



DIS Case Number: 01-1123-EL-CRS

## Section A: Application Information

### A-1. Provider type:

☐ Power Broker    ☐ Aggregator    ☐ Retail Generation Provider    ☒ Power Marketer

### A-2. Applicant's legal name and contact information.

**Legal Name:** Just Energy Solutions Inc.

**Country:** United States

**Phone:** 905-670-4440    **Extension (if applicable):**

**Street:** 5251 Westheimer Road, Suite 1000

**Website (if any):** www.justenergy.com

**City:** Houston

**Province/State:** TX

**Postal Code:** 77056

### A-3. Names and contact information under which the applicant will do business in Ohio

Provide the names and contact information the business entity will use for business in Ohio. This does not have to be an Ohio address and may be the same contact information given in A-2.

Name	Type	Address	Active?	Proof
Just Energy	DBA	5251 Westheimer Road, Suite 1000 Houston, TX 77056	Yes	File

### A-4. Names under which the applicant does business in North America

Provide all business names the applicant uses in North America, including the names provided in A-2 and A-3.

Name	Type	Address	Active?	Proof
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### A-5. Contact person for regulatory matters

Inger Goodman  
5251 Westheimer Road Suite 1000



## Public Utilities Commission

Houston, TX 77056

US

igoodman@justenergy.com

7144251063

### A-6. Contact person for PUCO Staff use in investigating consumer complaints

CONSUMER COMPLAINT-Just Energy Solutions Inc

5251 Westheimer Road, Suite 1000

Houston, TX 77056

US

oh\_customerfeedback@justenergy.com

9057953574

### A-7. Applicant's address and toll-free number for customer service and complaints

**Phone:** 17142592508 **Extension (if applicable):**

**Country:** United States

**Fax:** **Extension (if applicable):**

**Street:** 5251 Westheimer Road, Suite 1000

**Email:**  
regulatory\_administration@justenergy.com

**City:** Houston

**Province/State:** TX

**Postal Code:** 77056

### A-8. Applicant's federal employer identification number

33-0769555

### A-9. Applicant's form of ownership

**Form of ownership:** Corporation

### A-10. Identify current or proposed service areas

Identify each service area in which the applicant is currently providing service or intends to provide service and identify each customer class that the applicant is currently serving or intends to serve.

#### Service area selection

AEP Ohio

DP&L

Duke Energy Ohio

FirstEnergy - Cleveland Electric Illuminating  
FirstEnergy - Ohio Edison  
FirstEnergy - Toledo Edison

### Class of customer selection

Commercial  
Residential

### A-11. Start date

Indicate the approximate start date the applicant began/will begin offering services: 07-15-2021

### A-12. Principal officers, directors, and partners

Please provide all contacts that should be listed as an officer, director or partner.

Name	Email	Title	Address
William Graham		VP Direct Channel Sales (Commercial)	5251 Westheimer Road, Suite 1000 Houston, TX 77056 US
Amir Andani		Chief Risk Officer	80 Courtneypark Drive West, Unit 3 & Mississauga, ON L5W 0B3 CA
Greg Wilks		SVP, Financial Planning and Treasury	5251 Westheimer Road, Suite 1000 Houston, TX 77056 US
Sean Holland		VP Operations	5251 Westheimer Road, Suite 1000 Houston, TX 77056 US
Nicholas Jessen		VP Sales Operations	5251 Westheimer Road, Suite 1000 Houston, TX 77056 US
Felix Churchill		Chief Growth Officer	5251 Westheimer Road, Suite 1000 Houston, TX 77056 US
John Marcinko		EVP Supply and Load Forecasting	80 Courtneypark Drive West, Unit 3 & 4 Mississauga, ON L5W 0B3 CA
Margaret Munnelly		SVP, Human Resources	5251 Westheimer Road, Suite 1000 Houston, TX 77056 US
Scott Fordham		Chief Operating Officer	5251 Westheimer Road, Suite 1000 Houston, TX 77056 US



## Public Utilities Commission

James Brown		Chief Commercial Officer	5251 Westheimer Road, Suite 1000 Houston, TX 77056 US
Michael Carter		Chief Financial Officer	5251 Westheimer Road, Suite 1000 Houston, TX 77056 US
R Scott Gahn		President and Chief Executive Officer	5251 Westheimer Road, Suite 1000 Houston, TX 77056 US
Jonah Davids		EVP, General Counsel and Corporate Secretary	80 Courtneypark Drive West, Unit 3 & 4 Mississauga, ON L5W 0B3 CA

### A-13. Company history

The applicant's parent company, Just Energy Group Inc., is a leading independent Canadian electricity and natural gas marketing company, operating through wholly owned subsidiaries in Canada and U.S. The applicant is licensed by the Federal Energy Regulatory Commission and by the state regulatory agencies in states as an unregulated retail marketer of natural gas and electricity to homeowners, commercial and industrial consumers. Please see the attached Exhibit B-1.

For over twenty years, the applicant has been delivering to its customers competitively priced and innovative energy products and personalized customer care in addition to quality gas and electric services. It continues to focus on superior customer service and providing customers with product choices that allow them to buy energy in ways that fit their business or personal budget requirements.

### A-14. Secretary of State

Secretary of State Link:

## Section B: Applicant Managerial Capability and Experience

### B-1. Jurisdiction of operations

List all jurisdictions in which the applicant or any affiliated interest of the applicant is certified, licensed, registered or otherwise authorized to provide retail natural gas service or retail/wholesale electric service as of the date of filing the application..

File Attached



**B-2. Experience and plans**

Describe the applicant's experience in providing the service(s) for which it is applying (e.g., number and type of customers served, utility service areas, amount of load, etc.). Include the plan for contracting with customers, providing contracted services, providing billing statements and responding to customer inquiries and complaints in accordance with Commission rules adopted pursuant to Sections 4928.10 and/or 4929.22 of the Ohio Revised Code.

File(s) attached

**B-3. Disclosure of liabilities and investigations**

For the applicant, affiliate, predecessor of the applicant, or any principal officer of the applicant, describe all existing, pending or past rulings, judgments, findings, contingent liabilities, revocation of authority, regulatory investigations, judicial actions, or other formal or informal notices of violations, or any other matter related to competitive services in Ohio or equivalent services in another jurisdiction..

File Attached

**B-4. Disclosure of consumer protection violations**

Has the applicant, affiliate, predecessor of the applicant, or any principal officer of the applicant been convicted or held liable for fraud or for violation of any consumer protection or antitrust laws within the past five years?

**No**

**B-5. Disclosure of certification, denial, curtailment, suspension or revocation**

Has the applicant, affiliate, or a predecessor of the applicant had any certification, license, or application to provide retail natural gas or retail/wholesale electric service denied, curtailed, suspended, revoked, or cancelled or been terminated or suspended from any of Ohio's Natural Gas or Electric Utility's Choice programs within the past two years?

**No**



## **B-6. Environmental disclosures**

Provide a detailed description of how the applicant intends to determine its generation resource mix and environmental characteristics, including air emissions and radioactive waste. Include the annual projection methodology and the proposed approach to compiling the quarterly actual environmental disclosure data. See 4901:1-21-09 of the Ohio Administrative Code for additional details of this requirement.

### **PJM disclosure option chosen**

## **Section C: Applicant Financial Capability and Experience**

### **C-1. Financial reporting**

Provide a current link to the most recent Form 10-K filed with the Securities and Exchange Commission (SEC) or upload the form. If the applicant does not have a Form 10-K, submit the parent company's Form 10-K. If neither the applicant nor its parent is required to file Form 10-K, state that the applicant is not required to make such filings with the SEC and provide an explanation as to why it is not required.

Financial Reports Link(s): <https://investors.justenergy.com/financials/quarterly-results-annual-reports>

### **C-2. Financial statements**

Provide copies of the applicant's two most recent years of audited financial statements, including a balance sheet, income statement, and cash flow statement. If audited financial statements are not available, provide officer certified financial statements. If the applicant has not been in business long enough to satisfy this requirement, provide audited or officer certified financial statements covering the life of the business. If the applicant does not have a balance sheet, income statement, and cash flow statement, the applicant may provide a copy of its two most recent years of tax returns with **social security numbers and bank account numbers redacted**.

If the applicant is unable to meet the requirement for two years of financial statements, the Staff reviewer may request additional financial information.

Links to Financial Statement(s): <https://investors.justenergy.com/financials/quarterly-results-annual-reports>



### C-3. Forecasted financial statements

Provide two years of forecasted income statements **based solely on the applicant's anticipated business activities in the state of Ohio.**

Include the following information with the forecast: a list of assumptions used to generate the forecast; a statement indicating that the forecast is based solely on Ohio business activities only; and the name, address, email address, and telephone number of the preparer of the forecast.

The forecast may be in one of two acceptable formats: 1) an annual format that includes the current year and the two years succeeding the current year; or 2) a monthly format showing 24 consecutive months following the month of filing this application broken down into two 12-month periods with totals for revenues, expenses, and projected net incomes for both periods. Please show revenues, expenses, and net income (revenues minus total expenses) that is expected to be earned and incurred in **business activities only in the state of Ohio** for those periods.

If the applicant is filing for both an electric certificate and a natural gas certificate, please provide a separate and distinct forecast for revenues and expenses representing Ohio electric business activities in the application for the electric certificate and another forecast representing Ohio natural gas business activities in the application for the natural gas certificate.

Preferred to file confidentially

### C-4. Credit rating

Provide a credit opinion disclosing the applicant's credit rating as reported by at least one of the following ratings agencies: Moody's Investors Service, Standard & Poor's Financial Services, Fitch Ratings or the National Association of Insurance Commissioners. If the applicant does not have its own credit ratings, substitute the credit ratings of a parent or an affiliate organization and submit a statement signed by a principal officer of the applicant's parent or affiliate organization that guarantees the obligations of the applicant. If an applicant or its parent does not have such a credit rating, enter 'Not Rated'.

This does not apply

### C-5. Credit report

Provide a copy of the applicant's credit report from Experian, Equifax, TransUnion, Dun and Bradstreet or a similar credit reporting organization. If the applicant is a newly formed entity



with no credit report, then provide a personal credit report for the principal owner of the entity seeking certification. At a minimum, the credit report must show summary information and an overall credit score. **Bank/credit account numbers and highly sensitive identification information must be redacted.** If the applicant provides an acceptable credit rating(s) in response to C-4, then the applicant may select 'This does not apply' and provide a response in the box below stating that a credit rating(s) was provided in response to C-4.

Preferred to file this information confidentially

#### **C-6. Bankruptcy information**

Within the previous 24 months, have any of the following filed for reorganization, protection from creditors or any other form of bankruptcy?

- Applicant
- Parent company of the applicant
- Affiliate company that guarantees the financial obligations of the applicant
- Any owner or officer of the applicant

Please provide full details of the bankruptcy information.





## Public Utilities Commission

Bankruptcy Information: As previously disclosed by Just Energy on March 11, 2021: the unprecedented storm that hit Texas in February 2021 resulted in significant charges from the Electric Reliability Council of Texas, Inc. These charges created a liquidity challenge for Just Energy. It sought and received protection under the Companies' Creditors Arrangement Act (CCAA). On March 24, 2021, the Public Utilities Commission of Ohio (the Commission) issued an Entry in the captioned proceedings and ordered Just Energy Solutions Inc., Hudson Energy Services LLC, and Interactive Energy Group LLC (collectively, the Just Energy Companies) to file a report addressing related questions. An initial response was provided on April 9, 2021 and Just Energy will continue to report on the status of this issue on a regular basis as requested.

### **C-7. Merger information**

Is the applicant currently involved in any dissolution, merger or acquisition activity, or otherwise participated in such activities within the previous 24 months?

No

### **C-8. Corporate structure**

Provide a graphical depiction of the applicant's corporate structure. Do not provide an internal organizational chart. The graphical depiction should include all parent holding companies, subsidiaries and affiliates as well as a list of all affiliate and subsidiary companies that supply retail or wholesale electricity or natural gas to customers in North America. If the applicant is a stand-alone entity, then no graphical depiction is required, and the applicant may respond by stating that it is a stand-alone entity with no affiliate or subsidiary companies.

File(s) attached

### **C-9. Financial arrangements**

Provide copies of the applicant's financial arrangements to satisfy collateral requirements to conduct retail electric/natural gas business activities (e.g., parental guarantees, letters of credit, contractual arrangements, etc., as described below).

Renewal applicants may provide a current statement from an Ohio local distribution utility (LDU) that shows that the applicant meets the LDU's collateral requirements. The statement or letter must be on the utility's letterhead and dated within a 30-day period of the date the applicant files its renewal application.

First-time applicants or applicants whose certificate has expired must meet the requirements of C-9 in one of the following ways:



1. The applicant itself states that it is investment grade rated by Moody's Investors Service, Standard & Poor's Financial Services, or Fitch Ratings and provides evidence of rating from the rating agencies. If you provided a credit rating in C-4, reference the credit rating in the statement.
2. The applicant's parent company is investment grade rated (by Moody's, Standard & Poor's, or Fitch) and guarantees the financial obligations of the applicant to the LDU(s). Provide a copy of the most recent credit opinion from Moody's, Standard & Poor's or Fitch.
3. The applicant's parent company is not investment grade rated by Moody's, Standard & Poor's or Fitch but has substantial financial wherewithal **in the opinion of the Staff reviewer** to guarantee the financial obligations of the applicant to the LDU(s). The parent company's financials and a copy of the parental guarantee must be included in the application if the applicant is relying on this option.
4. The applicant can provide evidence of posting a letter of credit with the LDU(s) listed as the beneficiary, in an amount sufficient to satisfy the collateral requirements of the LDU(s).

Preferred to file confidentially

## Section D: Applicant Technical Capacity

### D-1. Operations

Power Marketers/Generators: Describe the operational nature of the applicant's business, specifying whether operations will include the generation of power for retail sales, the scheduling of retail power for transmission and delivery, the provision of retail ancillary services, as well as other services used to arrange for the purchase and delivery of electricity to retail customers.



Operations Description: The applicant is a third-party electricity and natural gas supplier that provides customer choice and competitive pricing of energy to retail customers. The operations department contracts bilaterally with other energy suppliers to serve our retail load and to fulfill other company requirements, such as filling storage facilities and balancing supply pools. The applicant utilizes these facilities and pools to fulfill delivery requirements to various local distribution companies and their city gates. Contract purchases range from daily spot structures to yearly supply acquisitions.

**D-2. Operations Expertise & Key Technical Personnel**

Given the operational nature of the applicant's business, provide evidence of the applicant's experience and technical expertise in performing such operations. Include the names, titles, e-mail addresses, and background of key personnel involved in the operations of the applicant's business.

File(s) attached

**D-3. FERC Power Marketer and License Number**

Provide a statement disclosing the applicants FERC Power Marketer License Number (Power Marketers Only).

Docket No. ER97-4253



Public Utilities  
Commission

# Application Attachments

UNITED STATES OF AMERICA  
STATE OF OHIO  
OFFICE OF THE SECRETARY OF STATE

*I, Frank LaRose, do hereby certify that I am the duly elected, qualified and present acting Secretary of State for the State of Ohio, and as such have custody of the records of Ohio and Foreign business entities; that said records show JUST ENERGY SOLUTIONS INC., a California corporation, having qualified to do business within the State of Ohio on November 27, 2000 under License No. 1195068 is currently in GOOD STANDING upon the records of this office.*



*Witness my hand and the seal of the  
Secretary of State at Columbus, Ohio  
this 3rd day of June, A.D. 2021.*

A handwritten signature in blue ink, appearing to read "Frank LaRose".

**Ohio Secretary of State**

**Validation Number: 202115403206**

<b>Affiliate</b>	<b>Province/State</b>	<b>License Type</b>	<b>License Order/Docket #</b>
<b>Hudson Energy Canada Corp.</b>	<b>Alberta</b>	<b>Electric</b>	<b>331458</b>
<b>Hudson Energy Canada Corp.</b>	<b>Alberta</b>	<b>Gas</b>	<b>331459</b>
<b>Just Energy Alberta L.P.</b>	<b>Alberta</b>	<b>Gas</b>	<b>325637</b>
<b>Just Energy Alberta L.P.</b>	<b>Alberta</b>	<b>Electric</b>	<b>325638</b>
<b>Just Energy Alberta L.P.</b>	<b>Alberta</b>	<b>Direct Seller</b>	<b>345191</b>
<b>Just Energy (B.C.) Limited Partnership</b>	<b>British Columbia</b>	<b>Gas</b>	<b>A-8-20</b>
<b>Just Energy Solutions Inc.</b>	<b>California</b>	<b>Electric</b>	<b>1092</b>
<b>Just Energy Solutions Inc.</b>	<b>California</b>	<b>Gas</b>	<b>CTA0010</b>
<b>Hudson Energy Services, LLC</b>	<b>Connecticut</b>	<b>Gas</b>	<b>12-04</b>
<b>Just Energy Solutions Inc.</b>	<b>Delaware</b>	<b>Electric</b>	<b>Order No. 7330</b>
<b>Just Energy Solutions Inc.</b>	<b>Georgia</b>	<b>Gas</b>	<b>GM-30</b>
<b>Interactive Energy Group LLC</b>	<b>Illinois</b>	<b>Electric (Broker)</b>	<b>Docket 17-0390</b>
<b>Just Energy Illinois Corp.</b>	<b>Illinois</b>	<b>Gas</b>	<b>Docket 03-0720</b>
<b>Just Energy Solutions Inc.</b>	<b>Illinois</b>	<b>Electric</b>	<b>Docket 06-0723</b>
<b>Just Energy Solutions Inc.</b>	<b>Illinois</b>	<b>Gas</b>	<b>Docket 07-0501</b>
<b>Hudson Energy Services, LLC</b>	<b>Illinois</b>	<b>Electric</b>	<b>Docket 07-0455</b>
<b>Interactive Energy Group LLC</b>	<b>Maine</b>	<b>Electric (Broker)</b>	<b>Docket 2017-00298</b>
<b>Just Energy Manitoba L.P.</b>	<b>Manitoba</b>	<b>Gas</b>	<b>659</b>
<b>Just Energy Solutions Inc.</b>	<b>Maryland</b>	<b>Electric</b>	<b>IR-639</b>
<b>Just Energy Solutions Inc.</b>	<b>Maryland</b>	<b>Gas</b>	<b>IR-737</b>
<b>Hudson Energy Services, LLC</b>	<b>Maryland</b>	<b>Electric</b>	<b>IR-1114</b>
<b>Hudson Energy Services, LLC</b>	<b>Maryland</b>	<b>Gas</b>	<b>IR-1120</b>

<b>Affiliate</b>	<b>Province/State</b>	<b>License Type</b>	<b>License Order/Docket #</b>
<b>Interactive Energy Group LLC</b>	<b>Maryland</b>	<b>Electric (Broker)</b>	<b>IR-3982</b>
<b>Interactive Energy Group LLC</b>	<b>Maryland</b>	<b>Gas (Broker)</b>	<b>IR-3980</b>
<b>Interactive Energy Group LLC</b>	<b>Massachusetts</b>	<b>Electric (Broker)</b>	<b>EB-433</b>
<b>Interactive Energy Group LLC</b>	<b>Massachusetts</b>	<b>Gas (Broker)</b>	<b>RA-200</b>
<b>Just Energy Massachusetts Corp.</b>	<b>Massachusetts</b>	<b>Electric</b>	<b>CS-069</b>
<b>Hudson Energy Services, LLC</b>	<b>Massachusetts</b>	<b>Electric</b>	<b>CS-061</b>
<b>Hudson Energy Services, LLC</b>	<b>Massachusetts</b>	<b>Gas</b>	<b>GS-034</b>
<b>Just Energy Solutions Inc.</b>	<b>Michigan</b>	<b>Electric</b>	<b>U-13203</b>
<b>Just Energy Michigan Corp.</b>	<b>Michigan</b>	<b>Gas</b>	<b>U-15980</b>
<b>Just Energy Solutions Inc.</b>	<b>Nevada</b>	<b>Gas</b>	<b>G-13 Sub 1</b>
<b>Just Energy Solutions Inc.</b>	<b>New Jersey</b>	<b>Gas</b>	<b>GSL-0116</b>
<b>Just Energy Solutions Inc.</b>	<b>New Jersey</b>	<b>Electric</b>	<b>ESL-0046</b>
<b>Hudson Energy Services, LLC</b>	<b>New Jersey</b>	<b>Gas</b>	<b>GSL- 0069</b>
<b>Hudson Energy Services, LLC</b>	<b>New Jersey</b>	<b>Electric</b>	<b>ESL - 0083</b>
<b>Interactive Energy Group LLC</b>	<b>New Jersey</b>	<b>Energy Agent</b>	<b>EA-0484</b>
<b>Just Energy New York Corp.</b>	<b>New York</b>	<b>Electric</b>	<b>Approved ESCO</b>
<b>Just Energy New York Corp.</b>	<b>New York</b>	<b>Gas</b>	<b>Approved ESCO</b>
<b>Hudson Energy Services, LLC</b>	<b>New York</b>	<b>Gas</b>	<b>Approved ESCO</b>
<b>Hudson Energy Services, LLC</b>	<b>New York</b>	<b>Electric</b>	<b>Approved ESCO</b>
<b>Interactive Energy Group LLC</b>	<b>Ohio</b>	<b>Gas (Broker)</b>	<b>Certificate 17-624G (2)</b>
<b>Interactive Energy Group LLC</b>	<b>Ohio</b>	<b>Electric (Broker)</b>	<b>Certificate 17-1266E (2)</b>
<b>Just Energy Solutions Inc.</b>	<b>Ohio</b>	<b>Electric</b>	<b>Certificate 01-74E (10)</b>
<b>Just Energy Solutions Inc.</b>	<b>Ohio</b>	<b>Gas</b>	<b>Certificate 02-023G</b>

<b>Affiliate</b>	<b>Province/State</b>	<b>License Type</b>	<b>License Order/Docket #</b>
<b>Hudson Energy Services, LLC</b>	<b>Ohio</b>	<b>Gas</b>	<b>Certificate 12-271G</b>
<b>Hudson Energy Services, LLC</b>	<b>Ohio</b>	<b>Electric</b>	<b>Certificate 12-538 E</b>
<b>Universal Energy Corporation</b>	<b>Ontario</b>	<b>Electric</b>	<b>ER-2016-0332</b>
<b>Universal Energy Corporation</b>	<b>Ontario</b>	<b>Gas</b>	<b>GM-2016-0261</b>
<b>Just Energy Ontario L.P.</b>	<b>Ontario</b>	<b>Gas</b>	<b>GM-2020-0121</b>
<b>Just Energy Ontario L.P.</b>	<b>Ontario</b>	<b>Electric</b>	<b>ER-2020-0120</b>
<b>Hudson Energy Canada Corp.</b>	<b>Ontario</b>	<b>Electric</b>	<b>ER-2020-0117</b>
<b>Hudson Energy Canada Corp.</b>	<b>Ontario</b>	<b>Gas</b>	<b>GM-2020-0118</b>
<b>Just Energy New York Corp.</b>	<b>Ontario</b>	<b>Electric Wholesaler</b>	<b>EW-2019-0108</b>
<b>Just Energy Solutions Inc.</b>	<b>Ontario</b>	<b>Electric Wholesaler</b>	<b>EW-2016-0149</b>
<b>Just Energy Solutions Inc.</b>	<b>Pennsylvania</b>	<b>Electric (PECO)</b>	<b>A-110117</b>
<b>Just Energy Solutions Inc.</b>	<b>Pennsylvania</b>	<b>Gas (PECO)</b>	<b>A-125138</b>
<b>Just Energy Pennsylvania Corp.</b>	<b>Pennsylvania</b>	<b>Gas (Columbia)</b>	<b>A-2009-2098011</b>
<b>Just Energy Pennsylvania Corp.</b>	<b>Pennsylvania</b>	<b>Electric (Duquesne)</b>	<b>A-2009-2097544</b>
<b>Hudson Energy Services, LLC</b>	<b>Pennsylvania</b>	<b>Electric</b>	<b>A-2010-2192137</b>
<b>Hudson Energy Services, LLC</b>	<b>Pennsylvania</b>	<b>Gas</b>	<b>A-2018-3002121</b>
<b>Interactive Energy Group LLC</b>	<b>Pennsylvania</b>	<b>Gas (Broker)</b>	<b>A-2017-2634175</b>
<b>Interactive Energy Group LLC</b>	<b>Pennsylvania</b>	<b>Electric (Broker)</b>	<b>A-2017-2635016</b>
<b>Just Energy Quebec L.P /Juste Energie Quebec S.E.C</b>	<b>Quebec</b>	<b>Gas</b>	<b>No license requirement</b>
<b>Hudson Energy Canada Corp./Energie Hudson Canada</b>	<b>Quebec</b>	<b>Gas</b>	<b>No license requirement</b>
<b>Hudson Energy Canada Corp.</b>	<b>Saskatchewan</b>	<b>Gas</b>	<b>No license requirement</b>
<b>Just Energy Prairies L.P.</b>	<b>Saskatchewan</b>	<b>Direct Seller</b>	<b>Direct Sellers license # 328505</b>
<b>Fulcrum Retail Energy, LLC dba Amigo Energy</b>	<b>Texas</b>	<b>Electric</b>	<b>REP Certification No. 10081</b>

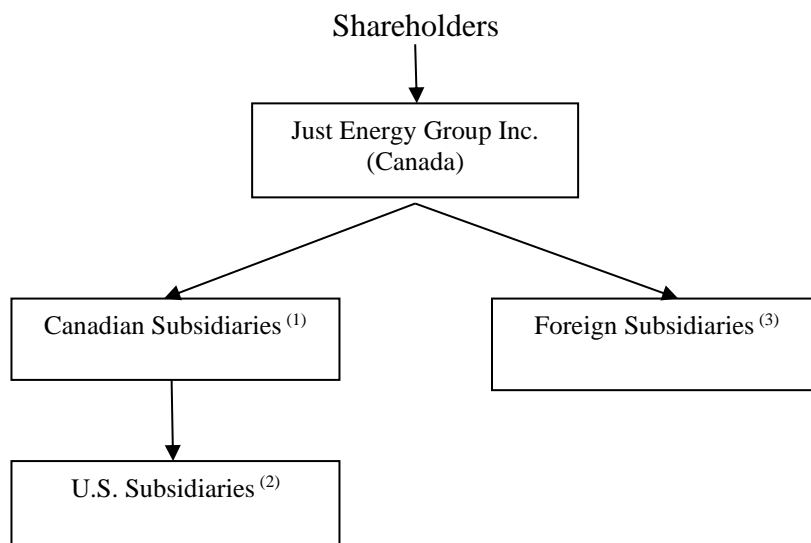


<b>Affiliate</b>	<b>Province/State</b>	<b>License Type</b>	<b>License Order/Docket #</b>
<b>Interactive Energy Group LLC</b>	<b>Texas</b>	<b>Broker</b>	<b>BR190398</b>
<b>Just Energy Texas L.P.</b>	<b>Texas</b>	<b>Electric</b>	<b>REP Certification No. 10052</b>
<b>Hudson Energy Services, LLC</b>	<b>Texas</b>	<b>Electric</b>	<b>REP Certification No. 10092 under Docket 30061</b>
<b>Tara Energy, LLC dba SPE</b>	<b>Texas</b>	<b>Electric</b>	<b>REP Certification No. 10051</b>
<b>Just Energy Solutions Inc.</b>	<b>Virginia</b>	<b>Gas</b>	<b>G-30</b>
<b>Just Energy Solutions Inc.</b>	<b>Virginia</b>	<b>Electric</b>	<b>E-26</b>
<b>Just Energy U.S. Corp</b>	<b>US Federal</b>	<b>Electric</b>	<b>FERC - ER10-379</b>
<b>Just Energy Solutions Inc.</b>	<b>US Federal</b>	<b>Electric</b>	<b>FERC - ER97-4253</b>
<b>Just Energy New York Corp.</b>	<b>US Federal</b>	<b>Electric</b>	<b>FERC - ER13-1081-000</b>
<b>Just Energy Illinois Corp.</b>	<b>US Federal</b>	<b>Electric</b>	<b>FERC - ER13-1104-000</b>
<b>Just Energy Pennsylvania Corp.</b>	<b>US Federal</b>	<b>Electric</b>	<b>FERC- ER17-2428-000</b>
<b>Just Energy Texas I Corp.</b>	<b>US Federal</b>	<b>Electric</b>	<b>FERC-ER17-2429-000</b>
<b>Hudson Energy Services, LLC</b>	<b>US Federal</b>	<b>Electric</b>	<b>FERC-ER17-2427-000</b>

## C-8 CORPORATE STRUCTURE

Just Energy Solutions Inc. is a California corporation and a subsidiary Just Energy Group Inc. In Ohio, the company is operating under the name Just Energy. Below see a summary organizational chart depicting the applicant's parent company's corporate structure and a list of all affiliated companies. The applicant is not affiliated with any utility distribution company.

The following diagram sets forth the simplified organizational structure of the Company.



Notes:

- (1) The Canadian Subsidiaries are corporations, limited partnerships, and unlimited liability companies directly or indirectly wholly owned by the Company. The Canadian operating Subsidiaries are Just Energy Ontario L.P. (Ontario); Just Energy Alberta L.P. (Alberta); Just Green L.P. (Alberta); Just Energy Manitoba L.P. (Manitoba); Just Energy B.C. Limited Partnership (British Columbia); Just Energy Québec L.P. (Quebec); Just Energy Prairies L.P. (Manitoba); Just Energy Trading L.P. (Ontario); Hudson Energy Canada Corp. (Canada); Filter Group Inc. and Just Energy Advanced Solutions Corp. (Ontario). Just Energy Corp. is the general partner of each of the Canadian operating limited partnerships. Additionally, the Company indirectly holds an approximate 7.8% fully diluted interest in ecobee Inc., a manufacturer and distributor of smart thermostats located in Toronto, Ontario.
- (2) The U.S. Subsidiaries are corporations, limited liability companies and limited partnerships indirectly wholly owned by the Company and are incorporated or formed, as applicable, under the laws of the State of Delaware, unless otherwise noted. The U.S. operating Subsidiaries are Just Energy (U.S.) Corp.; Just Energy Illinois Corp.; Just Energy Indiana Corp.; Just Energy Massachusetts Corp.; Just Energy New York Corp.; Just Energy Texas I Corp.; Just Energy Texas LP (Texas); Just Energy Pennsylvania Corp.; Just Energy Solutions Inc. (California); Just Energy Marketing Corp.; Just Energy Michigan Corp.; Hudson Energy Services LLC (New Jersey); Just Energy Limited; Fulcrum Retail Energy LLC (Texas); Tara Energy, LLC (Texas); Interactive Energy Group LLC; Just Solar Holdings Corp; and Filter Group USA Inc.
- (3) JEBPO Services LLP is an indirect wholly owned subsidiary of the Company which provides services to the Company and its affiliates.

## **D-2 Operations expertise and key technical personnel**

The applicant's operations department handles all nominations and scheduling of the purchases referenced in Exhibit D-1, retail load and other company requirements. The analysts monitor the individual markets and the marketplace closely. They are on call 24 hours a day to ensure that all necessary pipeline and utility requirements are met. The operations department is responsible for nominations, balancing, scheduling, and purchasing requirements in-house for both gas and electric in all U.S. markets.

### **Scott Gahn**

*Chief Executive Officer and President*

R. Scott Gahn was appointed President and Chief Executive Officer of Just Energy in August 2019. Mr. Gahn has a long history in the deregulated energy industry, having served on the Electric Reliability Council of Texas board from 2005 to 2008 and having been involved in the sale of deregulated and regulated electricity and natural gas for over 28 years. He was one of the founding shareholders and Chief Executive Officer of Just Energy Texas LP, which was acquired by the Company in 2007. Following the acquisition, Mr. Gahn was the Chief Operating Officer of Just Energy until June 2011 and was appointed to the Just Energy board on December 17, 2013.

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*Phone: 713.933.0895*

### **James Brown**

*Chief Commercial Officer*

Jim Brown was appointed as Chief Financial Officer in April 2018. He joined Just Energy's group of companies in April 2013 as a Senior Vice President responsible for commodity settlements, and most recently served as the President of Hudson Energy, responsible for that entity's commercial business. Prior to joining Just Energy, he was the Vice President of Accounting and Finance for Gexa Energy, a subsidiary of Nextera Energy Inc. and before that the Vice President of Accounting at Constellation Energy Resources Group from January 2007. Mr. Brown graduated from the University of Houston with a Bachelor of Business Administration in Accounting in 1992 and has been a Certified Public Accountant in Texas since 1996.

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*Phone: 713.544.8191*

### **Jonah Davids**

*Executive Vice President, General Counsel and Corporate Secretary*

Jonah is currently the Executive Vice President, General Counsel and Corporate Secretary of Just Energy, marketers of natural gas and electricity to residential and commercial customers in Canada and the United States. Prior to joining Just Energy, Jonah practiced with McMillan LLP in the corporate and natural resources groups. Jonah received his LLB from the University of Western Ontario in 2000 and an LLM in Natural Resources from the University of Dundee, Scotland in 2005. He is admitted to the bar in the Province of Ontario.

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Phone: 905-795-3563

**Mark Reese**

Vice President, U.S. Supply

Mark joined the company in July 2015. He is responsible for the overall management of the US natural gas portfolio for Just Energy, including financial hedging, gas supply, transportation, and storage optimization. Prior to joining Just Energy he was Director of Retail Gas Operations for Dominion Resources. Prior to that he held various roles, ranging from portfolio management, to project finance, and deal structuring at Enron. Mark began his career at Sonat Marketing and has over 19 years of experience in the energy industry. Mark earned a Bachelor of Arts degree in Finance from Morehouse College in Atlanta, GA and earned his master's degree in Business Administration (MBA) from The Darden School at the University of Virginia.

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**Michael Carter**

Chief Financial Officer

Michael Carter was appointed Just Energy's Chief Financial Officer in September 2020. He come with broad industry experience including holding various key roles in finance, corporate planning and treasury, corporate development and operations with well-known companies. Mr. Carter most recently served as Senior Vice President, Finance at Hunt Power & Hunt Utility Services, an affiliate of Hunt Consolidated, Inc. Prior to his time at Hunt, he held the positions of Senior Vice President, Corporate Planning and Assistant Treasurer and Senior Vice President, Corporate Development at Energy Future Holdings Corporation (the predecessor of the parent company of Vistra Corporation). He holds a Bachelor of Science, Accounting, from Louisiana State University in Shreveport.

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**Scott Fordham**

Chief Operating Officer

Scott Fordham joined Just Energy in early-2020 and assumed the role of Senior Vice President-Finance and Chief Accounting Officer. He was appointed to Chief Operating Officer in September 2020. Mr. Fordham has significant hands-on industry experience, including his leadership roles as President of Acclaim Energy, and Chief Executive Officer and President of Champion Energy Services. He has had considerable success in achieving organic sales growth, developing effective organizational structures, leading rebranding, and implementing customer satisfaction initiatives. He holds a Bachelor of Business Administration in accounting from The University of Texas at Austin.

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### **Exhibit B-3 “Disclosure of Liabilities and Investigations”**

Just Energy Solutions LLC does not believe there are any matters that could adversely impact its financial or operational status or its ability to provide services to customers. But in the interest of full disclosure the following are particulars of penalties, fines, and voluntary payments for the applicant, its parent company and U.S. and Canadian affiliates or predecessors resulting from proceedings by name, subject and citation, dealing with business operations, in the last five (5) years, whether before an administrative body or in a judicial forum, in which an affiliate, a predecessor or either, has been a defendant or a respondent.

#### Ohio Case No. 16-2006-GE-UNC

In the Matter of Commerce Energy, Inc dba Just Energy: On October 11, 2016, Just Energy and the Staff of the Public Utilities Commission of Ohio entered a joint stipulation resolving all matters identified by staff in a November Notice of Probable Non-Compliance. On November 2, 2016, the Commission accepted the stipulation.

Moving forward there are no requirements on Just Energy as the issues have been resolved and the reporting window has expired. Since that time, we have not received anything from the Commission besides the usual customer complaint.

#### **Texas**

1. Docket 49688: Settlement Agreement and Report to Commission Relating to Commission Staff's Investigation of Just Energy Texas Affiliate Companies:

On October 11, 2019, Commissioners gave final approval of a settlement reached between Just Energy Texas, Amigo Energy and Tara Energy and the PUCT's Office of Oversight and Enforcement Staff ("O&E"). The settlement resolved outstanding questions dating back to 2013 and 2014. Specifically, the settlement addressed issues related to customer switch-holds, and rules surrounding calculations for customer discounts that have since been repealed. The Companies voluntarily stopped placing switch-holds (and have not yet resumed) and maintain that the methodology for calculating customer discounts was correct. The commissioner order approved the settlement's aggregate penalty to the Just Energy companies for \$700,000, with \$225,000 of this aggregate amount to be directed to bill payment assistance agencies and customers needing help paying electric bills. Just Energy admitted no wrongdoing as a part of the settlement.

2. Investigation No 2018110002

In July 2019 PUCT O&E staff notified Amigo that it concluded an investigation into Amigo customer billing, specifically customers billed amounts that were allegedly higher than the price disclosed, and in some cases higher than what the customer authorized back in the summer of 2018. Amigo provided O&E staff a report, by customer, of the amount of refunds by customer, and the method each was provided. This investigation has concluded.

3. Investigation Nos. 2018030005, 2018030007, 2018030009

In September 2018 PUCT O&E staff notified Just Energy, Amigo Energy and Tara Energy that it had concluded an investigation of compliance with bill payment assistance rules, both the collection of funds and disbursement to assistance agencies. No issues were identified by PUCT O&E.

4. Investigation No. 2020040005

In July 2020 PUCT O&E staff notified Just Energy it was conducting an investigation into compliance with PUCT rules related to door to door sales enrollments in November and December of 2019, requests for disconnections of service from December 2019 through March 2020, terms of service language related to arbitration, and call center hold times. In September 2020 the investigation was placed on hold and resumed in 2021. At this time, there is no indication of a compliance issue with any of the issues raised. Just Energy has since updated its arbitration clause in the Terms of Service for Texas.

5. Investigation No. 2020030049

In March 2020 PUCT O&E staff notified Hudson Energy, Just Energy, Amigo Energy and Tara Energy it was conducting an investigation into compliance with PUCT rules related to disconnection request orders during a weather moratorium in 2018 and 2019. The companies reviewed all reported instances and has resolved all issues that may have led to an order being released, though in no case was a customer's electric service disconnected during the moratorium periods. This investigation was resolved and there was no financial penalty for any Just Energy entity.

6. Investigation No. 2019020003

In November 2019, PUCT O&E staff sent a warning letter to Just Energy related to concerns with contract expirations and complaint handling. No penalties were proposed at this point. Processes were reviewed and to ensure full compliance going forward.

7. Investigation No. 2020040006

In April 2020 PUCT O&E staff notified Just Energy of an investigation of Just Energy's compliance with requirements in the Electricity Relief Program, Docket No. 50664. The program was established to help customers impacted by COVID-19 through unemployment or low income. The company responded to all questions received and is not aware of any PUCT concerns. The company will respond to O&E staff requests if additional questions are received.

### Pennsylvania

2017 Tentative Order from the Pennsylvania Public Utility Commission to cancel the license of Just Energy Solutions due to an expired financial security. The error was corrected upon receipt of the notice and license is currently in good standing.

## California

There are not enough sellers in the market for Just Energy Solutions Inc. to be able to purchase all of the Resource Adequacy (aka – capacity or RA) needed. As a result, Just Energy Solutions Inc. incurs penalties for any shortages. There are 3 types of RA: system, local and flexible. For the year ahead, 100% of estimated local RA is required and 90% System and Flexible resources during the summer months are required. For the monthly filings retailers must demonstrate they have procured 100% of their monthly System and Flexible RA obligation. Fines are imposed for deficiencies in both the year ahead and in the month ahead part of the process.

Fines are on a per KW month basis or flat fee. JE seeks waivers for fines, where applicable and possible. JE has estimated the fines and incorporated them into pricing curves. From a reliability standpoint, no shortage was ever experienced, as there is a CAISO backstop capacity mechanism in place to cover shortages. For calendar year 2019, as of August 1st, the total amount of fines is \$488,249.60. Just Energy received recently assigned substantially reduced capacity allocations for energy years 2020-2022.

On February 12, 2019, Just Energy Solutions Inc. (Just Energy) received a cease and desist notice from the California Public Utilities Commission's Consumer Protection and Enforcement Division (CPUC) referencing eight customer complaints. The notice directed Just Energy to cease and desist from 1) posing as employees of the utility, 2) misrepresenting the purpose of the door-to-door knock, 3) not presenting proper identification, 4) misrepresenting the cost of service, 5) soliciting consumers that don't want to be contacted, and 6) misquoting bill savings. After the CPUC sent the cease and desist letter, Just Energy realized that it had not received all of the customer complaints from the CPUC; Just Energy only ever received three of the eight complaints. Just Energy submitted a written response to the CPUC on 4/29/2019 communicating improved processes and controls as follows: added a "we are not the utility" stamp to the customer contracts, additional training requiring agents to wear a bright yellow vest with logo and an ID badge and training to not promise savings. Changes were also made to Just Energy's independent third-party verification call to reinforce to customers that Just Energy is not the utility, utility delivery charges are in addition to supply charges, and that Just Energy does not promise savings. Just Energy also provided the CPUC with contact information to enable Staff to communicate all complaints to Just Energy in the future.

On July 1, 2019, Just Energy received a notice from the CPUC alleging that Just Energy representatives was using aggressive sales tactics. Just Energy Solutions Inc. submitted a response to the CPUC on 7/19/2019 with the revised internal sales and training processes including Just Energy's "Do Not Contact" policy, the third-party verification script, the non-English speaking customer policy, and the acceptable sales and marketing practices training script.

# **Competitive Retail Electric Service Affidavit**

**County of Harris**

**State of Texas**

Sean Holland, Affiant, being duly sworn/affirmed, hereby states that:

1. The information provided within the certification or certification renewal application and supporting information is complete, true, and accurate to the best knowledge of affiant, and that it will amend its application while it is pending if any substantial changes occur regarding the information provided.
2. The applicant will timely file an annual report of its intrastate gross receipts, gross earnings, and sales of kilowatt-hours of electricity pursuant to Sections 4905.10(A), 4911.18(A), and 4928.06(F), Ohio Revised Code.
3. The applicant will timely pay any assessment made pursuant to Sections 4905.10, 4911.18, and 4928.06(F), Ohio Revised Code.
4. The applicant will comply with all applicable rules and orders adopted by the Public Utilities Commission of Ohio pursuant to Title 49, Ohio Revised Code.
5. The applicant will cooperate fully with the Public Utilities Commission of Ohio, and its Staff on any utility matter including the investigation of any consumer complaint regarding any service offered or provided by the applicant.
6. The applicant will fully comply with Section 4928.09, Ohio Revised Code regarding consent to the jurisdiction of Ohio Courts and the service of process.
7. The applicant will comply with all state and/or federal rules and regulations concerning consumer protection, the environment, and advertising/promotions.
8. The applicant will use its best efforts to verify that any entity with whom it has a contractual relationship to purchase power is in compliance with all applicable licensing requirements of the Federal Energy Regulatory Commission and the Public Utilities Commission of Ohio.
9. The applicant will cooperate fully with the Public Utilities Commission of Ohio, the electric distribution companies, the regional transmission entities, and other electric suppliers in the event of an emergency condition that may jeopardize the safety and reliability of the electric service in accordance with the emergency plans and other procedures as may be determined appropriate by the Commission.
10. If applicable to the service(s) the applicant will provide, it will adhere to the reliability standards of (1) the North American Electric Reliability Council (NERC), (2) the appropriate regional reliability council(s), and (3) the Public Utilities Commission of Ohio.
11. The Applicant will inform the Public Utilities Commission of Ohio of any material change to the information supplied in the application within 30 days of such material change, including any change in contact person for regulatory purposes or contact person for Staff use in investigating consumer complaints.



12. The facts set forth above are true and accurate to the best of his/her knowledge, information, and belief and that he/she expects said applicant to be able to prove the same at any hearing hereof.

13. Affiant further sayeth naught.

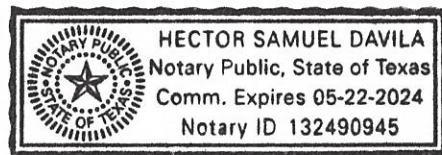
Sean A. Hill VP Operations  
Signature of Affiant & Title

Sworn and subscribed before me this 15<sup>th</sup> day of July, 2021  
Month/Year

Hector Davila  
Signature of official administering oath

Hector Davila, Regulatory Affairs Specialist  
Print Name and Title

My commission expires on 05-22-2024



## **B-2 Experience and plans**

### **Our Experience**

The applicant has over fifteen years of experience offering competitively priced gas and electric service. In those fifteen years it has provided varied offerings to residential and commercial customers. In addition, it has the ability to invoice its own customers and provide direct customer contact through its in-house customer service department. In many states, the applicant acts as the direct contact with the customer for switching service providers, customer complaints, billing, and other services. The applicant has been providing electricity service to customers in Ohio since 2012.

### **Our Service**

The applicant provides the following services in Ohio:

- Consolidated Billing through the utilities' billing system using the rate and bill ready formats.
- Customer service representatives to respond to customer service questions, complaints, billing questions, and customer account transfers as well as general customer inquiries.
- Service offerings in Ohio include:
  - Month to month variable pricing
  - Fixed term and fixed pricing
  - Fixed term and flat pricing
  - Fixed term and index pricing with a cap
  - Fixed term and fixed pricing with monthly administration fee
  - Fixed term with flat pricing up to a defined threshold, and fixed pricing post threshold
  - Fixed term and fixed pricing with rate declining year over year
- We make every effort to be the first point of contact in dealing with customer transfers to or from another supplier.

### **Our Customers**

The applicant generally markets to small commercial customers and residential customers. We market through several sales channels including retail, telemarketing, door to door, mail, and internet sales methods. We have internal customer service departments that are in several North American locations, including Ontario (Canada) and Texas. Products offered to customers can range from standard fixed offerings to variable rate offerings, which are tailored to meet the customer's specific needs. The products have terms of five years or less. Just Energy's internal legal department reviews and approves all customer contracts.

### **Our Plans**

The applicant is looking forward to the further expansion of its customer base in Ohio.

### **Complaint Handling**

The applicant has an internal Customer Service Department that handles all incoming calls from its customers and answers telephone calls Monday through Friday. Most calls received are recorded digitally to ensure the accuracy of our records and some calls are also monitored and reviewed by our internal Quality Assurance department. If a Customer Service representative is unable to resolve a customer issue, the issue is escalated to our Compliance Department. The Compliance Department is a team of Corporate & Consumer Relations ("CCR") specialists dedicated to responding to concerns or inquiries made by

consumers in Ohio. They are responsible for resolving all issues brought to their attention by Customer Service or any informal or formal complaint filed through regulatory bodies, utilities', and other third-party groups. The Compliance Department is also committed to:

- Regularly reviewing complaint activity to identify trends and problem areas.
- Ensure that compliance continues to remain as a compulsory component of contractor sales and orientation process.
- Continue to ensure that contractor marketing activity is conducted in accordance with company guidelines and regulatory rules; and
- Review marketing and training materials on a regular basis.

As in the past, the applicant will always comply with PUCO and OCC guidelines when handling complaints filed through their Consumer Services Division.

### **Our People**

High levels of customer satisfaction are achieved through rapid and accurate responses to customer questions that come in via telephone and/or electronic mail. Our Customer Service Representatives are supported by strong training in our product, and the energy market as well as by a robust database system. Additionally, the CCR department is trained and kept up to date concerning local and State regulations and/or guidelines.

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**7/19/2021 11:09:12 AM**

**in**

**Case No(s). 01-1123-EL-CRS**

Summary: In the Matter of the Application of Just Energy Solutions Inc