



Ontario Energy Board | Commission de l'énergie de l'Ontario

BY EMAIL  
larrazola@justenergy.com

April 13, 2020

Lucia Arrazola  
Regulatory Affairs Specialist  
Just Energy Ontario L.P.  
80 Courtneypark Dr. W. (Units 3&4)  
Mississauga ON L5W 0B3

Dear Ms. Arrazola:

**Re: Just Energy Ontario L.P.  
Application for Electricity Retailer Licence  
OEB File Number EB-2020-0120  
Application for Gas Marketer Licence  
OEB File Number EB-2020-0121**

The Ontario Energy Board (OEB) received Just Energy Ontario L.P.'s (Just Energy) applications for an electricity retailer licence and a gas marketer licence on April 06, 2020. The OEB has assigned file numbers EB-2020-0120 and EB-2020-0121 to the applications, respectively. The applications will be decided by an employee of the OEB who has been delegated this authority pursuant to section 6 of the *Ontario Energy Board Act, 1998* (Delegated Authority). The Delegated Authority intends to make a decision on the applications without holding a hearing.

The OEB has preliminary reviewed your applications. In order to proceed further with your applications, the following information has to be filed:

1. Application for Electricity Retailer Licence

Section 9 – Intended Services and Markets and Section 10 – Intended Market Activity

In section 9 (a), you have identified that Just Energy intends to sell or offer to sell electricity only to low-volume consumers. However, in section 10, you have included 70 large volume consumers that Just Energy intends to serve each month.

Please amend and refile appropriate section of the application form so that the answers in both section match.

2. Electricity Retailer and Gas Marketer Applications  
Section 14 – Legal Proceedings

In response to questions g) and h) that are asking to provide appropriate context to the number of complaints filed with the OEB and other regulatory bodies in North America, Just Energy stated that it has a strong compliance program, which is consistently monitored and improvements are made to it to meet and exceed industry standards.

- a) Please describe Just Energy's compliance program;
- b) Please describe recent improvements to the compliance program and identify the improvements outcome.

The OEB will resume processing your applications once the above information has been filed. Once your applications are complete, the Delegated Authority expects to issue a final decision on your applications within 75-90 days.

In the event the Delegated Authority decides to deny or otherwise modify the relief you requested in your applications, you will be given an opportunity to provide comments. The Delegated Authority will consider your final comments, if any, prior to issuing a decision and order.

Please file the additional material in searchable Adobe Acrobat (if available) with the Registrar. Electronic copies should be e-mailed to [registrar@oeb.ca](mailto:registrar@oeb.ca).

Any questions relating to this letter or your applications should be directed to Irina Kuznetsova, Advisor at [Irina.Kuznetsova@oeb.ca](mailto:Irina.Kuznetsova@oeb.ca). Please refer to the OEB file numbers noted above in all future correspondence to the OEB regarding your applications.

Yours truly,

*Original signed by*

John Pickernell  
Manager, Applications Administration