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October 3, 2008

*Via RESS e-filing – signed original to follow by mail*

Ms. Kirsten Walli, Board Secretary  
Ontario Energy Board  
PO Box 2319  
2300 Yonge St, 27<sup>th</sup> floor  
Toronto, ON M4P 1E4

Dear Ms. Walli:

**Re: Consultation on Energy Issues Relating to Low Income Consumers  
OEB File No.: EB-2008-0150**

During the Board's Consultation on Energy Issues Relating to Low Income Consumers, held from September 22 to 24, 2008, information was requested from several participating utilities. In an email sent to Toronto Hydro-Electric System Limited ("THESL") on September 26, 2008, the Board outlined the specifics of those requests. THESL's responses and related information is submitted below:

**Disconnections:**

**For the past 3 years, and with any indication to causation, where available:**

**1) The number of disconnection notices issued per year.**

2005: 25,968  
2006: 29,135  
2007: 32,586  
(numbers are for residential accounts)

**2) The number of customers disconnected in a year.**

2005: 4960  
2006: 5471  
2007: 5975  
(numbers are for residential accounts)

**3) Is that rate (of disconnection) going up year over year?**

The rate of disconnection has been increasing over the 2005 to 2007 period.

4) How many of the disconnections relate to inability to pay (if such data is available).

The data provided above reflects all residential accounts disconnected due to arrears. THESL is unable to distinguish between an 'inability to pay' and other possible reasons for non payment.

#### Security Deposits:

For residential customers:

1) The number of customers for whom security deposits are held at one time.

Security deposits are held for a total of 67,778 residential accounts, as of September 30, 2008.

2) Total dollar amount held currently of security deposits

The residential security deposits total \$10.9M, as of September 30, 2008.

3) the average balance, and

The average balance of the residential security deposits is approximately \$161.

4) Of the total held how much, on average, is applied to outstanding accounts in a year (both number of deposits and the dollar amount)

This information is not currently available.

#### Winter Warmth Program

1) How much each utility is spending on the Winter Warmth Program.

For the period December 1, 2007 to May 31, 2008, THESL had donated approximately \$96,000 to the program.

2) Number of applicants per year

A total of 296 THESL customers made use of the program between December 1, 2007 and May 31, 2008.

3) The average grant per applicant

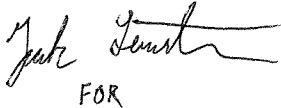
The average grant per customer in the above period was approximately \$323.

4) The amount of money needed to meet the demand

The amount of money donated during the period was generally sufficient to meet demand.

For additional information and future correspondence on this matter, please contact me by regular mail, or by electronic mail via [regulatoryaffairs@torontohydro.com](mailto:regulatoryaffairs@torontohydro.com).

Sincerely,



FOR

Colin J. McLorg, Manager  
Regulatory Affairs