

HAP

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Date: Wed, 01 Nov 2017 14:12:08 -0400
Attachments: Letter Ministry Continuation of HAP - Nov. 1-17.pdf (233.48 kB)

Dear Minister Thibeault,

This is a personal plea to you for your intervention to help London Hydro continue to serve the community of London, especially the most vulnerable customers, on your behalf. London Hydro has been the most successful in helping the most vulnerable segment of our community by delivering the Home Assistance Program (HAP). To date, out of all of the programs delivered in Ontario, London Hydro alone has contributed nearly 28% to that success. Our community of London is proud of the program and the way we have delivered it to them. We want to continue this success and on behalf of the Government and the Ministry of Energy, help the low-income households in London.

London Hydro also delivers HAP to the communities of Stratford (Festival Hydro) and Tillsonburg Hydro.

Although your directive of August 4 to the IESO permits the IESO to let utilities that are interested and have shown success in the HAP to continue to deliver it, but the IESO in its twisted wisdom has decided not to allow any LDCs. I know that this does not impact our CDM budget, but it impacts significantly our community and the most vulnerable population in London. Our success has been greater than any other utility due to a number of reasons, foremost of which is our deep care and patience to work with low-income households in London. We also work with many social agencies in our community to patiently and gradually seek out and then manage relationships with customers. Without such efforts, I can say with certainty that the delivery of the program to the people in our community will be difficult. With this earnest plea, I write to you and ask that you please DO NOT HURT OUR COMMUNITY. In the attached letter, I have written in detail our reasons for your consideration.

I would be pleased if you could come to London in the near future to meet with the vulnerable members of our community and applaud their effort to date of implementing HAP and prod the community at large to do more for them. We would be pleased to arrange a meeting at one of our social housing complexes or at a public gathering.

Dear Minister, I ask that you and the IESO allow us to keep delivering the high standard of HAP that London Hydro has already been delivering for so many years.

Thank you,

Vinay Sharma

CEO

London Hydro Inc.



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