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THE PUBLIC UTILITIES COMMISSION OF OHIO

PUCO

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 Third Quarterly Report to the
Public Utilities Commission of Ohio
(Public Version)**

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

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April 15, 2011 the Company filed the first quarterly report and on July 15, 2011 the second quarterly report was filed.

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. Process Changes

Just Energy continues to comply with all aspects of the Order. This quarter Just Energy has focused on continuing to stress the importance of training and preparing the sales force to operate successfully in the field. Just Energy has changed some language in our variable rate

¹ Stipulation at page 5

² Stipulation at pages 5-6 (Paragraph 2)

³ Stipulation at page 7

contracts to make it easier for the customer to understand the product. Just Energy is please that the number of complaints has dropped significantly since the start of 2011.

IV. Third Party Verification Procedure

The Stipulation required all sales agents to not be present at the time of the TPV call and during the third quarter of 2011 three 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
July	████	████
August	████	████
September	████	████

V. Conclusion

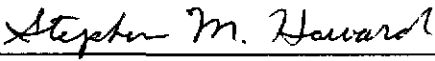
Just Energy appreciates the opportunity to inform the Commission of the progress it has made and looks forward to continuing to working with the Staff on customer issues.

Respectfully Submitted,

Michael Haugh
Michael Haugh *by Stephen M. Hume*
Manager of Regulatory Affairs
6345 Dixie Road
Suite 200
Mississauga, Ontario L5T 2E6
(614) 358-0568
mhaugh@justenergy.com

CERTIFICATE OF SERVICE

I certify that a copy of the foregoing document was served upon the following persons
this 19th day of October, 2011 via electronic mail.



Stephen M. Howard

John Jones
Assistant Attorney General
Public Utilities Section
180 E. Broad Street, 6th Floor
Columbus, OH 43215
John.jones@puc.state.oh.us

Joseph Serio
Larry Sauer
Office of Ohio Consumers' Counsel
10 W. Broad Street, 18th Floor
Columbus, OH 43215
serio@occ.state.oh.us
sauer@occ.state.oh.us