**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 UtilitiesScarborough UtilitiesScarborough UtilitiesScarborough Utilities | 1993 - 19951989 - 19931987 - 19891984 - 1987 |

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| **INDUSTRY ACHIEVEMENTS** |  |
| Co-Chair of Residential Conservation Working Group with IESOParticipant 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 |  |