**David Whitehouse**

# PROFESSIONAL EXPERIENCE

**VP Customer/Corporate Services, Conservation Officer**

Peterborough Utilities Group 2017 – Present

Peterborough Utilities Group develops and operates renewable generation assets, operates electricity and water distribution networks and water treatment facilities, provides wholesale metering services, and operates a CAZA accredited zoo, with approximately $450 million of combined assets, gross revenues of $150 million and 160 personnel.

* + Liaise with Board of Directors, Commissioners, City Council and assist President and CEO with Corporate and Customer focused initiatives
  + Develop and implement Customer and Corporate Initiatives, Regulatory Changes
  + Work with staff and public to execute changes, regulatory and corporate plans and emerging initiatives

**Director Customer/Corporate Services, Conservation Officer**

Peterborough Utilities Group 2011 – 2017

* + Responsible for development and implementation of annual Corporate and Customer Service plans
  + Manage Conservation Programs and Initiatives
  + Keep President, Board and Commission informed of Regulatory and Customer Initiatives and changes in order to ensure efficient operations

**Manager Customer Service**

Peterborough Utilities Group 1999 – 2011

* + Oversee operations of customer service, customer issues, billing, collection and regulatory matters
  + Prepare detailed budgets for customer service and field services operations
  + Implement regulatory changes with billing implications
  + Manage all conservation Initiatives

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| **Supervisor Customer Service** | Toronto Hydro | 1998 - 1999 |
| **Manager Customer Service** | Scarborough Utilities | 1997 - 1998 |
| **Supervisor Collections** | Scarborough Utilities | 1995 - 1997 |
| **Supervisor Field Services**  **Field Services Technician**  **Materials Handling**  **Meter Reader** | Scarborough Utilities  Scarborough Utilities  Scarborough Utilities  Scarborough Utilities | 1993 - 1995  1989 - 1993  1987 - 1989  1984 - 1987 |

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| **INDUSTRY ACHIEVEMENTS** | |  |
| Co-Chair of Residential Conservation Working Group with IESO  Participant on Financial Assistance Working Group (FAWG)  Integration Planning Team Amalgamation of 6 LDC to Toronto Hydro  Consolidation of 5 CIS Systems for Toronto Hydro  Separation of Water from LDC’s to City of Toronto |  | |