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BEFORE

THE PUBLIC UTILITIES COMMISSION OF OHIO

In the matter on of the Application of Commerce)
 Energy, Inc. d/b/a Just Energy for Certification) Case No. 02-1828-GA-CRS
 as a Competitive Retail Natural Gas Provider)

**Commerce Energy, Inc. d/b/a/ Just Energy's Second Quarterly Report to the
 Public Utilities Commission of Ohio**

I. Introduction

On August 12, 2010, Commerce Energy Inc. d/b/a Just Energy (The "Company") filed with the Public Utilities Commission of Ohio ("Commission") an Application for Renewal of its Certification as a Competitive Retail Natural Gas Supplier ("Application"). On September 10, 2010, the Commission suspended the automatic renewal process so the Staff could further review the Application. On September 20, 2010, the Staff of the Commission ("Staff") filed a Staff Report outlining the contacts the Commission's call center received regarding the Company's sales agents. On September 30, 2010, the office of the Ohio Consumers' Counsel ("OCC") was granted intervention in the proceeding. On November 4, 2010, the Company, Staff and OCC filed a Joint Stipulation and Recommendation that resolved all of the issues presented in the Staff Report. On November 22, 2010, the Commission issued an Opinion and Order ("Order") approving the Stipulation with limited changes. As part of the Stipulation, the Company agreed to file a quarterly report with the Commission as to the progress in managing the sales force. On April 15, 2011 the Company filed the first quarterly report.

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II. Report Requirements Established by the Commission

As part of the Stipulation, the Company was required to implement an “in-State Quality Assurance Program no later than January 1, 2011.”¹ Included in this program were the hiring of quality assurance personnel, retraining of all sales agents, providing and allowing Staff and OCC to review sales agent background check criteria, revising the Company’s Compliance matrix and allowing Staff and OCC to review all sales training materials.² In addition the Stipulation required:

“The Company shall provide a quarterly report to Staff and OCC regarding the progress it has made implementing changes, as identified in paragraph 2 above, to improve the efficiency of the Company's oversight of its sales force and marketing operations (as a result of this Quality Assurance Program) and resolving issues raised in the Staff Report and this Stipulation. The Company shall also, as part of the quarterly report, tabulate on a monthly basis the number of contracts which were presented to the TPV and number of those contracts which TVP eliminated from further processing as outlined in paragraph 6 above.”³

All of the above information can be found in this report.

III. Changes to Company Management Structure.

On April 1, 2011 the Company made several changes to its management structure. One that affects Ohio specifically is the regionalization of the Company. This reorganization broke the Company into four separate regions with Ohio landing in the Midwest region. The Midwest region now is led by Andy Weiner, a Senior Vice President, with stricter oversight of the sales processes and procedures. Andy has met with the Staff and has been influential in working to reduce the number of complaints.

¹ Stipulation at page 5

² Stipulation at pages 5-6 (Paragraph 2)

³ Stipulation at page 7

IV. Quality Assurance Personnel

As a result of the change in the Company's management structure the Quality Assurance ("QA") Personnel now report to the Internal Audit Department. This allows the QA employees to utilize the additional resources and expertise provided by the Internal Audit Department. There is no change to the functions of the QA personnel only a change in the department to which they report.

V. Third Party Verification Procedure

The Stipulation required all sales agents to not be present at the time of the TPV call and during the second quarter of 2011 four agents were present during the TPV call and all were dealt with per the Company's Compliance Matrix. As part of the Stipulation the Staff requested a monthly breakdown of the of TPV calls which were not processed as a result of the call:

Month	TPV Processed	TPV Not Processed
April		
May		
June		

VI. Staff Visit to Sales Office

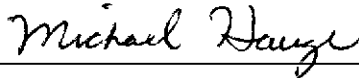
On April 22, 2011 members of the PUCO Staff came to the Company's Columbus sales office to observe the sales agent training process. The Staff offered some suggestions and had questions which were promptly answered. Overall the meeting was helpful to both the Company

and the Staff as it allowed Staff to observe our training in person and give feedback of the program as it was occurring instead of only looking at the training material.

VI. Conclusion

Just Energy appreciates the opportunity to inform the Commission of the progress it has made and looks forward to continuing to working with the Staff on customer issues.

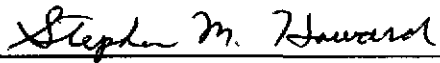
Respectfully Submitted,



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CERTIFICATE OF SERVICE

I certify that a copy of the foregoing document was served upon the following persons this 15th day of July, 2011 via electronic mail.



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