



**Hydro One Networks Inc.**  
PO Box 5700  
Markham, Ontario L3R 1C8  
[www.HydroOne.com](http://www.HydroOne.com)

As you may be aware, Hydro One has been experiencing some billing issues as a result of the implementation of our new billing system last May.

As a result, according to our records, we have approximately 160 low-income customers who have not received a bill or who have been experiencing prolonged estimates. These issues are a result of our error and we would regret if these customers are financially penalized by it.

We understand that case managers conduct periodic audits on their clients' expenses. It is possible some of your clients may be in a "no bill" situation or are experiencing prolonged estimates that could result in under-billing.

Given these concerns, we would recommend that you contact us through our dedicated Social Service Agency line at 1-800-936-6113 to request information. We are happy to help you determine the amount of money that should be set aside so your client will be able to pay his or her bill.

We will be providing customers affected by the "no bill" or prolonged estimates an interest-free instalment plan to help make their bills more manageable. If your client is affected by this issue and you are a designated third-party on his or her account, you will receive a copy of the letter that will accompany their bill.

Our customers deserve bills that are clear, timely and accurate. Please know that ultimately, they will only pay for the electricity they use. We appreciate your support as we take steps to resolve our billing issues.

If you have any questions or require information on behalf of your client, please call our dedicated Social Service Agency line at 1-800-936-6113 or email us at [SSA@HydroOne.com](mailto:SSA@HydroOne.com). Our office hours are Monday to Friday, from 7:30 a.m. to 8 p.m.

Sincerely,

A handwritten signature in black ink, appearing to read "M. L. S.", written in a cursive style.

APR 55

**THE BLUE MOUNTAINS ATTAINABLE HOUSING CORPORATION**

32 Mill Street, P.O. Box 310  
Thornbury, Ontario N0H 2P0

Mr. Dwight Burley, Chair,  
Social Services Committee, Grey County  
595 9<sup>th</sup> Ave East, Owen Sound  
Ontario N4K 3E3

February 28, 2014

Dear Mr. Burley,

**RE: Investment in Affordable Housing Program**

On behalf of the Board of The Blue Mountains Attainable Housing Corporation, I am writing to request that the qualifying threshold levels for The Blue Mountains be increased in the Federal/ Provincial "Investment in Affordable Housing" (IAH) program, as administered by Grey County.

Recently The Town of The Blue Mountains incorporated The Blue Mountains Attainable Housing Corporation. Our mandate is "...to augment the supply of healthy, affordable and sustainable ownership housing units in The Town of Blue Mountains which are affordable to a larger portion on the population."

Our Board has been reviewing the Corporation's business plan as well as any programs which might help us fulfill our mandate. The IAH is one program we have reviewed, specifically the Home Ownership Program portion in which Grey County is an active participant. The County of Grey Home Ownership Program currently limits the qualifying value of a home purchase at no more than **\$221,000** and the maximum household income at \$66,200.

The average price of a home in The Town of Blue Mountains is substantially above the rest of the County, and is currently estimated at over \$500,000.

The County of Grey and The Town of Blue Mountains previously commissioned housing studies that have addressed the problem of affordable home ownership. The Town of Blue Mountains' Housing Needs Study of August 2010 identified **\$261,000** as the affordable ownership housing price for low and moderate income households (those in the 60<sup>th</sup> income percentile or household income of \$76,964 and below), in 2008. The County of Grey Phase 2 Housing Study of November 2010 identified the affordable house price for The Blue Mountains at **\$246,700** for the 60th percentile in 2009. While these 2008/2009 values need to be updated, they are significantly above the Grey County IAH program maximum house price limit for the fourth quarter of 2013.

We are requesting that the County of Grey increase the qualifying levels for the IAH Home Ownership Program in The Blue Mountains to be consistent with The Blue Mountains Housing Study affordable levels. We respectfully request an increase in the maximum house price to \$261,600 and homeowner incomes to \$76,964, thereby offering assistance to an additional group of potential home purchasers in Grey County.

We would be pleased to meet with you committee to discuss our request.

Yours truly,

Bruce Taylor  
President  
The Blue Mountains Attainable Housing Corporation

CC: Corina Giles, Town Clerk, The Town of Blue Mountains  
Duncan McKinley, Councillor Grey County  
Jim Wilson MPP  
Dr. Kellie Leitch MP

## **211 Central East Region releases its 2013 Summary Report** *Utilities and Housing Help - Number One Need in 2013*

**Collingwood, March 18, 2014** – 2-1-1 is the go-to phone number to connect to health, community and social services in Ontario.

In Central East Ontario, the Collingwood-based 211 regional service answered almost 60,000 calls from residents in the Counties of Simcoe, Grey, Bruce, Perth, Huron, Parry Sound, Haliburton, Kawartha Lakes, Peterborough and Northumberland, a 17% increase over 2012. 60,000 calls relates to about 13% of households contacting 211 for information and assistance in the region.

While utilities and housing inquiries continue to be the main reason for calls to 211 in this region, requests for financial assistance and health services follow closely behind.

211 call reports provide a comprehensive picture of the mostly invisible social service needs in the region, and can shine a light on some of the unmet needs in the community.

Executive Director Pamela Hillier reports that accessing utilities assistance can be complicated for residents in Central East - with almost two-dozen utilities companies contracting about twenty organizations to conduct assessment, intake services and provide payments to residents' utility accounts. All of these organizations have different names, serve a variety of communities and have varying phone numbers and hours of service. Hillier also noted that many residents need to access funds from multiple assistance programs.

In Simcoe, Grey and Bruce Counties, the United Ways work closely with 211 to provide additional help to residents in accessing utilities assistance in a complex system.

To access additional reports about the 211 calls answered in Central East last year, visit their website at [www.211centraleastontario.ca](http://www.211centraleastontario.ca).

### **About Ontario 211**

211 is the source Canadians trust when seeking information and services to deal with life's challenges. 211's award-winning telephone helpline (2-1-1) and website provide a gateway to community, social, non-clinical health and related government services. 211 helps to navigate the complex network of human services quickly and easily, 24 hours a day, 7 days a week, in over 100 languages.

...page/2



Page 2

Ontario 211 Services, a non-profit agency with five full-time staff, and a dedicated Board of Directors governs 211 in Ontario. Supported by the Province of Ontario, some municipalities and local United Ways across the province, they work in collaboration with seven Regional 211 Service Partners, and a unique network of data contributors to deliver 211 services through the phone and through online channels to all Ontario residents.

For two years, Ontario 211 has achieved the highly coveted SQM Call Centre World Class Certification, awarded to call centres where 75% or higher of the calls are at the World-Class Level for six consecutive months or more. SQM provides benchmarking for over 450 leading North American call centres.

**For information or interviews contact:**

Contact name: Pamela Hillier

Title: Executive Director

Organization: Community Connection/211 Central East Ontario

Daytime number: 705-444-0040, ext 234

Email: [phillier@communityconnection.ca](mailto:phillier@communityconnection.ca)

## OPEN HOUSE 10 January 2014

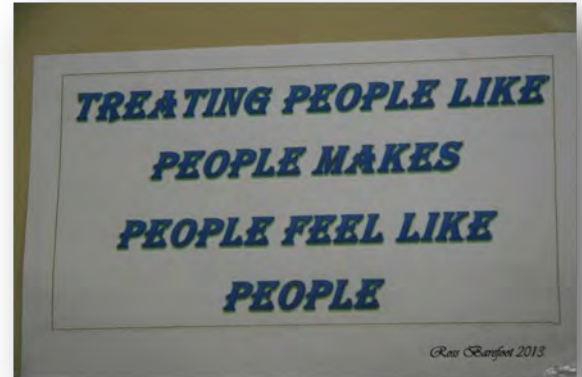
The Bruce Grey Poverty Task Force held an Open House with members of the community and the media to celebrate our progress to date and to highlight the need to continue to find long-term solutions to poverty in our communities.

Together we follow a [Vibrant Communities approach](#) where the goal of poverty reduction is not to simply reduce or alleviate the symptoms of poverty, but to create a culture that focuses on reducing poverty by addressing root causes and taking bold, innovative action that leads to long-term change.

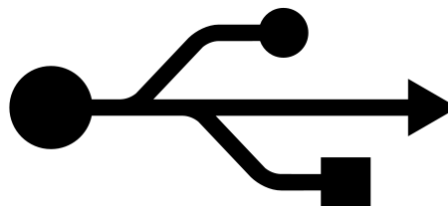
With a broad representation at the Poverty Task Force table, we have worked together to educate each other, share creative solutions and developed a common understanding of issues related to poverty.

The members of the Poverty Task Force are committed to educating themselves, their agency staff and communities-at-large on negative stereotypes and to act with compassion to make meaningful change.

The Bruce Grey Poverty Task Force brings together 22 agencies/community groups in a roundtable to look at creative local solutions to address complex problems. Our conversations are enriched by our Community Voices group and 4 Action Groups which focus on: housing, income security, transportation and food security.



## ACTION GROUPS



*“Poverty is the condition of a human being who does not have sufficient economic and other resources to live with the dignity, choices and power that support full participation in society.”*

## LET'S START A CONVERSATION

**Let's Start a Conversation about Health And Not Talk About Health Care At All** is a [video](#) created by the Grey Bruce Health Unit and it was played at the Open House to remind us that where people, live, learn, work and play has an enormous impact on our health and well-being.

Health starts with affordable housing in safe neighbourhoods.

Health starts with access to healthy food to nurture physical and mental development.

Health starts with quality education in safe schools.

Health starts with good jobs in stable workplaces.

Health starts with the time and the means to play and enjoy life.

We are from Grey Bruce, we are known for innovation and resourcefulness. We are known for coming up with creative solutions to complex problems.

## RESOURCES

Our conversations at the OPEN HOUSE were supported by many resource persons as well as resource material produced by the Poverty Task Force and/or by roundtable partners.

[Bruce Grey Poverty Task Force Brief](#)

[Bruce Grey Poverty Task Force Submission to Review of Ontario Poverty Reduction Strategy](#)

[The Cost of Eating Well in Grey Bruce  
Nutritious Food Survey 2013](#)

[Minimum Wage Review Submission by United Way of Bruce Grey  
What We Heard about Utilities](#)

[Motion for Rural Transportation Review](#)

We recognize that our collective energies are greater than that of any individual, organization, faith or government.

Individually we can do little **7** jether we can change the word.

# VISION

The Poverty Task Force will reduce and eliminate poverty in our community.

# PURPOSE

The Poverty Task Force facilitates community partnerships to advocate for poverty reduction and elimination.

# VALUES

## **Collaboration/Partnership**

Building trust and respect across community stakeholders through dialogue and purposeful partnerships.

## **Understanding poverty issues and each other**

Working together to educate each other, share creative solutions and develop a common understanding of issues related to poverty.

## **Equality/Justice**

Working to improve lives within the community, while ensuring the services are accessible, affordable, humanitarian, equitable, and provides choice.

## **Advocacy**

Acting in partnership to leverage our community knowledge and expertise to advocate for change.

## **Com(assion) for Change**

Acting with compassion to make meaningful change for individuals and families when they need it most.

## **Collective Synergies**

Recognizing that our collective energies are greater than that of any individual. Individually we can do little, together we can move mountains.

# STRATEGIC DIRECTIONS

Build partnerships with key community stakeholders and networks and work together to eliminate poverty.

Enhance our common understanding of poverty issues through solution-based research, knowledge development and information sharing.

Create opportunities for community stakeholders to become involved in poverty elimination efforts.



# MEMBERSHIP

## Core PTF members

Adult Learning Centres: Grey Bruce Georgian  
Bruce County  
Bruce Grey Child and Family Services  
Central Westside United Church  
Closing the Gap Healthcare Group  
Grey Bruce Legal Clinic  
Grey Bruce Public Health Unit  
Grey Bruce Violence Prevention Coordinating Committee  
Grey County  
Home and Community Support Services  
HOPE Grey Bruce  
LEADS – Employment and Skills Development Services  
OPP South Bruce  
Ontario Disability Support Program – Grey Bruce  
OSHARE: Owen Sound Hunger and Relief Efforts  
Safe and Sound  
South Grey Community Health Centre  
Saugeen Shores Help and Resources Programs Project (SSHARPP)  
The Women's Centre (Grey Bruce)  
United Way of Bruce Grey  
Victorious Living  
YMCA of Owen Sound Grey Bruce

## Associate members

City of Owen Sound  
CMHA  
Community Living Owen Sound and District  
First United Church  
Grey County EMS  
Owen Sound and Area Senior's Centre  
MOVING' Saugeen Shores  
TCVV  
Grey Bruce Labour Council  
Heart and Stroke Foundation



Membership is free!  
Please contact us for more information

## Join the Bruce Grey Poverty Task Force

The Bruce Grey Poverty Task Force focuses on building partnerships with key community stakeholders and networks; working together to eliminate poverty, and enhancing our common understanding of poverty issues through solution-based research, knowledge development and information sharing.

Join one of our **Action Groups** to delve deeper in to poverty elimination efforts around specific sectors: Housing, Income Security, Food Security and Transportation.

# CONNECT

Jill Umbach  
Planning Network Coordinator  
Bruce Grey Poverty Task Force  
Phone: 519-377-9406  
E-mail: [jil.umbach@gmail.com](mailto:jil.umbach@gmail.com)  
Fax: 519 376 5458

United Way of Bruce Grey  
380 9th Street East Owen Sound  
N4K 1P1

