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October 17, 2008

Via Email and Courier

Kirsten Walli
Board Secretary
Ontario Energy Board
2300 Yonge Street
Suite 2700
Toronto, ON M4P 1E4

Dear Ms. Walli:

Re: EB-2008-0150
Consultation relating to Low Income Energy Consumers
Board Staff Information Request – Winter Warmth Program

We are counsel to Enbridge Gas Distribution Inc. ("Enbridge").

During the consultation, Enbridge indicated the consultant had already been retained. Subsequent to the consultation, Enbridge learned the consultant was not formally retained, but in the process of being retained.

Attached is a letter from Mr. Lavery, of the United Way, wherein he confirms that a consultant will be retained to identify best practices in other communities and factors that may be leading to lower participation levels than expected in the Winter Warmth Program, in Toronto. We note the consultant's final report with recommendations is expected to be available in December, which should allow potential changes to be implemented in time for the winter season.

Yours very truly,

AIRD & BERLIS LLP

Original signed by,

Scott A. Stoll

SS/ct
Enclosure

cc All participants

4443576.1



United Way
Toronto

October 5, 2008

Manny Sousa
Manager, Community Relations
Enbridge Gas Distribution

Dear Manny,

I wanted to touch base regarding an exciting development with the Winter Warmth program. As you are aware, historic uptake for Winter Warmth grants has varied from community to community, resulting in distinct outliers that have defied our initial expectations. For example, in 2007-2008 Winter Warmth in Simcoe County grew almost 400%, while Winter Warmth uptake in Toronto has remained extremely low given the relative size of populations. In fact, Simcoe County spent almost twice as much as Toronto on Winter Warmth.

United Way Toronto's volunteer Winter Warmth Advisory Committee is responsible for making recommendations to our board of trustees regarding the possible improvement and expansion of Winter Warmth. As such, the committee was concerned with the poor historic uptake seen in Toronto, especially given our extensive research that shows one in five Torontonians lives in poverty.

Currently, we do not fully understand the low uptake in Toronto, or the factors that may lead to increases such as that witnessed in Simcoe County. To begin to answer some of these questions, the Advisory Committee recommended hiring a consultant to look at understanding historical usage patterns in Toronto and to identify factors that may be leading to low uptake levels in Toronto. The consultant will also be connecting with communities like Simcoe County to identify best practices that can be shared with other communities for the general improvement of Winter Warmth for Enbridge customers.

Last week our Community Impact Committee approved the recommendation; I have connected with a consultant who has agreed to take on the project. She will start work in October and we hope to have a final report in December. I am confident this will allow time us to begin to implement potential changes for this season.

Sincerely,

Steve Lavery
Special Gift Development Officer
United Way Toronto