

March 11, 2010

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

Dear Ms. Walli:

**Re: EB-2009-0364: Universal Energy Corporation Gas Marketer Licence (GM-2004-0537) Renewal Application.**

**Correction to Response to Board Staff Interrogatory.**

With this letter we are submitting a corrected 5<sup>th</sup> page to Universal Energy Corporation's (UEC) response to Board Staff Interrogatory 2 in the captioned matter. The correction is a change to the number of Just Energy gas complaints reported for Q4 2009, as set out in the table found in response part c, from 8 to 64. We request that this updated information be brought to the attention of the Delegated Decision Maker in this matter.

In part c of its Interrogatory 2, Board Staff asked, *inter alia*, for the number of customer complaints filed with the Board within the last two years, by quarter, for UEC or any affiliated or associated entity currently licenced to sell electricity or natural gas in Ontario. As noted in the response to part c, the data provided by UEC in response was as reported to UEC by OEB Staff for complaints received through the OEB's retail customer complaint portal. In respect of Just Energy gas complaints, OEB Staff reported, at the time, 8 complaints received by the Board in Q4 2009.

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Yesterday Board Staff Counsel brought to our attention an error discovered by Staff in respect of this data. We are now informed that the number of Just Energy gas complaints received by the OEB in Q4, 2009 was in fact 64.

The correction by Board Staff of this data from 8 Just Energy gas complaints to 64 in Q4, 2009 is relevant, in particular, to the Delegated Decision Makers' consideration of the following OEB Staff proposed condition for renewal of UEC's gas marketer licence:

*Licencing the applicant for a two year period with a view to extending the term of the licence to the full five year term, contingent upon the number of complaints relating to gas contracts being reduced to no more than 10 complaints per quarter.*

Thank you for your assistance.

Yours truly,  
MACLEOD DIXON LLP



Ian A. Mondrow

c. Jill Bada, Just Energy  
Sami Amer

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Universal wishes to note that the complaint data for Universal for 2009, and in particular for electricity related complaints, corresponds to a publicly reported compliance initiative by OEB Staff. This data represents "raw" (as opposed to validated) complaint volumes, which Universal believes were in some measure associated with the publicity accompanying the compliance initiative.

| Licensee Name                | Retail Activity | No. of complaints within the last 2 years (listed by quarterly reporting period) |
|------------------------------|-----------------|----------------------------------------------------------------------------------|
| Universal Energy Corporation | Electricity     | Q1/2008 = 248                                                                    |
|                              |                 | Q2/2008 = 279                                                                    |
|                              |                 | Q3/2008 = 205                                                                    |
|                              |                 | Q4/2008 = 295                                                                    |
|                              |                 | Q1/2009 = 434                                                                    |
|                              |                 | Q2/2009 = 387                                                                    |
|                              |                 | Q3/2009 = 316                                                                    |
|                              |                 | Q4/2009 = 307                                                                    |
| Universal Energy Corporation | Gas             | Q1/2008 = 75                                                                     |
|                              |                 | Q2/2008 = 73                                                                     |
|                              |                 | Q3/2008 = 77                                                                     |
|                              |                 | Q4/2008 = 111                                                                    |
|                              |                 | Q1/2009 = 140                                                                    |
|                              |                 | Q2/2009 = 110                                                                    |
|                              |                 | Q3/2009 = 68                                                                     |
|                              |                 | Q4/2009 = 73                                                                     |
| Just Energy Ontario L.P.     | Gas             | Q1/2008 = 67                                                                     |
|                              |                 | Q2/2008 = 58                                                                     |
|                              |                 | Q3/2008 = 48                                                                     |
|                              |                 | Q4/2008 = 51                                                                     |
|                              |                 | Q1/2009 = 80                                                                     |
|                              |                 | Q2/2009 = 54                                                                     |
|                              |                 | Q3/2009 = 54                                                                     |
|                              |                 | Q4/2009 = 64                                                                     |