



186 Hurontario Street, Suite 203  
Collingwood, Ontario  
L9Y 4T4  
Ph: 705-445-8540

## MEMO

To: PowerStream EVP Team

From: Paul Bonwick

Subject: Comments for consideration and discussion

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### Monetary transaction

30 Points

- John Glicksman to complete a market value assessment, also to provide an analysis of potential valuation assessment by competitors. Recommend utilizing liberal assessment to determine value, recognizing this represents the entry point of the regional market. Significant competitive position/advantage will be achieved as it relates to other regional LDC's through creation of this partnership.

### Strategic Resources

30 Points

- Call centre support/expansion. Cost per customer. Hours of operations as well as other highlights.
- Engineering support and services agreement. Asses existing cost and provide lower comparables utilizing PowerStream.
- Substation maintenance....review [REDACTED] cost. Provide comparisons utilizing Powerstream's more competitive numbers.
- Compare customer information/billing systems\*\*\*Need to discuss this as it relates to CFO

### Customer Experience

10 Points

- Provide detailed description of interaction, satisfaction numbers, communications strategies
- Potential for strategic letters of recognition. Honda, RVH, large employer, homeowner!



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Employees 10 Points

- Coaching, mentoring, personal growth, provide opportunities for growth within the larger PowerStream Family
- Invitation to participate in various training/education initiatives.

Community 10 Points

- Provide highlights of past strategic engagement in the community, Royal Victoria, Georgian College, etc. (Simcoe benefits)
- Recommendation to include provision for a \$1.00 per customer (\$18,000.00 per annum) for a community gifting fund to be used at the direction of Council. Traveling School Band, Arboretum, Traveling Museum Display, Minor Soccer Tournament, etc.

Cultures & Synergies 10 Points

- Reinforce points included in earlier presentation.
- Draw parallels, both LDC's recognized as Industry Leaders across the Province, include highlights about Brian and Ed. Other examples, load control (Hot Water Dollars), Touch Read Meters, Census Meter Technologies (similar technologies).
- Presently servicing part of Simcoe County working with several Governments and Government agencies servicing our collective customer base.
- Proud to join in a supporting role of the Solar Initiative.
- Encourage inter-company events in both service territories. Golf, cycling, etc.

Issue Clarification/Management No Points

- 1) Working relationship from a support perspective. IBW versus Power Workers! Provide example where existing private sector companies provide support staff ( ) in a cooperative working environment. Veridian emphasized synergies with same Union.
- 2) Governance/Board Structure. *I would appreciate an opportunity to expand on the points I provided in my memo last week related to ownership and governance.*



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## Highlights

- Reinforce in a most positive manner the excitement we feel in moving forward with this hybrid model that has never been utilized in the past.
- Presents unprecedented opportunities for Collus, Town of Collingwood, ratepayers and PowerStream as the other shareholder and for that we are again, very keyed up.
- Exciting to grow, control and influence your own destiny.