

# Consultation on Energy Issues Relating to Low Income Consumers

Revised – September 19, 2008

Monday September 22, 2008

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

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

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15 minute presentations

- 1. ACTO/LIEN/CELA/ISAC/TEA**  
Theresa McClenaghan, Executive Director of the Canadian Environmental Law Association (CELA)
  - 2. Ontario Association of Food Banks**  
Adam Spence, Executive Director
  - 3. Green Light on a Better Environment (GLOBE)**  
Bill Dufton, Director
  - 4. Federation of Rental-housing Providers of Ontario**  
Vince Brescia, President & CEO
  - 5. Nipissing First Nation**  
Dwayne Nashkawa, Executive Director
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**11:00 a.m.**      **Break**

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Presentations continued

- 6. Consumers Council of Canada**  
Joan Huzar, Energy Committee Chair
  - 7. Vulnerable Energy Consumer's Coalition**  
Michael Janigan, Executive Director and General Counsel for the Public Interest Advocacy Centre
  - 8. EnviroCentre**  
Dana Silk, General Manager
  - 9. Hydro One**  
Susan Frank, Vice President and Chief Regulatory Officer
  - 10. Union Gas**  
Mark Kitchen, Director, Regulatory Affairs
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**1:00 p.m.**      **Lunch**

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## Monday, September 22, 2008

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

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3:00 p.m. Break

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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?**

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15 minute presentations

1. **HydroOne**  
Barb Allen, Manager, Customer Care
  2. **Enbridge Gas**  
Debbie Boukydis, Director Public & Government Affairs
  3. **ACTO/LIEN/CELA/ISAC/TEA**  
Mary Todorow, Research/Policy Analyst  
Advocacy Centre for Tenants Ontario (ACTO)
  4. **Ontario Association of Food Banks**  
Adam Spence, Executive Director
  5. **EnviroCentre**  
Dana Silk, General Manager
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5:00 p.m. Adjourn

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# Consultation on Energy Issues Relating to Low Income Consumers

Tuesday September 23, 2008

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

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10:30 a.m.      **Break**

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

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20 minute presentations

1.    **OEB Staff**  
Marika Hare, Managing Director
  2.    **Hydro-Quebec Distribution**  
Claudine Vigneault, Senior Marketing Advisor
  3.    **PPL Electric Utilities**  
Tim Dahl, Manager, Regulatory Programs and Business Services
  4.    **Dominion Peoples**  
Sadie Kroeck, Manager Customer Support Services
  5.    **ACTO/LIEN/CELA/ISAC/TEA**  
Theresa McClenaghan, Executive Director (CELA)
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12:30 p.m.      **Lunch**

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

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5:00 p.m.      **Adjourn**

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## Wednesday, September 24, 2008

9:30 a.m.	<b>Topic #4:</b> <b>Rate-related measures and issues associated with the implementation of rate-related measures to assist low income energy consumers.</b>
	20 minute presentations
	<ol style="list-style-type: none"><li><b>1. Industrial Gas Users Association</b> Murray Newton, President</li><li><b>2. Electricity Distributors Association</b> Maurice Tucci, Senior Policy Analyst</li><li><b>3. EnviroCentre</b> Dana Silk, General Manager,</li><li><b>4. ACTO/LIEN/CELA/ISAC/TEA</b> Theresa McClenaghan (CELA)</li></ol>
10:45 a.m.	<b>Break</b>
11:00 a.m.	<b>Questions and Discussion on Topic #4</b>
12:30 p.m.	<b>Lunch</b>
1:30 p.m.	<b>Topic #5:</b> <b>Customer Service Issues (Payment Period, Disconnection Rules, Security Deposits and Specific Service Charges) and Arrears Management Programs</b>
	15 minute presentations
	<ol style="list-style-type: none"><li><b>1. City of Hamilton</b> Kerry Lubrick, Manager, Special Supports Program</li><li><b>2. Hydro One</b> Andy Poray, Director, Regulatory Policy &amp; Support</li><li><b>3. Toronto Hydro</b> Colin McLorg, Manager Regulatory Affairs</li><li><b>4. Union Gas</b> Jim Laforet, Manager, Customer Care &amp; Administration</li><li><b>5. Nipissing First Nation</b> Dwayne Nashkawa, Executive Director</li><li><b>6. ACTO/LIEN/CELA/ISAC/TEA</b> Mary Todorow (ACTO)</li></ol>
3:00 p.m.	<b>Break</b>
3:15 p.m.	<b>Questions and Discussion on Topic #5</b>
5:00 p.m.	<b>Adjourn</b>

# Consultation on Energy Issues Relating to Low Income Consumers

Thursday September 25<sup>th</sup>

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

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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**  
Chris Appleton, Manager, Residential DSM Delivery
  - 4. Toronto Hydro**  
Colin McLorg, Manager Regulatory Affairs
  - 5. Green Energy Coalition**  
Kai Millyard
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**11:00 a.m.**      **Break**

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

- 6. GLOBE**  
Bill Dufton, Director
  - 7. EnviroCentre**  
Dana Silk, General Manager
  - 8. 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**

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**12:30 p.m.**      **Lunch**

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

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## Thursday, September 25, 2008

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10 minute presentations by:

1. **GLOBE**  
Bill Dufton, Director
  2. **Vulnerable Energy Consumer's Coalition**  
Michael Janigan, Executive Director and General Counsel
  3. **Enbridge Electric Connections Inc.**  
Allan McLure, Director Administration
  4. **ACTO/LIEN/CELA/ISAC/TEA**  
Mary Todorow (ACTO)
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**2:30 p.m.      Topic #8: Program Funding Mechanisms**

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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. **Hydro One**  
Andy Poray, Director, Policy & Support
  5. **ACTO/LIEN/CELA/ISAC/TEA**  
Theresa McClenaghan (CELA)
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**3:30 p.m.      Break**

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**3:45 p.m.      Questions and Discussion**

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**5:00 p.m.      Adjourn**

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## Friday, September 26, 2008

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

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