

Ontario Energy Board
P.O. Box 2319
27th. Floor
2300 Yonge Street
Toronto ON M4P 1E4
Telephone: 416- 481-1967
Facsimile: 416- 440-7656
Toll free: 1-888-632-6273

Commission de l'Énergie de l'Ontario
C.P. 2319
27e étage
2300, rue Yonge
Toronto ON M4P 1E4
Téléphone; 416- 481-1967
Télécopieur: 416- 440-7656
Numéro sans frais: 1-888-632-6273



BY EMAIL AND WEB POSTING

September 5, 2008

To: All Participants in Consultation Process EB-2008-0150

**Re: Consultation on Energy Issues Relating to Low Income Consumers
Further Details Regarding Stakeholder Conference
Board File No.: EB-2008-0150**

On July 2, 2008, the Board announced that it was initiating a consultation process on the subject of low income energy consumers in relation to their use of natural gas and electricity.

By letter dated August 11, 2008 a list of issues and questions for discussion at the stakeholder conference was proposed. In that same letter the Board requested participants that wished to make a presentation during the stakeholder conference to file with the Board a letter to that effect by August 26, 2008 identifying the subject(s) to be addressed in their presentation. The list of interested participants who have requested to make a presentation has been posted on the Board's website. Also posted is an updated list of all participants who have expressed interest in this stakeholder consultation. Currently, 59 interested parties have registered to participate in this consultation.

Stakeholder Conference

The stakeholder conference will be held from September 22nd to 26th in the Board's North Hearing room 25th floor, 2300 Yonge Street, Toronto. An agenda for the conference is attached as Appendix A to this letter.

Presenters are asked to provide an overview of their presentations or the actual presentations to be made in advance of the conference. This will enable other

participants to prepare questions for presenters. Presentations or overviews should be sent by e-mail by September 17, 2008 to EB-2008-0150LowIncomeEnergy@oeb.gov.on.ca.

Due to the high interest in this conference and space limitations, the Board requests each organization to send only one or a maximum of two representatives to the conference. Participants who intend to be present in person should register for the conference by September 15th at EB-2008-0150LowIncomeEnergy@oeb.gov.on.ca. The Board also reminds interested participants that the stakeholder conference will be broadcasted over the web. Interested parties would be able to listen live by login at <http://www.oeb.gov.on.ca/OEB/Hearings+and+Decisions/Listen+to+a+Live+Hearing>

The stakeholder conference will be transcribed and all transcripts along with all presentations and written submissions will be posted on the Board's web site at www.oeb.gov.on.ca.

Consultant's Report

In the August 11, 2008 letter, the Board announced that Board staff had engaged Concentric Energy Advisors to produce a report summarizing the types of policies, programs or other measures that have been implemented in some other jurisdictions in addressing issues of concern to low income energy consumers. The report provides a starting point for stakeholder consultations. The report is posted on the Board's website.

Written Comments

The Board has decided to request written comments following the completion of the stakeholder conference. These comments will allow participants to summarize their views after having had the benefit of the views of other participants in the consultation. Written comments will be due October 7, 2008.

Cost Awards

In the July 2, 2008 letter, the Board announced that cost awards will be available to eligible parties for preparing for, attending at and reporting on the stakeholder conference, to a maximum of 40 hours.

On August 15, 2008 the Board issued its decision on cost eligibility in relation to this consultation. For those parties that are eligible for cost awards and wish to submit written comments after the completion of the stakeholder conference additional cost awards will be available to a maximum of 10 hours.

Questions relating to this consultation can be directed to:

Marika Hare

Managing Director
Regulatory Policy Development
Phone: 416-440-7653

Takis Plagiannakos

Manager, Energy Infrastructure Policy
Regulatory Policy Development
Phone: 416-440-7680

The Board's toll-free number is 1-888-632-6273.

Yours truly,

Original signed by

Kirsten Walli
Board Secretary

Appendix A

To letter dated September 5, 2008

Proposed Agenda for Stakeholder Conference

EB-2008-0150

Consultation on Energy Issues Relating to Low Income Consumers

Monday September 22, 2008

9:30 a.m. Introductory Remarks
Howard Wetston
Chair, Ontario Energy Board

9:45 a.m. Topic #1:
Should the Board implement policies, programs or other measures designed to assist low income energy consumers?

15 minute presentations

- 1. ACTO/LIEN/CELA/ISAC/TEA**
Theresa McClenaghan, Executive Director of the Canadian Environmental Law Association (CELA)
 - 2. EnviroCentre**
Dana Silk, General Manager
 - 3. Ontario Association of Food Banks**
Adam Spence, Executive Director
 - 4. Green Light on a Better Environment (GLOBE)**
Lindsay Reed, CEO
 - 5. Federation of Rental-housing Providers of Ontario**
Vince Brescia, President & CEO
 - 6. Nipissing First Nation**
Dwayne Nashkawa, Executive Director
-

11:15 a.m. Break

11:30 a.m. Presentations continued

- 7. Consumers Council of Canada**
Joan Huzar, Energy Committee Chair
 - 8. Vulnerable Energy Consumer's Coalition**
Michael Janigan, Executive Director and General Counsel for the Public Interest Advocacy Centre
 - 9. HydroOne**
Susan Frank, Vice President and Chief Regulatory Officer
 - 10. Union Gas**
Mark Kitchen, Director, Regulatory Affairs
 - 11. Industrial Gas Users Association**
Murray Newton, President
-

1:00 p.m. Lunch

Monday, September 22, 2008

2:00 p.m. Questions and Discussion on Topic #1

3:00 p.m. **Break**

3:15 p.m. **Topic #2:**
Are there programs in place now, including emergency assistance programs, to assist low income energy consumers and if so, are there agencies and organizations which currently work with utilities to co-ordinate to administer these programs. What more, if anything, should be done?

15 minute presentations

1. **HydroOne**
Susan Frank, Vice-President and Chief Regulatory Officer
 2. **Union Gas**
Mark Kitchen, Director Regulatory Affairs
 3. **Enbridge Gas**
Debbie Boukydis, Director Public & Government Affairs
 4. **ACTO/LIEN/CELA/ISAC/TEA**
Mary Todorow, Research/Policy Analyst
Advocacy Centre for Tenants Ontario (ACTO)
 5. **Ontario Association of Food Banks**
Adam Spence, Executive Director
 6. **EnviroCentre**
Dana Silk, General Manager
 7. **Federation of Rental-housing Providers**
Vince Brescia, President & CEO
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5:00 p.m. **Adjourn**

Consultation on Energy Issues Relating to Low Income Consumers

Tuesday September 23, 2008

9:30 a.m. **Questions and Discussion on Topic #2**

10:30 a.m. **Break**

10:45 a.m. **Topic #3:**
**What is the experience with low income energy assistance programs
in other jurisdictions?**

20 minute presentations

1. **PPL Electric Utilities**
 Tim Dahl, Manager, Regulatory Programs and Business Services
2. **Dominion Peoples**
 Sadie Kroeck, Manager Customer Support Services
3. **ACTO/LIEN/CELA/ISAC/TEA**
 Theresa McClenaghan, Executive Director (CELA)

12:00 p.m. **Lunch**

2:00 p.m. **Questions and Discussion on Topic #3**

5:00 p.m. **Adjourn**

Consultation on Energy Issues Relating to Low Income Consumers

Wednesday, September 24, 2008

9:30 a.m.	Topic #4: Rate-related measures and issues associated with the implementation of rate-related measures to assist low income energy consumers.
	20 minute presentations
	<ol style="list-style-type: none">1. Electricity Distributors Association Maurice Tucci, Senior Policy Analyst2. EnviroCentre Dana Silk, General Manager3. ACTO/LIEN/CELA/ISAC/TEA Theresa McClenaghan (CELA)
10:45 a.m.	Break
11:00 a.m.	Questions and Discussion on Topic #4
12:30 p.m.	Lunch
1:30 p.m.	Topic #5: Customer Service Issues (Payment Period, Disconnection Rules, Security Deposits and Specific Service Charges) and Arrears Management Programs
	15 minute presentations
	<ol style="list-style-type: none">1. City of Hamilton Kerry Lubrick, Manager, Special Supports Program2. HydroOne Susan Frank, Vice-President and Chief Regulatory Officer3. Toronto Hydro Colin McLorg, Manager Regulatory Affairs4. Union Gas Mark Kitchen, Director Regulatory Affairs5. Nipissing First Nation Dwayne Nashkawa, Executive Director6. ACTO/LIEN/CELA/ISAC/TEA Mary Todorow (ACTO)
3:00 p.m.	Break
3:15 p.m.	Questions and Discussion on Topic #5
5:00 p.m.	Adjourn

Consultation on Energy Issues Relating to Low Income Consumers

Thursday September 25th

9:30 a.m. **Topic #6:**
Conservation Demand Management and Demand-Side Management Programs for Low Income Consumers

15 minute presentations

- 1. Ontario Power Authority**
Constantine Eliadis, Director Commercial Institutional Programs
 - 2. Enbridge Gas Distribution**
Pat Squires, Manager Business Markets & Residential Market Development
 - 3. Union Gas**
Mark Kitchen, Director, Regulatory Affairs
 - 4. Toronto Hydro**
Colin McLorg, Manager Regulatory Affairs
 - 5. Green Energy Coalition**
Kai Millyard
 - 6. Federation of Rental-housing Providers of Ontario**
Vince Brescia
-

11:00 a.m. **Break**

11:15 a.m. **Presentations Continued**

- 7. GLOBE**
Lindsey Reed, CEO
 - 8. EnviroCentre**
Dana Silk, General Manager
 - 7. ACTO/LIEN/CELA/ISAC/TEA**
Theresa McClenaghan (CELA)
Franz Hartmann, Executive Director (TEA)
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12:00 p.m. **Questions and Discussion on Topic #6**

12:30 p.m. **Lunch**

1:30 p.m. **Topic #7:**
Miscellaneous Issues – Time of Use Pricing; Sub-metering issues; Consumers on direct market contracts.

Thursday, September 25, 2008

10 minute presentations by:

1. **GLOBE**
Lindsey Reed, CEO
 2. **Vulnerable Energy Consumer's Coalition**
Michael Janigan, Executive Director and General Counsel
 3. **Enbridge Electric Connections Inc.**
Allan McLure, Director Administration
 8. **ACTO/LIEN/CELA/ISAC/TEA**
Mary Todorow (ACTO)
-

2:30 p.m. Topic #8: Program Funding Mechanisms

10 minute presentations by:

1. **Electricity Distributors Association**
Maurice Tucci, Senior Policy Analyst
 2. **Enbridge Gas Distribution**
Norm Ryckman, Director Regulatory Affairs
 3. **EnviroCentre**
Dana Silk, General Manager
 4. **Federation of Rental-housing Providers**
Vince Brescia, President & CEO
 5. **HydroOne**
Susan Frank, Vice-President and Chief Regulatory Officer
 6. **ACTO/LIEN/CELA/ISAC/TEA**
Theresa McClenaghan (CELA)
-

3:30 p.m. Break

3:45 p.m. Questions and Discussion

5:00 p.m. Adjourn

Friday, September 26, 2008

9:30 – 12:00 Continuation of Discussions (if required)
