

Board Staff Interrogatories

Electricity Retailer Licence Renewal Application

**Universal Energy Corporation
EB-2010-0034**

1. Please provide the **total** number of complaints relating to Universal's electricity contracts per quarter, received by Universal, including those received through the Board in the last 24 months.
2. Please categorize the complaints received by Universal in Interrogatory No. 1 above into the following categories: agent conduct, contract management, customer service, and other. Please provide an explanation where appropriate.
3. Please provide a breakdown per quarter for the last 24 months of:
 - a. the number of new customers who have signed contracts with Universal;
 - b. the number of new customers who received their first bill with Universal as their supplier;
 - c. the number of Universal customers who received a renewal notice from Universal;
 - d. the number of customers that did renew with Universal;
 - e. the number of renewed customers who received their first bill at the price offered in the renewal letter; and
 - f. the total number of new and renewed customers broken down into residential, commercial, and any other relevant category.

Board staff is seeking this information in order to understand whether the complaints and enquiries the Board is receiving are related to newly signed contracts, renewed contracts or the first bill at the renewal price.

4. Universal was acquired by Just Energy Income Fund in July 2009. The Board asks that all consumers who contact the Board to make a complaint about a retailer or marketer to first contact their retailer or marketer before registering a complaint with the Board. Of the complaints listed in response to IR #2 please indicate for each quarter the number of complaints where the customer had contacted Universal/Just Energy to resolve the complaint before the customer registered a complaint with the Board. If Universal/Just Energy does not have this information available please provide an explanation.
5. Universal filed a correction to the gas complaint data provided for Just Energy Ontario L.P. in Universal's gas marketer licence renewal application [EB-2009-0364]. Please confirm that the data in Schedule E of Universal's electricity retailer licence renewal application [EB-2010-0034] is an appropriate reflection of the complaint information for Just Energy Ontario L.P. and Universal Energy Corporation. If any of the data provided is incorrect, please provide the correct information.
6. On January 20, 2009, Universal entered into an Assurance of Voluntary Compliance with the Board as part of the EB-2009-0005 proceeding. The conditions set out in the Assurance were made effective for a period of 18 months from the date of the Assurance and are due to expire on July 20, 2010. Please advise if Universal intends to continue to undertake any verifiable quality assurance measures in its contract management processes. If so, please provide details.
7. Please explain what particular improvements in customer management systems or procedures Universal or Just Energy has undertaken – e.g. re-training of sales representatives and sales supervisors, system upgrades, etc. since compliance orders were issued against Universal in 2009. Please confirm whether Universal's or Just Energy's compensation structure is the same as indicated in the response to Board Staff Interrogatory #6(c) in Universal's gas marketer licence renewal application [EB-2009-0364].

8. Is Universal marketing to new customers under its present licence? If not, please confirm the date on which Universal ceased marketing to new customers?
9. Have Universal's electricity contracts been transferred to Just Energy? If so, please advise:
 - a. on the number of contracts that were transferred; and
 - b. if Universal has undertaken the notifications as required by Sections 6.2 and 6.3 of the Electricity Retailer Code of Conduct.
10. If some or all the contracts have been assumed by Just Energy and there is no intention to market under the Universal licence, please explain why Universal is seeking to renew its retailer licence.
11. Has Universal integrated its customer records for its electricity retail customers into Just Energy's customer management system? If not, please explain how these are being managed and what, if any, impact this has on Universal/Just Energy's ability to respond to customer complaints.
12. In sections 7(a) and 11(c) of its application, Universal has listed National Energy Corporation as an affiliate. Please provide the following information:
 - a) a description of all the current business activities of the affiliate and its subsidiaries, if any;
 - b) the total number of existing gas and electricity customer contracts for this affiliate;
 - c) the total number of complaints received by the affiliate and its subsidiaries per quarter over the last 24 months for all business activities conducted by the affiliate and its subsidiaries, broken down by the nature of the complaint as defined in Interrogatory No. 2.
 - d) whether Universal and National Energy Corporation share any officers, directors, key individuals or other staff? If yes, please explain the roles of the shared staff for each company.

13. Our licensing records show that National Energy Corporation is owned by Universal Energy Corporation. However, the corporate chart provided with the application indicates that National Energy Corporation is now owned by Just Energy. Please provide information to clarify the relationships between these three entities. Please advise if the key individuals, officers and directors of National Energy Corporation have changed.