.00	\$ 488.64	42	22	1	34.00	
Northumberland	47	\$ 361.24	68	81	\$ 1,887.70	\$ 580.60	94	32	2	175.50	
Greater Simcoe County	32	\$ 437.17	58	50	\$ 2,179.00	\$ 635.55	30	2	2	31.00	
Oakville	53	\$ 310.43	79	81	\$ 1,895.27	\$ 395.45	105	51	1	110.00	
Oxford	66	\$ 426.58	102	94	\$ 1,687.00	\$ 466.75	147	72	1	182.00	
Sarnia-Lambton	172	\$ 377.80	271	240	\$ 1,724.62	\$ 572.08	262	60	1	150.00	
Sault Ste. Marie	38	\$ 419.41	52	48	\$ 1,746.89	\$ 525.78	82	24	2	50.00	
Stormont, Dundas & Glengarry	21	\$ 445.61	28	28	\$ 1,762.25	\$ 700.13	34	13	1	30.00	
St. Thomas	63	\$ 403.01	98	96	\$ 1,741.33	\$ 578.00	98	34	1	133.00	
Sudbury & District	35	\$ 423.64	49	58	\$ 2,172.92	\$ 694.58	71	36	2	134.00	
Thunder Bay	77	\$ 384.68	112	125	\$ 1,520.91	\$ 447.91	167	91	2	91.00	
Porcupine United Way (Timmins)	37	\$ 437.23	59	48	\$ 2,006.30	\$ 566.00	59	22	1	46.00	
Windsor-Essex County	217	\$ 392.89	347	260	\$ 1,688.33	\$ 544.78	239	13	8	265.00	
Total	2,321	\$ 378.57	3,526	3,174	\$ 1,808.05	\$ 533.43	5,769	3,238	52	4,889.25	