



**EB-2015-0118**  
**EB-2015-0119**

**IN THE MATTER OF** the *Ontario Energy Board Act*,  
1998, S.O. 1998, c. 15, (Schedule B);

**AND IN THE MATTER OF** applications by Just  
Energy Ontario Ltd. to renew Electricity Retailer  
Licence ER-2010-0153 and Gas Marketer Licence  
GM-2010-0152.

By delegation, before: Peter Fraser

## **DECISION AND ORDER**

**July 16, 2015**

Just Energy Ontario L.P. (Just Energy) filed an application on March 6, 2015 with the Ontario Energy Board (the OEB) under section 60 of the *Ontario Energy Board Act, 1998* (the OEB Act) for an electricity retailer licence renewal. Just Energy also filed a separate application under section 50 of the OEB Act for its gas marketer licence renewal. Due to the similar nature of the applications, the applications have been combined into one proceeding pursuant to section 21(5) of the OEB Act.

The OEB issued a combined Notice of Applications and Hearing on March 20, 2015, inviting intervention in the hearing and comments on the applications. No parties responded to the notice. OEB staff participated in the hearing and filed written interrogatories on April 22, 2015. Just Energy responded to OEB staff's interrogatories on May 22, 2015. OEB staff filed a submission on June 5, 2015. Just Energy did not file a reply submission.

In order to renew the licences to retail electricity and market natural gas, an applicant must establish that it meets the minimum requirements set out in the O. Reg. 90/99

“Licence Requirements – Electricity Retailers and Gas Marketers” made under the OEB Act:

1. Having regard to the financial position of the applicant, the applicant can reasonably be expected to be financially responsible in the conduct of business.
2. The past conduct of the applicant affords reasonable grounds for belief that the applicant will carry on business in accordance with law and with integrity and honesty.
3. If the applicant is a corporation, the past conduct of its officers and directors affords reasonable grounds for belief that its business will be carried on in accordance with law and with integrity and honesty.
4. The applicant is not carrying on activities that are, or will be, if the applicant is licensed, in contravention of the OEB Act or the regulations or the codes, orders or rules issued or made by the Board.

To evaluate applications for electricity retailer and gas marketer licences, the OEB focuses its consideration of these requirements on the applicant’s financial position, technical capability to operate in the market, and conduct. The record in these cases indicates that Just Energy has met these requirements.

OEB staff in its submission supported the applications. After reviewing the evidence and Just Energy’s interrogatory responses respecting its compliance and customer service practices, OEB staff submitted that Just Energy’s electricity retailer and gas marketer licences be renewed for the five year term. OEB staff took the position that Just Energy can reasonably be expected to be financially responsible in the conduct of its business and that it has adequate technical capabilities to operate in the Ontario market.

With respect to the applicant’s conduct, OEB staff noted that in the last five years Just Energy has provided the OEB with five Assurances of Voluntary Compliance for certain contraventions of the *Energy Consumer Protection Act, 2010* and the OEB’s Code of Conduct for Electricity Retailers. However, OEB staff concluded that Just Energy now has the appropriate systems, policies, procedures and controls in place to comply with its statutory and regulatory obligations as well as the provisions set out in the OEB’s

Codes. OEB staff further submitted that there is no evidence to suggest that Just Energy is not conducting itself in a manner consistent with the OEB's Codes and Rules.

Based on the evidence, I find that it is in the public interest to grant Just Energy an electricity retailer licence under Part V of the OEB Act and a gas marketer licence under Part IV of the OEB Act. The record does not suggest any issues regarding finances or technical competence, and the evidence regarding conduct at this time is satisfactory.

**IT IS THEREFORE ORDERED THAT:**

1. The application for an electricity retailer licence is granted, on such conditions as are contained in the attached licence.
2. The application for a gas marketer licence is granted, on such conditions as are contained in the attached licence.

**DATED** at Toronto, July 16, 2015

ONTARIO ENERGY BOARD

*Original signed by*

Peter Fraser  
Vice President, Industry Operations and Performance



# Gas Marketer Licence

## GM-2015-0119

### Just Energy Ontario L.P.

Valid Until

July 15, 2020

*Original signed by*

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**Peter Fraser**  
**Vice President, Industry Operations and Performance**  
**Ontario Energy Board**  
**Date of Issuance: July 16, 2015**

Ontario Energy Board  
P.O. Box 2319  
2300 Yonge Street  
27th. Floor  
Toronto, ON M4P 1E4

Commission de l'énergie  
de l'Ontario  
C.P. 2319  
2300, rue Yonge  
27e étage  
Toronto ON M4P 1E4

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## 1 Definitions

In this Licence:

“**Act**” means the *Ontario Energy Board Act, 1998*, S.O. 1998, c. 15, Schedule B;

“**low-volume consumer**” means a person who annually uses less than 50,000 cubic meters of gas;

“**Licensee**” means Just Energy Ontario L.P.;

“**regulation**” means a regulation made under the Act.

## 2 Interpretation

- 2.1 In this Licence, words and phrases shall have the meaning ascribed to them in the Act. Words or phrases importing the singular shall include the plural and vice versa. Headings are for convenience only and shall not affect the interpretation of this Licence. Any reference to a document or a provision of a document includes an amendment or supplement to, or a replacement of, that document or that provision of that document. In the computation of time under this Licence, where there is a reference to a number of days between two events, they shall be counted by excluding the day on which the first event happens and including the day on which the second event happens. Where the time for doing an act expires on a holiday, the act may be done on the next day that is not a holiday.

## 3 Authorization

- 3.1 The Licensee is authorized, under Part IV of the Act, and subject to the terms and conditions set out in this Licence:
- a) to sell or offer to sell gas to a low-volume consumer;
  - b) to act as the agent or broker for seller of gas to a low-volume consumer; and
  - c) to act or offer to act as the agent or broker of a low-volume consumer in the purchase of gas.
- 3.2 The Licensee is authorized to conduct business in the name under which this Licence is issued, or any trade name(s) listed in Schedule 1.

## 4 Obligation to Comply with Legislation and Regulations

- 4.1 The Licensee shall comply with all applicable provisions of the Act and regulations under the Act except where the Licensee has been exempted from such compliance by regulation.

## **5 Obligation to Comply with Codes**

- 5.1 The Licensee shall at all times comply with all applicable provisions of the Code of Conduct for Gas Marketers, as issued and amended by the Board from time to time under Part III of the Act.
- 5.2 This Licensee shall:
- a) make a copy of the Code available for inspection by members of the public at its head office and regional offices during normal business hours; and
  - b) provide a copy of the Code to any person who requests it. The Licensee may impose a fair and reasonable charge for the cost of providing copies.

## **6 Agent for Service**

- 6.1 If the Licensee does not have an office or other place of business in Ontario, the Licensee shall ensure the continuing appointment at all times of an individual who is a resident of Ontario and is at least 18 years old, or a corporation that has its head office or registered office in Ontario, as the Licensee's agent for service in Ontario on whom service of process, notices or other documentation may be made.

## **7 Provision of Information to the Board**

- 7.1 The Licensee shall maintain records of and provide, in the manner and form determined by the Board, such information as the Board may require from time to time.
- 7.2 Without limiting the generality of paragraph 7.1, the Licensee shall notify the Board of any material change in circumstances that adversely affects or is likely to adversely affect the business, operations or assets of the Licensee as soon as practicable, but in any event no more than twenty (20) days past the date upon which such change occurs.

## **8 Customer Complaint and Dispute Resolution**

- 8.1 The Licensee shall participate in a consumer complaints resolution process selected by the Board.

## **9 Term of Licence**

- 9.1 This Licence shall take effect on July 16, 2015 and expire on July 15, 2020. The term of this Licence may be extended by the Board.

## **10 Fees and Assessments**

- 10.1 The Licensee shall pay all fees charged and amounts assessed by the Board.

## **11 Communication**

- 11.1 The Licensee shall designate a person that will act as a primary contact with the Board on matters related to this Licence. The Licensee shall notify the Board promptly should the contact details change.

- 11.2 All official communication relating to this Licence shall be in writing.
- 11.3 All written communication is to be regarded as having been given by the sender and received by the addressee:
- a) when delivered in person to the addressee by hand, by registered mail, or by courier;
  - b) ten (10) business days after the date of posting, if the communication is sent by regular mail; or
  - c) when received by facsimile transmission by the addressee, according to the sender's transmission report.

## **12 Copies of the Licence**

- 12.1 The Licensee shall:
- a) make a copy of this Licence available for inspection by members of the public at its head office and regional offices during normal business hours; and
  - b) provide a copy of this Licence to any person who requests it. The Licensee may impose a fair and reasonable charge for the cost of providing copies.



**SCHEDULE 1 AUTHORIZED TRADE NAMES**

1. Just Energy
2. Universal Energy
3. Commerce Energy