

# **Board Staff Interrogatories**

**Gas Marketer Licence Renewal Application  
Electricity Retailer Licence Renewal Application**

**Just Energy Ontario L.P.  
EB-2010-0152  
EB-2010-0153**

**June 10, 2010**

1. Ref: Section 14 – Legal Proceedings, Question (g) Customer Complaints
  - a. Please provide the source of Just Energy’s customer complaint data as filed in its applications and April 21 submissions.
  - b. Please provide Just Energy’s definition of a customer complaint.
  - c. Please explain Just Energy’s process of registering customers’ complaints and the methodology for complaint classification by category. Please provide:
    - i. all categories used by Just Energy for registering complaints;
    - ii. a description of each category;
    - iii. the key issues that Just Energy has identified from the complaint data and a description of these key issues .
  - d. Please provide a quarterly breakdown of the number of complaints received in 2008 and 2009 by Just Energy for 1) electricity contracts and 2) gas contracts into the following categories: Agent Conduct; Contract Management; Customer Service; and Other. Please provide an explanation where appropriate.
  - e. Please provide the number of customer complaints received by Just Energy within the last 2 years, relating to 1) electricity contract and 2) gas contracts in Ontario. Please provide a quarterly breakdown and **exclude** the number of customer complaints filed with the Board.
2. Ref: Just Energy’s response to additional information requested by Board staff, dated April 21, 2010
  - a. Please confirm whether the customer complaint statistics filed represent complaints as a percentage of Just Energy’s customer base per quarter. If not, please explain.

- b. Please provide Just Energy's customer base numbers per quarter for 2008 and 2009 for 1) electricity contracts and 2) gas contracts.
  - c. Please provide Just Energy's customer complaint statistics and Just Energy's customer base for Q1 of 2010 for 1) electricity contracts and 2) gas contracts, if available.
  - d. The customer complaint statistics for Just Energy Ontario L.P., filed in its April 21 submissions, do not reconcile with the corresponding customer complaint data filed in its original applications. Please provide an explanation for this discrepancy.
3. Please indicate what initiatives have been implemented to address key issues contributing to complaints (as per IR #1.c.iii) and to provide improved customer service. Please provide details of these initiatives including the dates on which these initiatives were implemented and whether they have been successful or not. Please explain how Just Energy measures the success of these initiatives - What statistics does Just Energy collect? What results are shown by these measures to date?
4. Ref: Section 14 – Legal Proceedings, Question (e) Penalties, Fines, Voluntary Payments

In response to Section 14(e), Just Energy cites seven instances where it or an associated entity has received a penalty or been fined for the use of deceptive sales and marketing practices. As a result of these instances:

- a. Please indicate what changes, if any, Just Energy has made or intends to make to its marketing materials, sales policies and contract management practices.
- b. Please indicate what changes, if any, Just Energy has made or intends to make to its sales representative training program and policies.
- c. Please comment on the impact these changes have had on Just Energy's level of customer complaints.

5. Please provide the total number of customers who signed contracts in each quarter of 2008 and 2009. From those signed contracts, please provide the number of contracts that were cancelled:
- i. during the reaffirmation period;
  - ii. as a customer service gesture.

Please provide the common reasons for the cancellation requests.

6. Please provide for each quarter in the past two years the number of customers, with explanations for each, whose accounts with Just Energy were cancelled due to Just Energy:
- i. not having the contract on file;
  - ii. renewing the customer improperly;
  - iii. reaffirming the customer improperly.
7. Please provide details of Just Energy's compensation structure for sales representatives. In particular, please indicate whether Just Energy compensates based on the number of contracts sold. Please provide details of any differences in compensation structure for door-to-door sales agents versus telemarketers.