

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

**AND IN THE MATTER OF Planet Energy (Ontario) Corp. (Planet Energy)
Licence Numbers ER-2011-0409 and GM-2013-0269**

FURTHER WITNESS STATEMENT OF [REDACTED]

My name is [REDACTED] and I reside in the Town of Aurora in the Province of Ontario.

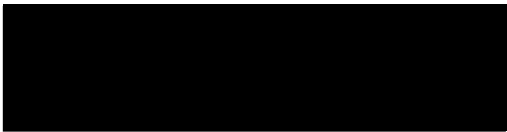
1. In the process of preparing for this hearing, I have reviewed my previous Witness Statement dated January 11, 2017 ("**January Witness Statement**").
2. Having reviewed the January Witness Statement more closely, I wish to make the following two corrections:
 - a. At paragraph 5, it states that the same ACN IBO who had signed me up for ACN told me the correct answers for my online test. In fact, it was a different ACN IBO from my group (who still stood to benefit financially from my sales) – and not the same ACN IBO who signed me up for ACN.
 - b. At paragraph 12, it states that I did not provide consumers with any kind of business card during our meetings. In fact, I did provide consumers with a business card during our meetings.

I did not notice these errors in the January Witness Statement during my previous reviews of that statement.

3. I was never told that ACN IBOs can only sell products to friends or family (although I only sold products to people who I would consider my friends).
4. On the "**Certificate of Completion**"¹, I wrote a comment: "I did not read Product Training. None of us did." I wrote this comment when reviewing my documents (and finding the Certificate) in the course of preparing for this proceeding. By "none of us", I was referring to other ACN IBOs that I knew who signed up around the same time that I did. I knew that they did not read the "Product Training" in any detail because we spoke about the process of going through the steps to start selling energy contracts.

¹ Staff Doc #17F

5. I have reviewed the "Updated Q1 Document"² and compared it with the customer details available on my ACN "back office" website (a printout of which is included at **Tab "A"** to this Witness Statement)³. The latter includes only currently "active" accounts (and thus I believe excludes accounts where the contract has come to an end).
6. Based on my review of these documents, it appears there are inaccuracies and missing information in the Updated Q1 Document. By way of example, I did not enrol [REDACTED] into any energy contracts, nor do I know anyone by that name.
7. I am not in a position to explain all of the discrepancies between the Updated Q1 Document and Tab "A", but I believe Tab "A" is an accurate listing of such currently active accounts.



Signature

Nov 2 / 2017

Date

² Staff Doc #3Ei

³ Now marked as Staff Doc #24

MACARTHUR, JIM D 02419593

Claim Missing Customers

My Qualifications

Points	28
Preferred Customers	18
Total Number of Services	19

Legend

- ◆ The referred customer is currently counting towards your Strive for Five program qualifications for the current month.
- ◆ The referred customer/IBO is currently being used by a customer to qualify for the Customer Strive for Five program.
- ◆ This account has qualified to receive a credit as part of Strive for 5.

Customer Overview

Report as of October 31, 2017 11:02 PM EDT

Search:

Product	Total Points	Incomplete Customers	Commission Only	Scheduled To Purge	Purged
Energy	25	0	0	0	0
Home Security	3	0	0	0	1

Showing 1 to 2 of 2 entries

Detailed Personal Customer List

Complete Customers (Click on the Customer ID # for a definition of the customer status)

Show All entries

Search:

Name	Customer ID #	Product	Country	Phone	Entered	Flow Start Date	Flow End Date	Revenue	Status
[REDACTED]	9014515753	ENE-ELEC-SC	CA		15-May-2015	10-JUL-15	10-JUL-20	\$304.09	Active
[REDACTED]	9014515754	ENE-GAS-SC	CA		15-May-2015	01-SEP-15	31-AUG-20	\$0.56	Active
[REDACTED]	9014466637	ENE-ELEC-SC	CA		28-Apr-2015	01-MAY-15	30-APR-20	\$414.28	Active
[REDACTED]	9014621738	ENE-GAS-SC	CA		29-Jun-2015	01-AUG-15	31-JUL-20	\$50.77	Active
[REDACTED]	9014635783	ENE-ELEC-SC	CA		3-Jul-2015	01-AUG-15	31-JUL-20	\$609.96	Active
[REDACTED]	9014587857	ENE-GAS-SC	CA		15-Jun-2015	01-JUL-15	30-JUN-20	\$49.17	Active
[REDACTED]	9014587861	ENE-GAS-R	CA		15-Jun-2015	01-AUG-15	31-JUL-20	\$14.20	Active
[REDACTED]	9013482885	ENE-ELEC-R	CA		27-May-2014	08-JUL-14	08-JUL-19	\$7.32	Active
[REDACTED]	9014562061	ENE-GAS-R	CA		4-Jun-2015	01-AUG-15	31-JUL-20	\$59.57	Active

Name	Customer ID #	Product	Country	Phone	Entered	Flow Start Date	Flow End Date	Revenue	Status
[REDACTED]	9014477673	ENE-ELEC-R	CA		30-Apr-2015	12-JUN-15	12-JUN-20	\$140.28	Active
[REDACTED]	9011672268	ENE-ELEC-R	CA		28-Aug-2012	09-NOV-12	08-NOV-17	\$23.71	Active
C [REDACTED]	9014538333	Home Security-3	CA		26-May-2015			\$69.99	Active
[REDACTED]	9014505258	ENE-GAS-R	CA		12-May-2015	01-JAN-16	30-JUN-20	\$16.19	Active
[REDACTED]	9014505257	ENE-ELEC-R	CA		12-May-2015	01-JAN-16	01-JUN-20	\$117.87	Active
[REDACTED]	9013195483	ENE-HVAC1	CA		26-Feb-2014			\$20.00	INSTALLED
[REDACTED]	9013120084	ENE-GAS-R	CA		1-Feb-2014	01-JUN-14	31-MAY-19	\$7.20	Active
[REDACTED]	9014481476	ENE-ELEC-SC	CA		1-May-2015	02-SEP-15	02-SEP-20	\$4,387.25	Active
[REDACTED]	9014466636	ENE-ELEC-R	CA		28-Apr-2015	01-MAY-15	30-APR-20	\$38.36	Active
[REDACTED] L	9014481472	ENE-ELEC-R	CA		1-May-2015	16-JUN-15	16-JUN-20	\$89.70	Active

Showing 1 to 19 of 19 entries

Previous 1 Next

Purged Customers (Click on the Customer ID # for a definition of the customer status)

Show 5 entriesSearch:

Name	Customer ID #	Product	Country	Phone	Entered	Flow Start Date	Flow End Date	Revenue	Status
[REDACTED]	9014523830	Home Security-3	CA		19-May-2015			\$0.00	Cancelled

Showing 1 to 1 of 1 entries

Previous 1 Next

Country Codes:

AT=Austria, AU=Australia, BE=Belgium, CA=Canada, CH= Switzerland, CZ=Czech Republic, DE=Germany, DK=Denmark, ES=Spain, FI=Finland, FR=France, HU=Hungary, IE=Ireland, IT=Italy, KR=Korea, NL=Netherlands, NO=Norway, NZ=New Zealand, PL=Poland, PT=Portugal, SE=Sweden, UK=United Kingdom, US=United States