



**EB-2011-0410**

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

**AND IN THE MATTER OF** an application by  
Universal Energy Corporation for a Gas Marketer  
licence.

By delegation, before: Jennifer Lea

## **DECISION AND ORDER**

Universal Energy Corporation ("Universal") filed an application December 1, 2011 with the Ontario Energy Board under section 50 of the *Ontario Energy Board Act*, 1998 for a Gas Marketer licence.

The Board's Notice of Application and Written Hearing for renewal of Universal's Gas Marketer licence was posted on December 21, 2011. No parties responded to the Notice of Application and Written Hearing.

After considering the application, it has been found to be in the public interest to issue the Gas Marketer licence under Part IV of the Act.

The decision and order granting Universal's existing Gas Marketer licence (GM-2009-0364) contained three conditions in addition to those contained in a standard Gas Marketer licence. I find that the second and third of these conditions, relating to employees and quarterly reporting are no longer necessary. The first condition required certain information to be provided to the Board should Universal intend to resume

marketing natural gas under its licence. Although Universal has stated that it has no present intention to market natural gas, I find that the notification required by that condition is still needed to keep the Board aware of the activities of this licensee.

**IT IS THEREFORE ORDERED THAT:**

1. The application for a Gas Marketer licence is granted, on such conditions as are contained in the attached licence, as well as the following condition:
2. Universal (or Just Energy on behalf of Universal) must notify the Board if it intends to resume marketing under the authority of this licence, and with that notification, provide the following information:
  - i. The date marketing will commence;
  - ii. A description of all types of marketing that Universal will use; and
  - iii. Confirmation that the requisite training of its sales representatives has been undertaken.

**DATED** at **Toronto**, February 29, 2012

**ONTARIO ENERGY BOARD**

*Original Signed By*

Jennifer Lea  
Counsel, Special Projects



# **Gas Marketer Licence**

## **GM-2011-0410**

### **Universal Energy Corporation**

**Valid Until**

**February 28, 2017**

*Original Signed By*

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**Jennifer Lea**  
**Counsel, Special Projects**  
**Ontario Energy Board**  
**Date of Issuance: February 29, 2012**

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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 Universal Energy Corporation;

"**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 February 29, 2012 and expire on February 28, 2017. 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. Energy One
2. Energy One Canada
3. Wholesale Energy