Court FileNo.CV-15-527493-00CP

ONTARIO
SUPERIOR COURT OF JUSTICE

B E T W E E N :

HAIDAR OMARALI

Plaintiff

-and-

JUST ENERGY GROUP INC., JUST ENERGY CORP. and JUST ENERGY ONTARIO L.P.

Defendants

Proceedings under the *Class Proceedings Act, 1992*

PLAINTIFF'S MOTION RECORD (VOLUME 7 OF 7)

(Summary Judgment Motion Returnable June 11-13, 2019)

September 5, 2018

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From: Ravi Maharaj
Sent: Fri 24/10/2014 10:31:18 AM
Importance: Normal
Subject: MEMO: Ontario Reminders
MAIL_RECEIVED: Fri 24/10/2014 10:31:19 AM
JECP Brochure (31DEC14).msg
Badge Request Process.msg
RE_ Contractor_Customer Experience Quarterly Incentive.msg
JECP Welcome Call Script (revised 27OCT14).msg

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□□ The JECP Brochure has been updated; and ordered for your offices (see attached).

•□□□□□□□□ Please see attached for some helpful communication from Rosie with regards to the Badge Request process.

•□□□□□□□□ Congratulations to the ICs that attained a Compliance Ratio of 0.5% or below for the last quarter; $100 cheques have been sent your way! (see attached).

•□□□□□□□□ The JECP Welcome Call Script has been revised; and will be effective on Monday October 27th, 2014 (see attached).

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

"…good things growing in Ontario."

Thanks,

Your Friendly Neighborhood RSM

just energy
Ravi Maharaj
Regional Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Friday, October 17, 2014 12:11 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel); Ravi Maharaj
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Jalani Williams; Megan Taylor; Navik Mehta; Mahjabeen Choudhry; Lucette Trottier; Anna Dec; Sabrina Hubley; Andy Weiner; Raymond Condon; Rosalba Gullo
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□□ Please see attached for some great information on our Company Milestones. This can be a useful tool for your offices.

•□□□□□□□□ Please see attached for a helpful article about D2D Sales in Orangeville. Knowledge is Power!

•□□□□□□□□ Please see attached for a reminder of the revised version of the OEB Statement of Completion that was sent this week. Please ensure this version is utilized moving forward.

•□□□□□□□□ Please see attached for a reminder of some recent Orientation item revisions.

•□□□□□□□□ Please see two (2) attachments regarding the changes November 1st to Electricity Prices in Ontario. Great News!!! Here are some great points on the topic:

•□□□□□□□□ Fewer than 1 in 10 electricity consumers get their power from an electricity retailer. They also highlight the fact that those customers are subject to a fluctuating rate as they are subject to the GA.

•□□□□□□□□ Fewer than 1 in 10 electricity consumers are still on the old tiered pricing

•□□□□□□□□ Most Ontario households use about two thirds of their power during off-peak hours.

•□□□□□□□□ Quote of the Day: rules are rules; we don't make them, and we don't break them… ☺

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Friday, October 10, 2014 10:15 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel); Ravi Maharaj
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Jalani Williams; Megan Taylor; Navik Mehta; Mahjabeen Choudhry; Lucette Trottier; Anna Dec; Sabrina Hubley; Andy Weiner; Raymond Condon; Rosalba Gullo
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□□ New Forms for Contracts (JECP and MVC) and PC Forms (GAS) have been sent (see attached). Please ensure ICs are not using old forms.

•□□□□□□□□ Please see attached for a friendly reminder about the Do Not Solicit (DNS) List. This is a very significant aspect of the Admin / Recruiter duties.

•□□□□□□□□ Please remember that at no time should any IC be present and/or assist a CX with the Portal Enrollment process. This is a non-negotiable requirement.

•□□□□□□□□ The NEW Just Energy Nation has been launched; with an exciting 25,000 JE Nation Point Incentive to the Top 10 Offices with the highest percentage of ICs enrolled. See Attached #EasyMoney

•□□□□□□□□ A friendly reminder that the only phone number we should be using to call in deals is 1-888-295-8641. This includes both JECP Residential and MVC Commercial Sales. There are some other dinosaur numbers that route to the number as well; including the Original OECP line (1.877.234.1828). However, these will be extinct by the end of the week. Please ensure you communicate to ICs to update their address books and phones; especially your longer standing agents who may have been around for OECP.

•□□□□□□□□ Please see attached for some helpful advice on the usage of the iPad. In short, please ensure ICs leave the iPad on for a few minutes after their last deal. This will ensure all data is sent; and avoid any issues with processing and payments.

•□□□□□□□□ Please ensure your Business Card Orders are up to date. This IC item is a non-

negotiable OEB regulated requirement (along with their Badge and "We are not the utility" Pin). If you are having any issues with acquiring these items; please call me directly.

•□□□□□□□□ Please ensure your Proctors are adhering to the OEB Proctor Step by Step. This document is a tool to ensure you are fully compliant to the very regulated process; use it to your advantage.

•□□□□□□□□ A reminder of the Permit Tracker feature on the Extranet. The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following are some areas that have been placed on the list:

- Timmins
- Thunder Bay
- Ingersoll
- Renfrew
- Woodstock.
- Smith's Falls - please note that we are not to market in this area without valid permits.
- Town of Perth - please note that we are not to market in this area without valid permits.
- Espanola
- Sudbury – No longer needed!!! See attached!
- Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Friday, September 26, 2014 10:47 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner; Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel)
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Jalani Williams; Megan Taylor; Navik Mehta; Mahjabeen Choudhry; Ravi Maharaj; Lucette Trottier; Anna Dec; Sabrina Hubley
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□□ Please be advised that Coordinators@justenergy.com is the new email address for any Installer related issues. That being said, the previous email address (TexasCoordinators@nationalhs.ca) will still route messages to this new email as well. Please save this email to your address books. For Call Center related install issues; please continue to send to smartstat (smartstat@justenergy.com)

•□□□□□□□□ Please ensure ICs are referencing The Global Adjustment at the point of sale. See attached for some refresher information.

•□□□□□□□□ There has been some revisions to the MVC Products to reiterate the fact these are exclusively for Commercial Customers. Please see attached for a summary of the changes, effective October 1st, 2014.

•□□□□□□□□ The New Just Energy Nation transition is almost here; please see attached for a summary of the exciting information.

•□□□□□□□□ Recruiters – please ensure you are using Compas (your new and exciting recruiting tool); and complete the data entry items. Moving forward there will be follow ups to ensure this is consistently completed.

•□□□□□□□□ I know a lot of you have been following up on the Student Scholarship Program. Please be advised that the final calculations have been completed, and pending the compliance ratios checks, we should have eligible payments going out soon. See attached for a summary refresher.

•□□□□□□□□ The Leadership Summit is Next Week! Please see attached from some valuable information. As your Friendly Neighborhood RSM, I have also added the Wikipedia Page for Kobe Beef as a reference for you http://en.wikipedia.org/wiki/Kobe_beef :)

•□□□□□□□□ A reminder of the Permit Tracker feature on the Extranet. The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following are some areas that have been placed on the list:

- Timmins
- Thunder Bay
- Ingersoll
- Renfrew
- Woodstock.
- Smiths Falls
- Town of Perth
- Espanola
- Sudbury – please note that we are not to market in Sudbury without valid permits (see attached).
- Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.

•□□□□□□□□ As a follow up to the iPad iOS8; Apple has said in a statement that it had received reports of the issues with the iOS 8.0.1, and have pulled its iOS8 update temporarily. Please *DO NOT* download this update if it becomes available. I will advise when this update is GTG.

•□□□□□□□□

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
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From: Ravi Maharaj
Sent: Friday, September 19, 2014 1:23 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner; Indranie Persaud; NHS Admin Ottawa
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Patti Chan; Navik Mehta; Jalani Williams; Megan Taylor; Navik Mehta; Mahjabeen Choudhry
Subject: RE: MEMO: Ontario Reminders

Hi Guys,

Just a few items to pass along:

Please ensure your Business Card Orders are up to date. This IC item is a non-negotiable OEB regulated requirement (along with their Badge and "We are not the utility" Pin). If you are having any issues with acquiring these items; please call me directly.

Just Energy Nation 2.0 will be released shortly! Please see attached for a summary of the exciting new changes.

Who would you nominate for the Humanitarian Award? (see attached)

A reminder of the Permit Tracker feature on the Extranet. The reason for this new feature is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following areas have been placed on this list:

- Timmins
- Thunder Bay
- Ingersoll
- Renfrew
- Woodstock.
- Smiths Falls

- Town of Perth
- Espanola
- Sudbury – please note that we are not to market in Sudbury without valid permits (see attached).
- Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.

Please advise iPad ICs not to upgrade to iOS8 until we can test that our application works correctly. I will send out a notification when it is safe to update.

Please remember that at no time should any IC be present and/or assist a CX with the Portal Enrollment process. This is a non-negotiable requirement.

Sales Trip Qualification is based on a 2% compliance ratio – please sit down with every agent within your office who has a ratio above 2% and create a plan to bring the agents ratio to below 2%. The good news is no qualified IC in Ontario is currently above the 2%. That is a testament to all of you; keep up the great work!

Please send new pictures of your New Agent Bonus Tracker Boards. This week should be a great recruiting week to add additional names on the board for next week's JOJ Week!

Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
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Just Energy is a green, clean company. Be part of our mission. Think before you ink.

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From: Ravi Maharaj
Sent: Friday, September 05, 2014 1:50 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner; Indranie Persaud
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Patti Chan; Navik Mehta; Jalani Williams; Megan Taylor; Ravi Maharaj; Navik Mehta
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few items:

•□□□□□□□□ A friendly reminder that ICs are not able to be present when potential CXs call into their LDC for personal account information. This is a privacy issue, and members of our teams should not be present during this timeframe. Let's make sure we empower them for success.

•□□□□□□□□ Please ensure ICs are aware, and proactively reviewing the Do Not Solicit List prior to attending locations to work. This attention to detail will greatly assist with avoiding any complaints.

•□□□□□□□□ A revised version of the New Agent Bonus Template has been sent your way. I have attached it here as a reference as well.

•□□□□□□□□ A friendly reminder of the Permit Tracker feature on the Extranet. This was discussed at length during your recent Bi-Weekly Calls with Vanessa. The reason for this new feature is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this proactive and voluntary permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following areas have been placed on this list:

- Timmins
- Thunder Bay
- Ingersoll

- Renfrew
- Woodstock.
- Smiths Falls
- Town of Perth

•□□□□□□□□ Once again, "door to door sales" will be a focus this fall. That being said, because we do things the right way; we should have nothing to worry about. Let's ensure we maintain the high level of excellence we expect of ourselves.

•□□□□□□□□ Next Week is another Jump Out the Jar (JOJ); which leads us to our Quote of the Week, "Plan Your Work; then Work Your Pan".

•□□□□□□□□ The Leadership Summit is almost here; will you order the Kobe Beef like Shaquille O'Neal?

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

just energy

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Friday, August 29, 2014 11:24 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Alex Ahmed; Dist_VendorManagement_Canada; Eli Cranley; Patti Chan
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few items:

•□□□□□□□□ Please be advised that the City of Sarnia DO NOT require us to get permits; as our OEB License will suffice. That being said, if you plan on visiting that area; we strongly suggest you print off the attached documentation and ensure your ICs have this on their person when working the area. This will ensure we put our teams in a position of empowerment and avoid any unwanted misconceptions.

•□□□□□□□□ There are New PC Forms for Kitchener Utilities; effective September 1st, 2014. I have attached soft copies to this email. To clarify, we are only able to sell some of our current Commercial MVC Offers in that area; not our current Residential Offers (JECP).

•□□□□□□□□ Please be advised that the next two (2) JOJ Weeks will be:

- September 8th, 2014
- September 22nd, 2014

•□□□□□□□□ Please remember that at no time should any IC be present and/or assist a CX with the Portal Enrollment process. This is a non-negotiable requirement.

•□□□□□□□□ Please review the article (attached) regarding Essex Power now offering their own version of the Smart Stat. Knowledge is Power!

•□□□□□□□□ Please see attached for a few pictures of Great New Agent Bonus Tracker Boards!!!

•□□□□□□□□ A New JECP Brochure will be sent to you this week. The only change is the "enroll date" on the front will be October 31st (the old version ended August 31st). She attached for a soft copy.

•□□□□□□□□ The Leadership Summit is almost here; how do you take you Steak?

•□□□□□□□□ The Quote of the Week is; "Motivation will get you going; HABIT will get you there" Zig Ziglar.

•□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Friday, August 22, 2014 2:16 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Ryan Howie; Nola Ruzycki; Alex Ahmed; Sarah Khan; Dist_VendorManagement_Canada; Eli Cranley; Patti Chan; Mahjabeen Choudhry; Megan Taylor; Ravi Maharaj

Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□□ The MVC 13th Month Free Offer has now been extended for both the PPP and MPP products (effective August 25th, 2014). We have also included a Leave Behind Insert for the ICs to utilize (see attached) and promote the MVC Portal Reaffirmation. That being said, our current MVC MPP offers have been revised. Please see below for a summary of the changes:

- PPP Electricity and Gas remain the same.
- MPP Electricity:
- 0% Green – 1.19c/kWh
- 20% Green -1.65c/kWh
- 100% Green – 2.39c/kWh

•□□□□□□□□ Please be advised that for the Payroll Date of August 11th, 2014 the MVC Paper Contract Conversion Ratio was 17.31%; whereas the MVC Portal Contract Conversion Ratio was 100%... "Men Lie, Women Lie, Numbers Don't". I would be remiss if I did not acknowledge Kam (Islington), Jamie (Kitchener Commercial), and Finlay (Oshawa Commercial) for really committing to this expectation. That being said, please be reminded that our MVC Offers are only applicable to Commercial CXs; not Residential.

•□□□□□□□□ Please be advised of the New Permit Tracker feature on the Extranet. This will be discussed at length during your next Bi-Weekly Calls with Vanessa. The reason for this new feature is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list; we strongly suggest you complete this proactive and voluntary permit process, to avoid any issues. The following areas have been placed on this list:

- Timmins
- Thunder Bay
- ~~Sarnia~~
- Ingersoll
- Renfrew
- Woodstock.

•□□□□□□□□ As a friendly reminder, out current Rate Escape Option is only valid for our current Residential JECP product. This additional feature is currently not available for our Commercial MVC Offers.

•□□□□□□□□ The New iPad Ordering process is coming; have you sent in your broken and unusable iPads back to Head Office? (see attached)

•□□□□□□□□ Please be advised that if there are any Call Center / CSR issues that require us to review the call; any combination of the following items would be very helpful to expedite the process:

- CSR Name and ID
- Customer Name and Account Number
- Customer phone number
- FPRC Code(s)
- Date and Time of Call

•□□□□□□□□ Please be advised that the next three (3) JOJ Weeks will be:

4300

- August 25th, 2014
- September 8th, 2014
- September 22nd, 2014

•□□□□□□□□ The Leadership Summit is almost here; will you be eating Steak… or Beans?

•□□□□□□□□ Admins / Recruiters – please send me a picture of your amazing New Agent Bonus Tracker Board!!

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | **C** 416.817.9508
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From: Ravi Maharaj
Sent: Friday, August 15, 2014 12:22 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Ryan Howie; Nola Ruzycki; Alex Ahmed
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□ The New New Agent Bonus by Mr. Jody Kelly, your Favorite Director of Independent Contractor Thermostat Sales; is now Rocking and Rolling in Ontario. I have attached his initial email as a reference. At this point you should also be receiving and updated FPRC Report (inclusive of IC Start Date) as well as a Daily Install Report. Both of these items should provide you with the information to maintain continuous daily updates to your New Agent Tracker Boards. That being said, please see attached (and shout out to Erika!) for an awesome example of one of these NAB Boards! Let's commit to the expectation!

•□□□□□□□ When communicating with the Call Center; feel free to utilize the alpha-phonetic alphabet (Alpha, Bravo, Charlie, Delta) when conveying crucial validators. These include addresses, email addresses, ect. Attention to detail on these items will help us avoid unwanted data entry errors.

•□□□□□□□□ I had sent out a significant email this week about some communication from Enbridge Gas to their customers. I have also attached that email here as a reference. Knowledge is Power.

•□□□□□□□□ Please review and communicate another great article I have attached regarding Milton Hydro issuing a FREE Smart Stat to their customers. Knowledge is Power.

•□□□□□□□□ The Bi-Weekly Compliance Calls are a great asset for us, to ensure we are on top of any minor issues, before they become major problems. One of the most important aspects of these calls, is attendance… :)

•□□□□□□□□ The Next JOJ Week is 25AUG14; plan your work, then work your plan.

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

just energy
Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
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From: Ravi Maharaj
Sent: Friday, August 08, 2014 12:39 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner; Ravi Maharaj
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Pareet Rahul; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Rosalba Gullo; Humera Siddiqui; Henna Baig; Sif Ali; Steve Copeland; Dist_VendorManagement_Canada; IC_Escalation_Canada; Stephanie Hamann; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

1. Please ensure your Business Card Orders are up to date. This IC item is a non-negotiable OEB regulated requirement (along with their Badge and "We are not the utility" Pin). If you are having any issues with acquiring these items; please call me directly.

2. I am pleased to announce that Gananoque is now able to be sold JECP. I am told this has not previously been the case. Please see the attached email for specific information on the issue; and shout out to Joel Stewart and Dan Gadoua for initiating the investigation. I know they are excited to share the great news with you all!!!

3. There have been some revisions to the current valid Ontario Utility Account Format List. I have attached the latest copy to this email. Admins – please print off and have visible for your teams.

4. I would like to remind everyone of two (2) very important emails for you to utilize for Call Center issues. These Email Distribution Lists were solely created to better assist your teams in the field.

•□□□□□□□□ IC_Escalation_Canada@justenergy.com;

•□□□□□□□□ Dist_VendorManagement_Canada@justenergy.com

•□□□□□□□□ To clarify, the IC Escalation email should be used for crisis level Call Center issues that require immediate action. This can include Call Center Down, Call Center Closed, ect. There are numerous persons on this email group capable of handling a variety of time sensitive issues. Lastly, please be sure when forwarding these types of concerns, that you have also completed a test call to confirm the details you will be reporting.

•□□□□□□□□ The Vendor Management email should be used for non-crisis Call Center issues that also need to be addressed. This can include CSR coaching opportunities, constructive criticism, and general Call Center feedback. Once again, when submitting these issues, the more information you can provide the better.

•□□□□□□□□ Please add these emails to your address books and utilize them when needed; and as always, CC me on everything.

5. I will be visiting you starting next week to follow up on items I observed during my own Office Audits. Please ensure any pending items have been resolved by that time; especially with regards to the OEB requirements and Proctor process.

6. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
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From: Ravi Maharaj
Sent: Thursday, July 31, 2014 5:10 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Ravi Maharaj; finlay arnold (finarnold@yahoo.com); Finlay Arnold (NationalHS)
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Pareet Rahul; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Rosalba Gullo; Humera Siddiqui; Henna Baig; Sif Ali; Steve Copeland; Natania Jackson
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

1. The Conversion Ratio of Deals that are reaffirmed via the MVC Portal since the re-launch has been **92%!** There were only two (2) deals that were not converted; both due to Accounts in Arrears. This is a very empowering stat to reference to your teams. If at this point you are not aggressively pushing the portal option; you're not doing it right. That being said, special acknowledgement to Adam (Kitchener), Brenda (Kitchener), Oran (Islington), and Finlay (Oshawa); for setting the pace and doing it right.

2. A friendly reminder that the JECP program is a Residential Product; and should not be used to sign-up Commercial Business. These deals will not be processed.

3. I recently visited you all; and am pleased to advise that no major issues were observed with regards to processes and procedures. That being said, there were minor items that were left to be resolved; so please ensure these are completed. I will be completing a follow up to ensure you are all put in positions to succeed.

4. A friendly reminder that when completing Test Calls; please use **Testzzz** for both the First and Last Name. This will ensure the Test Account and Call is appropriately flagged.

5. Please ensure that Independent Contractors are wearing their Badge and "We Are Not the Utility" Pin. This is a non-negotiable requirement.

6. Please ensure your Proctors are adhering to the OEB Proctor Step by Step. This document is a tool to ensure you are fully compliant to the very regulated process; use it to your advantage.

7. Please remember to submit your NAB Bonuses in a timely manner.

8. Please remember to utilize your JE Nation Points; prior to the end of the Month.

9. Please be advised that we have paired with a new Call Center. I actually went down to visit the team in Mississippi; and reinforced the Sales mentality that will ensure they are successful. That being said, please be mindful of this fact; and exhibit patience through their understandable learning curve. However, as always, feel free to forward specific examples to assist and expedite our new and eager teammates through their learning process.

10. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | **C** 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
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From: Ravi Maharaj
Sent: Friday, July 04, 2014 12:40 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Romina Ruben; Pareet Rahul; Karthik Aravind; Bibiana Zovic; Lora Futia; Stephanie Williams; Hugo Mazariegos; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□□ Please see attached for some helpful MVC Portal info. ICs should be aware of these requirements to avoid any issues on the CX side during the enrollment process.

•□□□□□□□□ That being said, I would like to congratulate "The Brad Stock from Bad Stock" aka Jamie (Kitchener) for already having 10+ Deals successfully reaffirmed on the MVC Portal! You're a Pillar in the Community Young Man!

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

just energy

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508

6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
E-mail rmaharaj@justenergy.com | **Web** justenergy.com

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From: Ravi Maharaj
Sent: Thursday, July 03, 2014 12:37 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane
Cc: Jason Herod; Richard Teixeira; Rosalba Gullo; Markus Feldhofer; Vanessa Ramnath; Jody Kelly; Steve Weber; Stephanie Hamann; Romina Ruben; Nola Ruzycki; Eli Cranley
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

1. Soft copy of the Business Cards. Please save this item, and order as needed (attached).

2. Soft Copy of the Ontario JECP FAQ. This Binder Approved item can be very useful for new ICs (attached)..

3. Soft Copy of the Ontario JECP Market Details and Benefits. This Binder Approved item can be very useful for new ICs (attached).

4. Please ensure all ICs are wearing their "We Are Not The Utility" Pin; and let me know if you require additional stock at your offices.

5. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Thanks,

Ravi
(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Monday, June 30, 2014 12:38 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie

Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane
Cc: Romina Ruben; Steve Weber; Tetyana Dudnyk; Jody Kelly; Jason Herod; Richard Teixeira; Vanessa Ramnath; Bibiana Zovic; Vanessa Anesetti-Parra; Megan Taylor; Darren Pritchett; Steve Copeland; Karen Marson; Rosalba Gullo; Nola Ruzycki; Ravi Maharaj
Subject: MEMO: Ontario Reminders

Hi Guys,

Please be reminded of the following items:

1. Numerous new forms (effective July 1st) were sent your way (attached); please ensure to discard all old forms.

2. The Ontario Welcome Call Scripts have been revised (attached); with a few exciting changes; including some verbiage to assist with IC misrepresentation allegations.

3. Please remember to read and communicated the very important reminder email sent out by Richard (attached).

4. Please remember to submit your New Agent Bonuses (NABs). As a reminder, this bonus is calculated as 1 JECP Deal = $10. Please ensure to list the IC Start Date as well as corresponding FPRC Report #s to expedite the process.

5. A friendly reminder that the Q2 Trip Points are coming to a close. That being said, IC's must have a compliance ratio of 2% and under in order to receive trip credits.

6. The MVC Portal is now operational; please ensure your ICs are aware, and are motivated to use this exciting tool.

7. Last but not least; please see below for some information on certain municipalities that you may want to keep "top of mind" while planning your Road Trips.

- Milton – Aggressive Utility; directs CXs to contact the OEB directly.
- Sudbury - $600 Fine for working without a Peddlers Permit; strictly enforced.
- Thunder Bay – very diligent with requesting permits above and beyond our OEB License.
- Ingersoll - very diligent with requesting permits above and beyond our OEB License.
- Renfrew - very diligent with requesting permits above and beyond our OEB License.
- Woodstock – Do Not Solicit Area.
- Burlington – Do Not Solicit Area.

8. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Tuesday, June 17, 2014 11:06 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali)
Cc: Romina Ruben; Steve Weber; Tetyana Dudnyk; Jody Kelly; Jason Herod; Richard Teixeira; Vanessa Ramnath; Keith Hudson; Ravi Maharaj
Subject: MEMO: Ontario Reminders

Hi Guys,

Please be reminded of the following items:

1. An updated Utility Account Format List was recently sent to you; please utilize this helpful tool and have it readily available, especially for newer ICs.

2. For any Account related inquiries; when able, please ensure to include a Contract ID and/or Account Number. This will help expedite the process.

3. A MEMO was sent this week regarding the current list of new business products being offered in Ontario. Please review this document if you have not already done so.

4. The Fixed Price for the Electricity PPP product has changed to 5.49 (3 Year) and 5.69 (5 Year). Please discard all old paperwork.

5. Same Day Installer Protocol: please ensure when ICs are calling in a same day installation; that they are referencing their Regional Office (for example, "Same Day Hespeler"). Also, please ensure ICs are requesting a same day installation only when they are actually capable of this feature.

6. Please remember to submit your New Agent Bonuses (NABs) Monthly. As a reminder, this bonus is calculated as 1 JECP Deal = $10. Please ensure to list the IC Start Date as well as corresponding FPRC Report #s to expedite the process.

7. The next JOJ Week will be June 30th; please remember to advise of your Road Trip locations well in advance so we can ensure you are set up for success.

8. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Ravi
(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Monday, June 02, 2014 1:08 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson (NJackson@justenergy.com); Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald
Cc: Romina Ruben; Steve Weber; Sif Ali; Tetyana Dudnyk; Jody Kelly; Steve Copeland; Jason Herod; Richard Teixeira; Vanessa Ramnath; Keith Hudson; Ravi Maharaj (rmaharaj@justenergy.com)
Subject: MEMO: Ontario Reminders

Hi Guys,

Please be reminded of the following items:

1. If an IC comes across a Commercial SVC CX; please utilize MVC Paper to sign the CX.

2. If a potential CX is 15 RCE or above; please utilize Hudson Paper.

3. Please be reminded that we are currently NOT working in Burlington or Woodstock.

4. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

From: Ravi Maharaj
Sent: Friday, April 25, 2014 11:49 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson (NJackson@justenergy.com); Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert
Cc: Romina Ruben; Lora Futia; Steve Weber; Sif Ali; Tetyana Dudnyk; sales support; Jody Kelly; Robert Ambrous; Stephanie Williams; Steve Copeland; Jason Herod; Richard Teixeira; Sumit Sutaria; Manpreet Virmani; Niusha Kompani
Subject: MEMO: Ontario Reminders

Hi Guys,

Please be reminded of the following items:

•□□□□□□□ The New JECP Welcome Call Script has now been operational for a week. Please remind ICs of the exciting change at the beginning; where the IC & CSR interaction now includes a scheduling aspect to create a smoother call process with the CX.

•□□□□□□□ Please remind the ICs of the Rate Escape Policy specifics; and ensure they are communicating accurate timelines to the CX. If you require further info please feel free to contact me.

•□□□□□□□ New Electricity PC Forms will be effective May 1st. Please be mindful of the form change; and ensure ICs are discarding the old forms. Let's be diligent with this; as I have seen far too many deals compromised due to bad paperwork.

•□□□□□□□ The Red Light / Green Light Rule; which is utilized to determine eligible customers, is operational with no issues. Please deter ICs from attempting to circumvent this process. This workaround is not needed; and results in unnecessary work and effort from the great teams that process our contracts. Let's ensure their efforts are focused on processing our deals!

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager (Ontario)
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6345 Dixie Road, Suite 200, Mississauga, Ontario, L5T 2E6
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Integrity | Innovation | Customer Centricity | Responsibility | Enrichment | Excellence

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To: Johnny Lavoie[jlavoie@justenergy.com]; Regional Fairview (Brian)[BMarsellus@fairview.justenergysales.com]; Regional Kitchener (Daniel)[DCamirand@kitchener.justenergysales.com]; Daniel Gadoua[DGadoua@cambridge.justenergysales.com]; Regional (Ray)[rrahaman@justenergysales.com]; Regional Islington (Kambiz)[KAvanestan@islington.justenergysales.com]; Regional Kitchener (Joel)[jStewart@cambridge.justenergysales.com]; Regional (Andrew)[andrewd@cambridge.justenergysales.com]; Regional Yorkland (Gintaras)[gintaras.slizauskas@hudsonenergysales.com]; Regional Oshawa (Daniel)[dbromell@oshawa.justenergysales.com]; Valerie Green[Valerie.Green@hudsonenergysales.com]; Nadia Fertile[NFertile@fairview.justenergysales.com]; Anita Perras[aperras@justenergy.com]; Ashley Miles[amiles@justenergy.com]; Bailey Dittburner[bdittburner@nationalhs.ca]; Admin Cambridge[admin@cambridge.justenergysales.com]; Admin Kitchener[Admin@kitchener.justenergysales.com]; Admin Ottawa (JE)[admin@ottawa.justenergysales.com]; Admin Viking[admin@viking.justenergysales.com]; Una Karanovic[ukaranovic@viking.justenergysales.com]; Regional Viking (Andrija)[apopovic@viking.justenergysales.com]; Regional Etobicoke (John)[john.roche@hudsonenergysales.com]; Leanne Evans[Leanne.Evans@hudsonenergy.net]; Evelyn McDonald[EMacDonald@islington.justenergysales.com]; Regional (Ali)[azamany@justenergysales.com]; Courtney Macfarlane[CMacfarlane@justenergy.com]; Sydney Hogan[SHogan@justenergy.com]; Regional Oshawa (Finlay)[farnold@oshawa.justenergysales.com]; Indranie Persaud[IPersaud@fairview.justenergysales.com]; NHS Admin Ottawa[AdminOttawa@nationalhs.ca]; Regional Quebec (Daniel)[danq@quebec.justenergysales.com]
Cc: Jason Herod[JHerod@justenergy.com]; Richard Teixeira[RTeixeira@justenergy.com]; Jody Kelly[JoKelly@justenergy.com]; Steve Weber[SWeber@justenergy.com]; Bibiana Zovic[bzovic@justenergy.com]; Lora Futia[lfutia@justenergy.com]; Karen Marson[kmarson@justenergy.com]; Jacob Watson[jawatson@justenergy.com]; Alan Shulman[ashulman@justenergy.com]; Darren Pritchett[DPritchett@justenergy.com]; Humera Siddiqui[hsiddiqui@nationalhs.ca]; Henna Baig[hbaig@justenergy.com]; Steve Copeland[SCopeland@justenergy.com]; Arlene Young[AYoung@justenergy.com]; Ryan Parnell[rparnell@justenergy.com]; Ryan Howie[rhowie@justenergy.com]; Vanessa Ramnath[vramnath@justenergy.com]; Vanessa Anesetti-Parra[vanesetti@justenergy.com]; Nola Ruzycki[nruzycki@justenergy.com]; Eli Cranley[ecranley@justenergy.com]; Jalani Williams[jawilliams@justenergy.com]; Navik Mehta[NMehta@justenergy.com]; Lucette Trottier[LTrottier@justenergy.com]; Anna Dec[adec@justenergy.com]; Andy Weiner[AWeiner@justenergy.com]; Raymond Condon[rcondon@justenergy.com]; Rosalba Gullo[rgullo@justenergy.com]; Ravi Maharaj[rmaharaj@justenergy.com]
From: Ravi Maharaj
Sent: Fri 07/11/2014 11:35:55 AM
Importance: Normal
Subject: MEMO: Ontario Reminders
MAIL_RECEIVED: Fri 07/11/2014 11:35:56 AM
ON JECP Commissions Example (revised).msg
Regulator approves sale of Brant Hydro to Cambridge utility .msg
keymap2010.pdf

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□□ Please find attached your updated JECP Commissions example; and you will also

be pleased to know that these exciting changes have begun to reflect (partially) on this week's payroll as well.

•□□□□□□□□ Please be reminded of the media piece due out this weekend; and ensure the ICs are aware, and are able, to handle any follow ups that may arise while in the field.

•□□□□□□□□ Please find attached some news on Brant Hydro and Cambridge Utilities. Knowledge is Power!

•□□□□□□□□ As discussed on our Ontario Conference Call; the Risk Team will be completing Regional Office Visits; effective this Monday November 10th, 2014. This will be a completely transparent process that will provide us with tangible feedback. I know we will all demonstrate a high level of excellence; as always.

•□□□□□□□□ As a follow up to our ability to market with our OEB License in the Greater Sudbury area; please find attached a map of the Greater Sudbury area. Please note this is different from the District of Sudbury; where Espanola is located. That being said, Espanola has been on the Permit Tracker (below) since September 19th, 2014.

•□□□□□□□□ A reminder of the Permit Tracker feature on the Extranet. The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following are some areas that have been placed on the list:

- Timmins
- Thunder Bay
- St. Thomas
- Ingersoll
- Welland

- Renfrew
- Woodstock.
- Smith's Falls - please note that we are not to market in this area without valid permits.
- Town of Perth - please note that we are not to market in this area without valid permits.
- Espanola
- Greater Sudbury area – No longer needed!!!
- Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

"…good things growing in Ontario."

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
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From: Ravi Maharaj
Sent: Friday, October 31, 2014 12:46 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel)
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Eli Cranley; Jalani Williams; Megan Taylor; Navik Mehta; Lucette Trottier; Anna Dec; Sabrina Hubley; Andy Weiner; Raymond Condon; Rosalba Gullo; Ravi Maharaj (rmaharaj@justenergy.com)
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□ As per the Monday Conference Call; as today is Halloween, please remember to ensure and end the night around 7PM tonight. This will ensure we minimize any complaints during the festivities this evening.

•□□□□□□□ As a reminder; today is the LAST day to redeem any JE Nation Points on the old platform.

•□□□□□□□□ Please see attached for some clarification on the CS After Hours emergency process.

•□□□□□□□□ Please see attached for a very important email about the revised Electricity Supply Mix Insert.

•□□□□□□□□ Please see attached for a reminder of the new ICA that should be used effective Monday November 3rd, 2014.

•□□□□□□□□ Please see attached for a summary and soft copies of numerous revised Ontario Orientation items.

•□□□□□□□□ Please see attached for soft copies of your NEW JECP, MVC PPP, and MVC MPP Contracts; effective November 1st, 2014.

•□□□□□□□□ The only price change would be to our MVC PPP Power Contract:

OLD:

MVC PPP Power 3 year = 5.69
MVC PPP Power 5 year = 5.89

NEW:

MVC PPP Power 3 year = 5.89
MVC PPP Power 5 year = 6.09

•□□□□□□□□ Please see attached for soft copies of your NEW Power PC Forms; effective

November 1st, 2014.

•□□□□□□□□ A reminder of the Permit Tracker feature on the Extranet. The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following are some areas that have been placed on the list:

- Timmins
- Thunder Bay
- St. Thomas
- Ingersoll
- Renfrew
- Woodstock.
- Smith's Falls - please note that we are not to market in this area without valid permits.
- Town of Perth - please note that we are not to market in this area without valid permits.
- Espanola
- Sudbury – No longer needed!!! See attached!
- Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

"…good things growing in Ontario."

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Friday, October 24, 2014 11:31 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel); Ravi Maharaj
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Jalani Williams; Megan Taylor; Navik Mehta; Lucette Trottier; Anna Dec; Sabrina Hubley; Andy Weiner; Raymond Condon; Rosalba Gullo
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□□ The JECP Brochure has been updated; and ordered for your offices (see attached).

•□□□□□□□□ Please see attached for some helpful communication from Rosie with regards to the Badge Request process.

•□□□□□□□□ Congratulations to the ICs that attained a Compliance Ratio of 0.5% or below for the last quarter; $100 cheques have been sent your way! (see attached).

•□□□□□□□□ The JECP Welcome Call Script has been revised; and will be effective on Monday October 27th, 2014 (see attached).

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

"…good things growing in Ontario."

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
E-mail rmaharaj@justenergy.com | Web justenergy.com

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From: Ravi Maharaj
Sent: Friday, October 17, 2014 12:11 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel); Ravi Maharaj
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Jalani Williams; Megan Taylor; Navik Mehta; Mahjabeen Choudhry; Lucette Trottier; Anna Dec; Sabrina Hubley; Andy Weiner; Raymond Condon; Rosalba Gullo
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□□ Please see attached for some great information on our Company Milestones. This can be a useful tool for your offices.

•□□□□□□□□ Please see attached for a helpful article about D2D Sales in Orangeville. Knowledge is Power!

•□□□□□□□□ Please see attached for a reminder of the revised version of the OEB Statement of Completion that was sent this week. Please ensure this version is utilized moving forward.

•□□□□□□□□ Please see attached for a reminder of some recent Orientation item revisions.

•□□□□□□□□ Please see two (2) attachments regarding the changes November 1st to Electricity Prices in Ontario. Great News!!! Here are some great points on the topic:

•□□□□□□□□ Fewer than 1 in 10 electricity consumers get their power from an electricity retailer. They also highlight the fact that those customers are subject to a fluctuating rate as they are subject to the GA.

•□□□□□□□□ Fewer than 1 in 10 electricity consumers are still on the old tiered pricing

•□□□□□□□□ Most Ontario households use about two thirds of their power during off-peak hours.

•□□□□□□□□ Quote of the Day: rules are rules; we don't make them, and we don't break them… ☺

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | **C** 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
E-mail rmaharaj@justenergy.com | **Web** justenergy.com

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From: Ravi Maharaj
Sent: Friday, October 10, 2014 10:15 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel); Ravi Maharaj

Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Jalani Williams; Megan Taylor; Navik Mehta; Mahjabeen Choudhry; Lucette Trottier; Anna Dec; Sabrina Hubley; Andy Weiner; Raymond Condon; Rosalba Gullo
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□□ New Forms for Contracts (JECP and MVC) and PC Forms (GAS) have been sent (see attached). Please ensure ICs are not using old forms.

•□□□□□□□□ Please see attached for a friendly reminder about the Do Not Solicit (DNS) List. This is a very significant aspect of the Admin / Recruiter duties.

•□□□□□□□□ Please remember that at no time should any IC be present and/or assist a CX with the Portal Enrollment process. This is a non-negotiable requirement.

•□□□□□□□□ The NEW Just Energy Nation has been launched; with an exciting 25,000 JE Nation Point Incentive to the Top 10 Offices with the highest percentage of ICs enrolled. See Attached #EasyMoney

•□□□□□□□□ A friendly reminder that the only phone number we should be using to call in deals is 1-888-295-8641. This includes both JECP Residential and MVC Commercial Sales. There are some other dinosaur numbers that route to the number as well; including the Original OECP line (1.877.234.1828). However, these will be extinct by the end of the week. Please ensure you communicate to ICs to update their address books and phones; especially your longer standing agents who may have been around for OECP.

•□□□□□□□ Please see attached for some helpful advice on the usage of the iPad. In short, please ensure ICs leave the iPad on for a few minutes after their last deal. This will ensure all data is sent; and avoid any issues with processing and payments.

•□□□□□□□ Please ensure your Business Card Orders are up to date. This IC item is a non-negotiable OEB regulated requirement (along with their Badge and "We are not the utility" Pin). If you are having any issues with acquiring these items; please call me directly.

•□□□□□□□ Please ensure your Proctors are adhering to the OEB Proctor Step by Step. This document is a tool to ensure you are fully compliant to the very regulated process; use it to your advantage.

•□□□□□□□ A reminder of the Permit Tracker feature on the Extranet. The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following are some areas that have been placed on the list:

- Timmins
- Thunder Bay
- Ingersoll
- Renfrew
- Woodstock.
- Smith's Falls - please note that we are not to market in this area without valid permits.
- Town of Perth - please note that we are not to market in this area without valid permits.
- Espanola
- Sudbury – No longer needed!!! See attached!
- Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are

allowed. Fines may range from $500-$1000.

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
E-mail rmaharaj@justenergy.com | Web justenergy.com

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From: Ravi Maharaj
Sent: Friday, September 26, 2014 10:47 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner; Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel)
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia;

Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Jalani Williams; Megan Taylor; Navik Mehta; Mahjabeen Choudhry; Ravi Maharaj; Lucette Trottier; Anna Dec; Sabrina Hubley
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□□ Please be advised that Coordinators@justenergy.com is the new email address for any Installer related issues. That being said, the previous email address (TexasCoordinators@nationalhs.ca) will still route messages to this new email as well. Please save this email to your address books. For Call Center related install issues; please continue to send to smartstat (smartstat@justenergy.com)

•□□□□□□□□ Please ensure ICs are referencing The Global Adjustment at the point of sale. See attached for some refresher information.

•□□□□□□□□ There has been some revisions to the MVC Products to reiterate the fact these are exclusively for Commercial Customers. Please see attached for a summary of the changes, effective October 1st, 2014.

•□□□□□□□□ The New Just Energy Nation transition is almost here; please see attached for a summary of the exciting information.

•□□□□□□□□ Recruiters – please ensure you are using Compas (your new and exciting recruiting tool); and complete the data entry items. Moving forward there will be follow ups to ensure this is consistently completed.

•□□□□□□□□ I know a lot of you have been following up on the Student Scholarship Program. Please be advised that the final calculations have been completed, and pending the compliance ratios checks, we should have eligible payments going out soon. See attached for a summary refresher.

•□□□□□□□□ The Leadership Summit is Next Week! Please see attached from some valuable information. As your Friendly Neighborhood RSM, I have also added the Wikipedia Page for Kobe Beef as a reference for you http://en.wikipedia.org/wiki/Kobe_beef :)

•□□□□□□□□ A reminder of the Permit Tracker feature on the Extranet. The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following are some areas that have been placed on the list:

- Timmins
- Thunder Bay
- Ingersoll
- Renfrew
- Woodstock.
- Smiths Falls
- Town of Perth
- Espanola
- Sudbury – please note that we are not to market in Sudbury without valid permits (see attached).
- Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.

•□□□□□□□□ As a follow up to the iPad iOS8; Apple has said in a statement that it had received reports of the issues with the iOS 8.0.1, and have pulled its iOS8 update temporarily. Please *DO NOT* download this update if it becomes available. I will advise when this update is GTG.

•□□□□□□□□

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
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From: Ravi Maharaj
Sent: Friday, September 19, 2014 1:23 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie

Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner; Indranie Persaud; NHS Admin Ottawa
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Patti Chan; Navik Mehta; Jalani Williams; Megan Taylor; Navik Mehta; Mahjabeen Choudhry
Subject: RE: MEMO: Ontario Reminders

Hi Guys,

Just a few items to pass along:

Please ensure your Business Card Orders are up to date. This IC item is a non-negotiable OEB regulated requirement (along with their Badge and "We are not the utility" Pin). If you are having any issues with acquiring these items; please call me directly.

Just Energy Nation 2.0 will be released shortly! Please see attached for a summary of the exciting new changes.

Who would you nominate for the Humanitarian Award? (see attached)

A reminder of the Permit Tracker feature on the Extranet. The reason for this new feature is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following areas have been placed on this list:

- Timmins

- Thunder Bay
- Ingersoll
- Renfrew
- Woodstock.
- Smiths Falls
- Town of Perth
- Espanola
- Sudbury – please note that we are not to market in Sudbury without valid permits (see attached).
- Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.

Please advise iPad ICs not to upgrade to iOS8 until we can test that our application works correctly. I will send out a notification when it is safe to update.

Please remember that at no time should any IC be present and/or assist a CX with the Portal Enrollment process. This is a non-negotiable requirement.

Sales Trip Qualification is based on a 2% compliance ratio – please sit down with every agent within your office who has a ratio above 2% and create a plan to bring the agents ratio to below 2%. The good news is no qualified IC in Ontario is currently above the 2%. That is a testament to all of you; keep up the great work!

Please send new pictures of your New Agent Bonus Tracker Boards. This week should be a great recruiting week to add additional names on the board for next week's JOJ Week!

Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
E-mail rmaharaj@justenergy.com | Web justenergy.com

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From: Ravi Maharaj
Sent: Friday, September 05, 2014 1:50 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional

(Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner; Indranie Persaud
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Patti Chan; Navik Mehta; Jalani Williams; Megan Taylor; Ravi Maharaj; Navik Mehta
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few items:

•□□□□□□□ A friendly reminder that ICs are not able to be present when potential CXs call into their LDC for personal account information. This is a privacy issue, and members of our teams should not be present during this timeframe. Let's make sure we empower them for success.

•□□□□□□□ Please ensure ICs are aware, and proactively reviewing the Do Not Solicit List prior to attending locations to work. This attention to detail will greatly assist with avoiding any complaints.

•□□□□□□□ A revised version of the New Agent Bonus Template has been sent your way. I have attached it here as a reference as well.

•□□□□□□□ A friendly reminder of the Permit Tracker feature on the Extranet. This was discussed at length during your recent Bi-Weekly Calls with Vanessa. The reason for this new feature is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this proactive and voluntary permit process, to avoid any issues. An unfortunate

alternative is also to proactively avoid these locations. The following areas have been placed on this list:

- Timmins
- Thunder Bay
- Ingersoll
- Renfrew
- Woodstock.
- Smiths Falls
- Town of Perth

•□□□□□□□□ Once again, "door to door sales" will be a focus this fall. That being said, because we do things the right way; we should have nothing to worry about. Let's ensure we maintain the high level of excellence we expect of ourselves.

•□□□□□□□□ Next Week is another Jump Out the Jar (JOJ); which leads us to our Quote of the Week, "Plan Your Work; then Work Your Pan".

•□□□□□□□□ The Leadership Summit is almost here; will you order the Kobe Beef like Shaquille O'Neal?

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
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From: Ravi Maharaj
Sent: Friday, August 29, 2014 11:24 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Alex Ahmed; Dist_VendorManagement_Canada; Eli Cranley; Patti Chan
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few items:

•□□□□□□□□ Please be advised that the City of Sarnia DO NOT require us to get permits; as our OEB License will suffice. That being said, if you plan on visiting that area; we strongly suggest you print off the attached documentation and ensure your ICs have this on their person when working the area. This will ensure we put our teams in a position of empowerment and avoid any unwanted misconceptions.

•□□□□□□□□ There are New PC Forms for Kitchener Utilities; effective September 1st, 2014. I have attached soft copies to this email. To clarify, we are only able to sell some of our current Commercial MVC Offers in that area; not our current Residential Offers (JECP).

•□□□□□□□□ Please be advised that the next two (2) JOJ Weeks will be:

- September 8th, 2014
- September 22nd, 2014

•□□□□□□□□ Please remember that at no time should any IC be present and/or assist a CX with the Portal Enrollment process. This is a non-negotiable requirement.

•□□□□□□□□ Please review the article (attached) regarding Essex Power now offering their own version of the Smart Stat. Knowledge is Power!

•□□□□□□□□ Please see attached for a few pictures of Great New Agent Bonus Tracker Boards!!!

•□□□□□□□□ A New JECP Brochure will be sent to you this week. The only change is the "enroll date" on the front will be October 31st (the old version ended August 31st). She attached for a soft copy.

•□□□□□□□□ The Leadership Summit is almost here; how do you take you Steak?

•□□□□□□□□ The Quote of the Week is; "Motivation will get you going; HABIT will get you there" Zig Ziglar.

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
E-mail rmaharaj@justenergy.com | Web justenergy.com

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From: Ravi Maharaj
Sent: Friday, August 22, 2014 2:16 PM

To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Ryan Howie; Nola Ruzycki; Alex Ahmed; Sarah Khan; Dist_VendorManagement_Canada; Eli Cranley; Patti Chan; Mahjabeen Choudhry; Megan Taylor; Ravi Maharaj
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□□ The MVC 13th Month Free Offer has now been extended for both the PPP and MPP products (effective August 25th, 2014). We have also included a Leave Behind Insert for the ICs to utilize (see attached) and promote the MVC Portal Reaffirmation. That being said, our current MVC MPP offers have been revised. Please see below for a summary of the changes:

- PPP Electricity and Gas remain the same.
- MPP Electricity:
- 0% Green – 1.19c/kWh
- 20% Green -1.65c/kWh
- 100% Green – 2.39c/kWh

•□□□□□□□□ Please be advised that for the Payroll Date of August 11th, 2014 the MVC Paper Contract Conversion Ratio was 17.31%; whereas the MVC Portal Contract Conversion Ratio was 100%... "Men Lie, Women Lie, Numbers Don't". I would be remiss if I did not acknowledge Kam (Islington), Jamie (Kitchener Commercial), and Finlay (Oshawa Commercial) for really committing to this expectation. That being said, please be reminded that our MVC

Offers are only applicable to Commercial CXs; not Residential.

•□□□□□□□□ Please be advised of the New Permit Tracker feature on the Extranet. This will be discussed at length during your next Bi-Weekly Calls with Vanessa. The reason for this new feature is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list; we strongly suggest you complete this proactive and voluntary permit process, to avoid any issues. The following areas have been placed on this list:

- Timmins
- Thunder Bay
- ~~Sarnia~~
- Ingersoll
- Renfrew
- Woodstock.

•□□□□□□□□ As a friendly reminder, out current Rate Escape Option is only valid for our current Residential JECP product. This additional feature is currently not available for our Commercial MVC Offers.

•□□□□□□□□ The New iPad Ordering process is coming; have you sent in your broken and unusable iPads back to Head Office? (see attached)

•□□□□□□□□ Please be advised that if there are any Call Center / CSR issues that require us to review the call; any combination of the following items would be very helpful to expedite the process:

- CSR Name and ID
- Customer Name and Account Number

- Customer phone number
- FPRC Code(s)
- Date and Time of Call

•□□□□□□□□ Please be advised that the next three (3) JOJ Weeks will be:

- August 25th, 2014
- September 8th, 2014
- September 22nd, 2014

•□□□□□□□□ The Leadership Summit is almost here; will you be eating Steak… or Beans?

•□□□□□□□□ Admins / Recruiters – please send me a picture of your amazing New Agent Bonus Tracker Board!!

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
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From: Ravi Maharaj
Sent: Friday, August 15, 2014 12:22 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Ryan Howie; Nola Ruzycki; Alex Ahmed
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□ The New New Agent Bonus by Mr. Jody Kelly, your Favorite Director of Independent Contractor Thermostat Sales; is now Rocking and Rolling in Ontario. I have attached his initial email as a reference. At this point you should also be receiving and updated

FPRC Report (inclusive of IC Start Date) as well as a Daily Install Report. Both of these items should provide you with the information to maintain continuous daily updates to your New Agent Tracker Boards. That being said, please see attached (and shout out to Erika!) for an awesome example of one of these NAB Boards! Let's commit to the expectation!

•□□□□□□□□ When communicating with the Call Center; feel free to utilize the alpha-phonetic alphabet (Alpha, Bravo, Charlie, Delta) when conveying crucial validators. These include addresses, email addresses, ect. Attention to detail on these items will help us avoid unwanted data entry errors.

•□□□□□□□□ I had sent out a significant email this week about some communication from Enbridge Gas to their customers. I have also attached that email here as a reference. Knowledge is Power.

•□□□□□□□□ Please review and communicate another great article I have attached regarding Milton Hydro issuing a FREE Smart Stat to their customers. Knowledge is Power.

•□□□□□□□□ The Bi-Weekly Compliance Calls are a great asset for us, to ensure we are on top of any minor issues, before they become major problems. One of the most important aspects of these calls, is attendance… :)

•□□□□□□□□ The Next JOJ Week is 25AUG14; plan your work, then work your plan.

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
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From: Ravi Maharaj
Sent: Friday, August 08, 2014 12:39 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner; Ravi Maharaj
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Pareet Rahul; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Rosalba Gullo; Humera Siddiqui; Henna Baig; Sif Ali; Steve Copeland; Dist_VendorManagement_Canada; IC_Escalation_Canada; Stephanie Hamann; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

1. Please ensure your Business Card Orders are up to date. This IC item is a non-negotiable OEB regulated requirement (along with their Badge and "We are not the utility" Pin). If you are having any issues with acquiring these items; please call me directly.

2. I am pleased to announce that Gananoque is now able to be sold JECP. I am told this has not previously been the case. Please see the attached email for specific information on the issue; and shout out to Joel Stewart and Dan Gadoua for initiating the investigation. I know they are excited to share the great news with you all!!!

3. There have been some revisions to the current valid Ontario Utility Account Format List. I have attached the latest copy to this email. Admins – please print off and have visible for your teams.

4. I would like to remind everyone of two (2) very important emails for you to utilize for Call Center issues. These Email Distribution Lists were solely created to better assist your teams in the field.

•□□□□□□□□ IC_Escalation_Canada@justenergy.com;

•□□□□□□□□ Dist_VendorManagement_Canada@justenergy.com

•□□□□□□□□ To clarify, the IC Escalation email should be used for crisis level Call Center issues that require immediate action. This can include Call Center Down, Call Center Closed, ect. There are numerous persons on this email group capable of handling a variety of time sensitive issues. Lastly, please be sure when forwarding these types of concerns, that you have also completed a test call to confirm the details you will be reporting.

•□□□□□□□□ The Vendor Management email should be used for non-crisis Call Center issues that also need to be addressed. This can include CSR coaching opportunities, constructive criticism, and general Call Center feedback. Once again, when submitting these issues, the more information you can provide the better.

•□□□□□□□□ Please add these emails to your address books and utilize them when needed; and as always, CC me on everything.

5. I will be visiting you starting next week to follow up on items I observed during my own Office Audits. Please ensure any pending items have been resolved by that time; especially with regards to the OEB requirements and Proctor process.

6. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | **C** 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
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From: Ravi Maharaj
Sent: Thursday, July 31, 2014 5:10 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional

(Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Ravi Maharaj; finlay arnold (finarnold@yahoo.com); Finlay Arnold (NationalHS)
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Pareet Rahul; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Rosalba Gullo; Humera Siddiqui; Henna Baig; Sif Ali; Steve Copeland; Natania Jackson
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

1. The Conversion Ratio of Deals that are reaffirmed via the MVC Portal since the re-launch has been **92%!** There were only two (2) deals that were not converted; both due to Accounts in Arrears. This is a very empowering stat to reference to your teams. If at this point you are not aggressively pushing the portal option; you're not doing it right. That being said, special acknowledgement to Adam (Kitchener), Brenda (Kitchener), Oran (Islington), and Finlay (Oshawa); for setting the pace and doing it right.

2. A friendly reminder that the JECP program is a Residential Product; and should not be used to sign-up Commercial Business. These deals will not be processed.

3. I recently visited you all; and am pleased to advise that no major issues were observed with regards to processes and procedures. That being said, there were minor items that were left to be resolved; so please ensure these are completed. I will be completing a follow up to ensure you are all put in positions to succeed.

4. A friendly reminder that when completing Test Calls; please use **Testzzz** for both the First and Last Name. This will ensure the Test Account and Call is appropriately flagged.

5. Please ensure that Independent Contractors are wearing their Badge and "We Are Not the Utility" Pin. This is a non-negotiable requirement.

6. Please ensure your Proctors are adhering to the OEB Proctor Step by Step. This document is a tool to ensure you are fully compliant to the very regulated process; use it to your advantage.

7. Please remember to submit your NAB Bonuses in a timely manner.

8. Please remember to utilize your JE Nation Points; prior to the end of the Month.

9. Please be advised that we have paired with a new Call Center. I actually went down to visit the team in Mississippi; and reinforced the Sales mentality that will ensure they are successful. That being said, please be mindful of this fact; and exhibit patience through their understandable learning curve. However, as always, feel free to forward specific examples to assist and expedite our new and eager teammates through their learning process.

10. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | **C** 416.817.9508
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From: Ravi Maharaj
Sent: Friday, July 04, 2014 12:40 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Romina Ruben; Pareet Rahul; Karthik Aravind; Bibiana Zovic; Lora Futia; Stephanie Williams; Hugo Mazariegos; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□□ Please see attached for some helpful MVC Portal info. ICs should be aware of these requirements to avoid any issues on the CX side during the enrollment process.

•□□□□□□□□ That being said, I would like to congratulate "The Brad Stock from Bad Stock" aka Jamie (Kitchener) for already having 10+ Deals successfully reaffirmed on the MVC Portal! You're a Pillar in the Community Young Man!

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
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From: Ravi Maharaj
Sent: Thursday, July 03, 2014 12:37 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane
Cc: Jason Herod; Richard Teixeira; Rosalba Gullo; Markus Feldhofer; Vanessa Ramnath; Jody Kelly; Steve Weber; Stephanie Hamann; Romina Ruben; Nola Ruzycki; Eli Cranley
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

1. Soft copy of the Business Cards. Please save this item, and order as needed (attached).

2. Soft Copy of the Ontario JECP FAQ. This Binder Approved item can be very useful for new ICs (attached)..

3. Soft Copy of the Ontario JECP Market Details and Benefits. This Binder Approved item can be very useful for new ICs (attached).

4. Please ensure all ICs are wearing their "We Are Not The Utility" Pin; and let me know if you require additional stock at your offices.

5. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Thanks,

Ravi
(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Monday, June 30, 2014 12:38 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane
Cc: Romina Ruben; Steve Weber; Tetyana Dudnyk; Jody Kelly; Jason Herod; Richard Teixeira; Vanessa Ramnath; Bibiana Zovic; Vanessa Anesetti-Parra; Megan Taylor; Darren Pritchett; Steve Copeland; Karen Marson; Rosalba Gullo; Nola Ruzycki; Ravi Maharaj
Subject: MEMO: Ontario Reminders

Hi Guys,

Please be reminded of the following items:

1. Numerous new forms (effective July 1st) were sent your way (attached); please ensure to discard all old forms.

2. The Ontario Welcome Call Scripts have been revised (attached); with a few exciting changes; including some verbiage to assist with IC misrepresentation allegations.

3. Please remember to read and communicated the very important reminder email sent out by Richard (attached).

4. Please remember to submit your New Agent Bonuses (NABs). As a reminder, this bonus is calculated as 1 JECP Deal = $10. Please ensure to list the IC Start Date as well as corresponding FPRC Report #s to expedite the process.

5. A friendly reminder that the Q2 Trip Points are coming to a close. That being said, IC's must have a compliance ratio of 2% and under in order to receive trip credits.

6. The MVC Portal is now operational; please ensure your ICs are aware, and are motivated to use this exciting tool.

7. Last but not least; please see below for some information on certain municipalities that you may want to keep "top of mind" while planning your Road Trips.

•□□□□□□□□ Milton – Aggressive Utility; directs CXs to contact the OEB directly.

•□□□□□□□□ Sudbury - $600 Fine for working without a Peddlers Permit; strictly enforced.

•□□□□□□□□ Thunder Bay – very diligent with requesting permits above and beyond our OEB License.

•□□□□□□□□ Ingersoll - very diligent with requesting permits above and beyond our OEB License.

•□□□□□□□□ Renfrew - very diligent with requesting permits above and beyond our OEB License.

•□□□□□□□□ Woodstock – Do Not Solicit Area.

•□□□□□□□□ Burlington – Do Not Solicit Area.

8. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
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From: Ravi Maharaj
Sent: Tuesday, June 17, 2014 11:06 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali)
Cc: Romina Ruben; Steve Weber; Tetyana Dudnyk; Jody Kelly; Jason Herod; Richard Teixeira; Vanessa Ramnath; Keith Hudson; Ravi Maharaj

4360

Subject: MEMO: Ontario Reminders

Hi Guys,

Please be reminded of the following items:

1. An updated Utility Account Format List was recently sent to you; please utilize this helpful tool and have it readily available, especially for newer ICs.

2. For any Account related inquiries; when able, please ensure to include a Contract ID and/or Account Number. This will help expedite the process.

3. A MEMO was sent this week regarding the current list of new business products being offered in Ontario. Please review this document if you have not already done so.

4. The Fixed Price for the Electricity PPP product has changed to 5.49 (3 Year) and 5.69 (5 Year). Please discard all old paperwork.

5. Same Day Installer Protocol: please ensure when ICs are calling in a same day installation; that they are referencing their Regional Office (for example, "Same Day Hespeler"). Also, please ensure ICs are requesting a same day installation only when they are actually capable of this feature.

6. Please remember to submit your New Agent Bonuses (NABs) Monthly. As a reminder, this bonus is calculated as 1 JECP Deal = $10. Please ensure to list the IC Start Date as well as corresponding FPRC Report #s to expedite the process.

7. The next JOJ Week will be June 30th; please remember to advise of your Road Trip

locations well in advance so we can ensure you are set up for success.

8. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Ravi
(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Monday, June 02, 2014 1:08 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson (NJackson@justenergy.com); Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald
Cc: Romina Ruben; Steve Weber; Sif Ali; Tetyana Dudnyk; Jody Kelly; Steve Copeland; Jason Herod; Richard Teixeira; Vanessa Ramnath; Keith Hudson; Ravi Maharaj (rmaharaj@justenergy.com)
Subject: MEMO: Ontario Reminders

Hi Guys,

Please be reminded of the following items:

1. If an IC comes across a Commercial SVC CX; please utilize MVC Paper to sign the CX.

2. If a potential CX is 15 RCE or above; please utilize Hudson Paper.

3. Please be reminded that we are currently NOT working in Burlington or Woodstock.

4. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

From: Ravi Maharaj
Sent: Friday, April 25, 2014 11:49 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson (NJackson@justenergy.com); Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert

Cc: Romina Ruben; Lora Futia; Steve Weber; Sif Ali; Tetyana Dudnyk; sales support; Jody Kelly; Robert Ambrous; Stephanie Williams; Steve Copeland; Jason Herod; Richard Teixeira; Sumit Sutaria; Manpreet Virmani; Niusha Kompani
Subject: MEMO: Ontario Reminders

Hi Guys,

Please be reminded of the following items:

•□□□□□□□□ The New JECP Welcome Call Script has now been operational for a week. Please remind ICs of the exciting change at the beginning; where the IC & CSR interaction now includes a scheduling aspect to create a smoother call process with the CX.

•□□□□□□□□ Please remind the ICs of the Rate Escape Policy specifics; and ensure they are communicating accurate timelines to the CX. If you require further info please feel free to contact me.

•□□□□□□□□ New Electricity PC Forms will be effective May 1st. Please be mindful of the form change; and ensure ICs are discarding the old forms. Let's be diligent with this; as I have seen far too many deals compromised due to bad paperwork.

•□□□□□□□□ The Red Light / Green Light Rule; which is utilized to determine eligible customers, is operational with no issues. Please deter ICs from attempting to circumvent this process. This workaround is not needed; and results in unnecessary work and effort from the great teams that process our contracts. Let's ensure their efforts are focused on processing our deals!

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager (Ontario)
T 905.670.4440 ext: 71245 | C 416.817.9508
6345 Dixie Road, Suite 200, Mississauga, Ontario, L5T 2E6
E-mail rmaharaj@justenergy.com | Web justenergy.com

Integrity | Innovation | Customer Centricity | Responsibility | Environment | Excellence

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To: Johnny Lavoie[jlavoie@justenergy.com]; Regional Fairview (Brian)[BMarsellus@fairview.justenergysales.com]; Regional Kitchener (Daniel)[DCamirand@kitchener.justenergysales.com]; Daniel Gadoua[DGadoua@cambridge.justenergysales.com]; Regional (Ray)[rrahaman@justenergysales.com]; Regional Islington (Kambiz)[KAvanestan@islington.justenergysales.com]; Regional Kitchener (Joel)[jStewart@cambridge.justenergysales.com]; Regional (Andrew)[andrewd@cambridge.justenergysales.com]; Regional Yorkland (Gintaras)[gintaras.slizauskas@hudsonenergysales.com]; Regional Oshawa (Daniel)[dbromell@oshawa.justenergysales.com]; Valerie Green[Valerie.Green@hudsonenergysales.com]; Nadia Fertile[NFertile@fairview.justenergysales.com]; Anita Perras[aperras@justenergy.com]; Ashley Miles[amiles@justenergy.com]; Bailey Dittburner[bdittburner@nationalhs.ca]; Admin Cambridge[admin@cambridge.justenergysales.com]; Admin Kitchener[Admin@kitchener.justenergysales.com]; Admin Ottawa (JE)[admin@ottawa.justenergysales.com]; Admin Viking[admin@viking.justenergysales.com]; Una Karanovic[ukaranovic@viking.justenergysales.com]; Regional Viking (Andrija)[apopovic@viking.justenergysales.com]; Regional Etobicoke (John)[john.roche@hudsonenergysales.com]; Leanne Evans[Leanne.Evans@hudsonenergy.net]; Evelyn McDonald[EMacDonald@islington.justenergysales.com]; Regional (Ali)[azamany@justenergysales.com]; Courtney Macfarlane[CMacfarlane@justenergy.com]; Regional Oshawa (Finlay)[farnold@oshawa.justenergysales.com]; Indranie Persaud[IPersaud@fairview.justenergysales.com]; NHS Admin Ottawa[AdminOttawa@nationalhs.ca]; Regional Quebec (Daniel)[danq@quebec.justenergysales.com]; Jody Strangward[jstangward@justenergysales.com]
Cc: Jason Herod[JHerod@justenergy.com]; Richard Teixeira[RTeixeira@justenergy.com]; Jody Kelly[JoKelly@justenergy.com]; Steve Weber[SWeber@justenergy.com]; Bibiana Zovic[bzovic@justenergy.com]; Lora Futia[lfutia@justenergy.com]; Karen Marson[kmarson@justenergy.com]; Jacob Watson[jawatson@justenergy.com]; Alan Shulman[ashulman@justenergy.com]; Darren Pritchett[DPritchett@justenergy.com]; Humera Siddiqui[hsiddiqui@nationalhs.ca]; Henna Baig[hbaig@justenergy.com]; Steve Copeland[SCopeland@justenergy.com]; Arlene Young[AYoung@justenergy.com]; Ryan Parnell[rparnell@justenergy.com]; Ryan Howie[rhowie@justenergy.com]; Vanessa Ramnath[vramnath@justenergy.com]; Vanessa Anesetti-Parra[vanesetti@justenergy.com]; Nola Ruzycki[nruzycki@justenergy.com]; Eli Cranley[ecranley@justenergy.com]; Jalani Williams[jawilliams@justenergy.com]; Navik Mehta[NMehta@justenergy.com]; Lucette Trottier[LTrottier@justenergy.com]; Anna Dec[adec@justenergy.com]; Andy Weiner[AWeiner@justenergy.com]; Raymond Condon[rcondon@justenergy.com]; Rosalba Gullo[rgullo@justenergy.com]; Ravi Maharaj[rmaharaj@justenergy.com]
From: Ravi Maharaj
Sent: Fri 14/11/2014 1:28:25 PM
Importance: Normal
Subject: MEMO: Ontario Reminders
MAIL_RECEIVED: Fri 14/11/2014 1:28:25 PM
Independent Contratcor and Employee Recruitment Policy.msg
Bradford.msg
Fraudulent Activity.msg
Badge Request Process.msg

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□ Please see attached for a very important memo from Lucette regarding recruitment ads.

•□□□□□□□□ Please see attached for a news article on D2D Sales in Bradford. Knowledge is Power!

•□□□□□□□□ Please see attached for a very important memo from Rosalba regarding fraudulent activity and the badging process.

•□□□□□□□□ As discussed on our Ontario Conference Call; the Risk Team will be completing Regional Office Visits next week. This will be a completely transparent process that will provide us with tangible feedback. I know we will all demonstrate a high level of excellence.

•□□□□□□□□ Next week I will also be visiting most of you; and going through the Compliance Records with each of your active ICs; individually. Please ensure to make time for this very important process during my visit.

•□□□□□□□□ Please remember that at no time should any IC be present and/or assist a CX with the Portal Enrollment process. This is a non-negotiable requirement.

•□□□□□□□□ A reminder of the Permit Tracker feature on the Extranet. The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following are some areas that have been placed on the list:

- Timmins
- Thunder Bay
- St. Thomas
- Ingersoll

- Welland
- Renfrew
- Woodstock.
- Smith's Falls - please note that we are not to market in this area without valid permits.
- Town of Perth - please note that we are not to market in this area without valid permits.
- Espanola
- Greater Sudbury area – No longer needed!!!
- Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

"…good things growing in Ontario."

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada
just energy

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From: Ravi Maharaj
Sent: Friday, November 07, 2014 11:36 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel)
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Eli Cranley; Jalani Williams; Navik Mehta; Lucette Trottier; Anna Dec; Andy Weiner; Raymond Condon; Rosalba Gullo; Ravi Maharaj
Subject: MEMO: Ontario Reminders

Hey Guys.

I just wanted to pass along a few quick hit items:

•□□□□□□□ Please find attached your updated JECP Commissions example; and you will also be pleased to know that these exciting changes have begun to reflect (partially) on this week's payroll as well.

•□□□□□□□ Please be reminded of the media piece due out this weekend; and ensure the ICs

are aware, and are able, to handle any follow ups that may arise while in the field.

•□□□□□□□ Please find attached some news on Brant Hydro and Cambridge Utilities. Knowledge is Power!

•□□□□□□□ As discussed on our Ontario Conference Call; the Risk Team will be completing Regional Office Visits; effective this Monday November 10th, 2014. This will be a completely transparent process that will provide us with tangible feedback. I know we will all demonstrate a high level of excellence; as always.

•□□□□□□□ As a follow up to our ability to market with our OEB License in the Greater Sudbury area; please find attached a map of the Greater Sudbury area. Please note this is different from the District of Sudbury; where Espanola is located. That being said, Espanola has been on the Permit Tracker (below) since September 19th, 2014.

•□□□□□□□ A reminder of the Permit Tracker feature on the Extranet. The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following are some areas that have been placed on the list:

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•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

"…good things growing in Ontario."

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | **C** 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
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From: Ravi Maharaj
Sent: Friday, October 31, 2014 12:46 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel)
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Eli Cranley; Jalani Williams; Megan Taylor; Navik Mehta; Lucette Trottier; Anna Dec; Sabrina Hubley; Andy Weiner; Raymond Condon; Rosalba Gullo; Ravi Maharaj (rmaharaj@justenergy.com)
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□ As per the Monday Conference Call; as today is Halloween, please remember to ensure and end the night around 7PM tonight. This will ensure we minimize any complaints during the festivities this evening.

•□□□□□□□ As a reminder; today is the LAST day to redeem any JE Nation Points on the old platform.

•□□□□□□□ Please see attached for some clarification on the CS After Hours emergency process.

•□□□□□□□□ Please see attached for a very important email about the revised Electricity Supply Mix Insert.

•□□□□□□□□ Please see attached for a reminder of the new ICA that should be used effective Monday November 3rd, 2014.

•□□□□□□□□ Please see attached for a summary and soft copies of numerous revised Ontario Orientation items.

•□□□□□□□□ Please see attached for soft copies of your NEW JECP, MVC PPP, and MVC MPP Contracts; effective November 1st, 2014.

•□□□□□□□□ The only price change would be to our MVC PPP Power Contract:

OLD:

MVC PPP Power 3 year = 5.69
MVC PPP Power 5 year = 5.89

NEW:

MVC PPP Power 3 year = 5.89
MVC PPP Power 5 year = 6.09

•□□□□□□□□ Please see attached for soft copies of your NEW Power PC Forms; effective November 1st, 2014.

•□□□□□□□□ A reminder of the Permit Tracker feature on the Extranet. The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you

plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following are some areas that have been placed on the list:

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- Espanola
- Sudbury – No longer needed!!! See attached!
- Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

"…good things growing in Ontario."

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | **C** 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
E-mail rmaharaj@justenergy.com | **Web** justenergy.com

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From: Ravi Maharaj
Sent: Friday, October 24, 2014 11:31 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel); Ravi Maharaj
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Jalani Williams; Megan Taylor; Navik Mehta; Lucette Trottier; Anna Dec; Sabrina Hubley; Andy Weiner; Raymond Condon; Rosalba Gullo
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□ The JECP Brochure has been updated; and ordered for your offices (see attached).

•□□□□□□□ Please see attached for some helpful communication from Rosie with regards to the Badge Request process.

•□□□□□□□ Congratulations to the ICs that attained a Compliance Ratio of 0.5% or below for the last quarter; $100 cheques have been sent your way! (see attached).

•□□□□□□□ The JECP Welcome Call Script has been revised; and will be effective on Monday October 27th, 2014 (see attached).

•□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

"…good things growing in Ontario."

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
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From: Ravi Maharaj
Sent: Friday, October 17, 2014 12:11 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel); Ravi Maharaj
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Jalani Williams; Megan Taylor; Navik Mehta; Mahjabeen Choudhry; Lucette Trottier; Anna Dec; Sabrina Hubley; Andy Weiner; Raymond Condon; Rosalba Gullo
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□□ Please see attached for some great information on our Company Milestones. This can be a useful tool for your offices.

•□□□□□□□□ Please see attached for a helpful article about D2D Sales in Orangeville. Knowledge is Power!

•□□□□□□□□ Please see attached for a reminder of the revised version of the OEB Statement of Completion that was sent this week. Please ensure this version is utilized moving forward.

•□□□□□□□□ Please see attached for a reminder of some recent Orientation item revisions.

•□□□□□□□□ Please see two (2) attachments regarding the changes November 1st to Electricity Prices in Ontario. Great News!!! Here are some great points on the topic:

•□□□□□□□□ Fewer than 1 in 10 electricity consumers get their power from an electricity retailer. They also highlight the fact that those customers are subject to a fluctuating rate as they are subject to the GA.

•□□□□□□□□ Fewer than 1 in 10 electricity consumers are still on the old tiered pricing

•□□□□□□□□ Most Ontario households use about two thirds of their power during off-peak hours.

•□□□□□□□□ Quote of the Day: rules are rules; we don't make them, and we don't break them… ☺

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Friday, October 10, 2014 10:15 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel); Ravi Maharaj
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Jalani Williams; Megan Taylor; Navik Mehta; Mahjabeen Choudhry; Lucette Trottier; Anna Dec; Sabrina Hubley; Andy Weiner; Raymond Condon; Rosalba Gullo
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□□ New Forms for Contracts (JECP and MVC) and PC Forms (GAS) have been sent (see attached). Please ensure ICs are not using old forms.

•□□□□□□□□ Please see attached for a friendly reminder about the Do Not Solicit (DNS) List. This is a very significant aspect of the Admin / Recruiter duties.

•□□□□□□□□ Please remember that at no time should any IC be present and/or assist a CX with the Portal Enrollment process. This is a non-negotiable requirement.

•□□□□□□□□ The NEW Just Energy Nation has been launched; with an exciting 25,000 JE Nation Point Incentive to the Top 10 Offices with the highest percentage of ICs enrolled. See Attached #EasyMoney

•□□□□□□□□ A friendly reminder that the only phone number we should be using to call in deals is 1-888-295-8641. This includes both JECP Residential and MVC Commercial Sales. There are some other dinosaur numbers that route to the number as well; including the Original OECP line (1.877.234.1828). However, these will be extinct by the end of the week. Please ensure you communicate to ICs to update their address books and phones; especially your longer standing agents who may have been around for OECP.

•□□□□□□□□ Please see attached for some helpful advice on the usage of the iPad. In short, please ensure ICs leave the iPad on for a few minutes after their last deal. This will ensure all data is sent; and avoid any issues with processing and payments.

•□□□□□□□□ Please ensure your Business Card Orders are up to date. This IC item is a non-negotiable OEB regulated requirement (along with their Badge and "We are not the utility" Pin). If you are having any issues with acquiring these items; please call me directly.

•□□□□□□□□ Please ensure your Proctors are adhering to the OEB Proctor Step by Step. This document is a tool to ensure you are fully compliant to the very regulated process; use it to your advantage.

•□□□□□□□□ A reminder of the Permit Tracker feature on the Extranet. The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following are some areas that have been placed on the list:

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E-mail rmaharaj@justenergy.com | Web justenergy.com

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From: Ravi Maharaj
Sent: Friday, September 26, 2014 10:47 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner; Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel)
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Jalani Williams; Megan Taylor; Navik Mehta; Mahjabeen Choudhry; Ravi Maharaj; Lucette Trottier; Anna Dec; Sabrina Hubley
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□□ Please be advised that Coordinators@justenergy.com is the new email address for any Installer related issues. That being said, the previous email address (TexasCoordinators@nationalhs.ca) will still route messages to this new email as well. Please save this email to your address books. For Call Center related install issues; please continue to send to smartstat (smartstat@justenergy.com)

•□□□□□□□□ Please ensure ICs are referencing The Global Adjustment at the point of sale. See attached for some refresher information.

•□□□□□□□□ There has been some revisions to the MVC Products to reiterate the fact these are exclusively for Commercial Customers. Please see attached for a summary of the changes, effective October 1st, 2014.

•□□□□□□□□ The New Just Energy Nation transition is almost here; please see attached for a summary of the exciting information.

•□□□□□□□□ Recruiters – please ensure you are using Compas (your new and exciting recruiting tool); and complete the data entry items. Moving forward there will be follow ups to ensure this is consistently completed.

•□□□□□□□□ I know a lot of you have been following up on the Student Scholarship Program. Please be advised that the final calculations have been completed, and pending the compliance ratios checks, we should have eligible payments going out soon. See attached for a summary

refresher.

•□□□□□□□□ The Leadership Summit is Next Week! Please see attached from some valuable information. As your Friendly Neighborhood RSM, I have also added the Wikipedia Page for Kobe Beef as a reference for you http://en.wikipedia.org/wiki/Kobe_beef :)

•□□□□□□□□ A reminder of the Permit Tracker feature on the Extranet. The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following are some areas that have been placed on the list:

- Timmins
- Thunder Bay
- Ingersoll
- Renfrew
- Woodstock.
- Smiths Falls
- Town of Perth
- Espanola
- Sudbury – please note that we are not to market in Sudbury without valid permits (see attached).
- Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.

•□□□□□□□□ As a follow up to the iPad iOS8; Apple has said in a statement that it had received reports of the issues with the iOS 8.0.1, and have pulled its iOS8 update temporarily. Please *DO NOT* download this update if it becomes available. I will advise when this update is GTG.

•□□□□□□□□

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
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From: Ravi Maharaj
Sent: Friday, September 19, 2014 1:23 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner; Indranie Persaud; NHS Admin Ottawa
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola

Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Patti Chan; Navik Mehta; Jalani Williams; Megan Taylor; Navik Mehta; Mahjabeen Choudhry
Subject: RE: MEMO: Ontario Reminders

Hi Guys,

Just a few items to pass along:

Please ensure your Business Card Orders are up to date. This IC item is a non-negotiable OEB regulated requirement (along with their Badge and "We are not the utility" Pin). If you are having any issues with acquiring these items; please call me directly.

Just Energy Nation 2.0 will be released shortly! Please see attached for a summary of the exciting new changes.

Who would you nominate for the Humanitarian Award? (see attached)

A reminder of the Permit Tracker feature on the Extranet. The reason for this new feature is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following areas have been placed on this list:

- Timmins
- Thunder Bay
- Ingersoll
- Renfrew

- Woodstock.
- Smiths Falls
- Town of Perth
- Espanola
- Sudbury – please note that we are not to market in Sudbury without valid permits (see attached).
- Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.

Please advise iPad ICs not to upgrade to iOS8 until we can test that our application works correctly. I will send out a notification when it is safe to update.

Please remember that at no time should any IC be present and/or assist a CX with the Portal Enrollment process. This is a non-negotiable requirement.

Sales Trip Qualification is based on a 2% compliance ratio – please sit down with every agent within your office who has a ratio above 2% and create a plan to bring the agents ratio to below 2%. The good news is no qualified IC in Ontario is currently above the 2%. That is a testament to all of you; keep up the great work!

Please send new pictures of your New Agent Bonus Tracker Boards. This week should be a great recruiting week to add additional names on the board for next week's JOJ Week!

Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
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From: Ravi Maharaj
Sent: Friday, September 05, 2014 1:50 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner; Indranie Persaud
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia;

Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Patti Chan; Navik Mehta; Jalani Williams; Megan Taylor; Ravi Maharaj; Navik Mehta
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few items:

•□□□□□□□□ A friendly reminder that ICs are not able to be present when potential CXs call into their LDC for personal account information. This is a privacy issue, and members of our teams should not be present during this timeframe. Let's make sure we empower them for success.

•□□□□□□□□ Please ensure ICs are aware, and proactively reviewing the Do Not Solicit List prior to attending locations to work. This attention to detail will greatly assist with avoiding any complaints.

•□□□□□□□□ A revised version of the New Agent Bonus Template has been sent your way. I have attached it here as a reference as well.

•□□□□□□□□ A friendly reminder of the Permit Tracker feature on the Extranet. This was discussed at length during your recent Bi-Weekly Calls with Vanessa. The reason for this new feature is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this proactive and voluntary permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following areas have been placed on this list:

- Timmins

- Thunder Bay
- Ingersoll
- Renfrew
- Woodstock.
- Smiths Falls
- Town of Perth

•□□□□□□□□ Once again, "door to door sales" will be a focus this fall. That being said, because we do things the right way; we should have nothing to worry about. Let's ensure we maintain the high level of excellence we expect of ourselves.

•□□□□□□□□ Next Week is another Jump Out the Jar (JOJ); which leads us to our Quote of the Week, "Plan Your Work; then Work Your Pan".

•□□□□□□□□ The Leadership Summit is almost here; will you order the Kobe Beef like Shaquille O'Neal?

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
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From: Ravi Maharaj
Sent: Friday, August 29, 2014 11:24 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Alex Ahmed; Dist_VendorManagement_Canada; Eli Cranley; Patti Chan
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few items:

•□□□□□□□□ Please be advised that the City of Sarnia DO NOT require us to get permits; as our OEB License will suffice. That being said, if you plan on visiting that area; we strongly suggest you print off the attached documentation and ensure your ICs have this on their person when

working the area. This will ensure we put our teams in a position of empowerment and avoid any unwanted misconceptions.

•□□□□□□□□ There are New PC Forms for Kitchener Utilities; effective September 1st, 2014. I have attached soft copies to this email. To clarify, we are only able to sell some of our current Commercial MVC Offers in that area; not our current Residential Offers (JECP).

•□□□□□□□□ Please be advised that the next two (2) JOJ Weeks will be:

- September 8th, 2014
- September 22nd, 2014

•□□□□□□□□ Please remember that at no time should any IC be present and/or assist a CX with the Portal Enrollment process. This is a non-negotiable requirement.

•□□□□□□□□ Please review the article (attached) regarding Essex Power now offering their own version of the Smart Stat. Knowledge is Power!

•□□□□□□□□ Please see attached for a few pictures of Great New Agent Bonus Tracker Boards!!!

•□□□□□□□□ A New JECP Brochure will be sent to you this week. The only change is the "enroll date" on the front will be October 31st (the old version ended August 31st). She attached for a soft copy.

•□□□□□□□□ The Leadership Summit is almost here; how do you take you Steak?

•□□□□□□□□ The Quote of the Week is; "Motivation will get you going; HABIT will get you there" Zig Ziglar.

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
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From: Ravi Maharaj
Sent: Friday, August 22, 2014 2:16 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner

Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Ryan Howie; Nola Ruzycki; Alex Ahmed; Sarah Khan; Dist_VendorManagement_Canada; Eli Cranley; Patti Chan; Mahjabeen Choudhry; Megan Taylor; Ravi Maharaj
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□□ The MVC 13th Month Free Offer has now been extended for both the PPP and MPP products (effective August 25th, 2014). We have also included a Leave Behind Insert for the ICs to utilize (see attached) and promote the MVC Portal Reaffirmation. That being said, our current MVC MPP offers have been revised. Please see below for a summary of the changes:

- PPP Electricity and Gas remain the same.
- MPP Electricity:
- 0% Green – 1.19c/kWh
- 20% Green -1.65c/kWh
- 100% Green – 2.39c/kWh

•□□□□□□□□ Please be advised that for the Payroll Date of August 11th, 2014 the MVC Paper Contract Conversion Ratio was 17.31%; whereas the MVC Portal Contract Conversion Ratio was 100%... "Men Lie, Women Lie, Numbers Don`t". I would be remiss if I did not acknowledge Kam (Islington), Jamie (Kitchener Commercial), and Finlay (Oshawa Commercial) for really committing to this expectation. That being said, please be reminded that our MVC Offers are only applicable to Commercial CXs; not Residential.

•□□□□□□□□ Please be advised of the New Permit Tracker feature on the Extranet. This will be discussed at length during your next Bi-Weekly Calls with Vanessa. The reason for this new

feature is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list; we strongly suggest you complete this proactive and voluntary permit process, to avoid any issues. The following areas have been placed on this list:

- Timmins
- Thunder Bay
- ~~Sarnia~~
- Ingersoll
- Renfrew
- Woodstock.

•□□□□□□□□ As a friendly reminder, out current Rate Escape Option is only valid for our current Residential JECP product. This additional feature is currently not available for our Commercial MVC Offers.

•□□□□□□□□ The New iPad Ordering process is coming; have you sent in your broken and unusable iPads back to Head Office? (see attached)

•□□□□□□□□ Please be advised that if there are any Call Center / CSR issues that require us to review the call; any combination of the following items would be very helpful to expedite the process:

- CSR Name and ID
- Customer Name and Account Number
- Customer phone number
- FPRC Code(s)
- Date and Time of Call

•□□□□□□□□ Please be advised that the next three (3) JOJ Weeks will be:

- August 25th, 2014
- September 8th, 2014
- September 22nd, 2014

•□□□□□□□□ The Leadership Summit is almost here; will you be eating Steak… or Beans?

•□□□□□□□□ Admins / Recruiters – please send me a picture of your amazing New Agent Bonus Tracker Board!!

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
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From: Ravi Maharaj
Sent: Friday, August 15, 2014 12:22 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Ryan Howie; Nola Ruzycki; Alex Ahmed
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□□ The New New Agent Bonus by Mr. Jody Kelly, your Favorite Director of Independent Contractor Thermostat Sales; is now Rocking and Rolling in Ontario. I have attached his initial email as a reference. At this point you should also be receiving and updated FPRC Report (inclusive of IC Start Date) as well as a Daily Install Report. Both of these items should provide you with the information to maintain continuous daily updates to your New Agent Tracker Boards. That being said, please see attached (and shout out to Erika!) for an awesome example of one of these NAB Boards! Let's commit to the expectation!

•□□□□□□□□ When communicating with the Call Center; feel free to utilize the alpha-phonetic alphabet (Alpha, Bravo, Charlie, Delta) when conveying crucial validators. These include

addresses, email addresses, ect. Attention to detail on these items will help us avoid unwanted data entry errors.

•□□□□□□□□ I had sent out a significant email this week about some communication from Enbridge Gas to their customers. I have also attached that email here as a reference. Knowledge is Power.

•□□□□□□□□ Please review and communicate another great article I have attached regarding Milton Hydro issuing a FREE Smart Stat to their customers. Knowledge is Power.

•□□□□□□□□ The Bi-Weekly Compliance Calls are a great asset for us, to ensure we are on top of any minor issues, before they become major problems. One of the most important aspects of these calls, is attendance… :)

•□□□□□□□□ The Next JOJ Week is 25AUG14; plan your work, then work your plan.

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
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From: Ravi Maharaj
Sent: Friday, August 08, 2014 12:39 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner; Ravi Maharaj
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Pareet Rahul; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Rosalba Gullo; Humera Siddiqui; Henna Baig; Sif Ali; Steve Copeland; Dist_VendorManagement_Canada; IC_Escalation_Canada; Stephanie Hamann; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

1. Please ensure your Business Card Orders are up to date. This IC item is a non-negotiable OEB regulated requirement (along with their Badge and "We are not the utility" Pin). If you are having any issues with acquiring these items; please call me directly.

2. I am pleased to announce that Gananoque is now able to be sold JECP. I am told this has not previously been the case. Please see the attached email for specific information on the issue; and shout out to Joel Stewart and Dan Gadoua for initiating the investigation. I know they are excited to share the great news with you all!!!

3. There have been some revisions to the current valid Ontario Utility Account Format List. I have attached the latest copy to this email. Admins – please print off and have visible for your teams.

4. I would like to remind everyone of two (2) very important emails for you to utilize for Call Center issues. These Email Distribution Lists were solely created to better assist your teams in the field.

•□□□□□□□□ IC_Escalation_Canada@justenergy.com;

•□□□□□□□□ Dist_VendorManagement_Canada@justenergy.com

•□□□□□□□□ To clarify, the IC Escalation email should be used for crisis level Call Center issues that require immediate action. This can include Call Center Down, Call Center Closed, ect. There are numerous persons on this email group capable of handling a variety of time sensitive issues. Lastly, please be sure when forwarding these types of concerns, that you have also completed a test call to confirm the details you will be reporting.

•□□□□□□□□ The Vendor Management email should be used for non-crisis Call Center issues that also need to be addressed. This can include CSR coaching opportunities, constructive criticism, and general Call Center feedback. Once again, when submitting these issues, the more information you can provide the better.

•□□□□□□□□ Please add these emails to your address books and utilize them when needed; and as always, CC me on everything.

5. I will be visiting you starting next week to follow up on items I observed during my own Office Audits. Please ensure any pending items have been resolved by that time; especially with regards to the OEB requirements and Proctor process.

6. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
E-mail rmaharaj@justenergy.com | Web justenergy.com

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From: Ravi Maharaj
Sent: Thursday, July 31, 2014 5:10 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Ravi Maharaj; finlay arnold (finarnold@yahoo.com); Finlay Arnold (NationalHS)
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Pareet Rahul; Karthik Aravind; Bibiana

Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Rosalba Gullo; Humera Siddiqui; Henna Baig; Sif Ali; Steve Copeland; Natania Jackson
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

1. The Conversion Ratio of Deals that are reaffirmed via the MVC Portal since the re-launch has been **92%**! There were only two (2) deals that were not converted; both due to Accounts in Arrears. This is a very empowering stat to reference to your teams. If at this point you are not aggressively pushing the portal option; you're not doing it right. That being said, special acknowledgement to Adam (Kitchener), Brenda (Kitchener), Oran (Islington), and Finlay (Oshawa); for setting the pace and doing it right.

2. A friendly reminder that the JECP program is a Residential Product; and should not be used to sign-up Commercial Business. These deals will not be processed.

3. I recently visited you all; and am pleased to advise that no major issues were observed with regards to processes and procedures. That being said, there were minor items that were left to be resolved; so please ensure these are completed. I will be completing a follow up to ensure you are all put in positions to succeed.

4. A friendly reminder that when completing Test Calls; please use **Testzzz** for both the First and Last Name. This will ensure the Test Account and Call is appropriately flagged.

5. Please ensure that Independent Contractors are wearing their Badge and "We Are Not the Utility" Pin. This is a non-negotiable requirement.

6. Please ensure your Proctors are adhering to the OEB Proctor Step by Step. This document is a tool to ensure you are fully compliant to the very regulated process; use it to your advantage.

7. Please remember to submit your NAB Bonuses in a timely manner.

8. Please remember to utilize your JE Nation Points; prior to the end of the Month.

9. Please be advised that we have paired with a new Call Center. I actually went down to visit the team in Mississippi; and reinforced the Sales mentality that will ensure they are

successful. That being said, please be mindful of this fact; and exhibit patience through their understandable learning curve. However, as always, feel free to forward specific examples to assist and expedite our new and eager teammates through their learning process.

10. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | **C** 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
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From: Ravi Maharaj
Sent: Friday, July 04, 2014 12:40 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie

Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Romina Ruben; Pareet Rahul; Karthik Aravind; Bibiana Zovic; Lora Futia; Stephanie Williams; Hugo Mazariegos; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

•□□□□□□□□ Please see attached for some helpful MVC Portal info. ICs should be aware of these requirements to avoid any issues on the CX side during the enrollment process.

•□□□□□□□□ That being said, I would like to congratulate "The Brad Stock from Bad Stock" aka Jamie (Kitchener) for already having 10+ Deals successfully reaffirmed on the MVC Portal! You're a Pillar in the Community Young Man!

•□□□□□□□□ Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | **C** 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
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From: Ravi Maharaj
Sent: Thursday, July 03, 2014 12:37 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane
Cc: Jason Herod; Richard Teixeira; Rosalba Gullo; Markus Feldhofer; Vanessa Ramnath; Jody Kelly; Steve Weber; Stephanie Hamann; Romina Ruben; Nola Ruzycki; Eli Cranley
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

1. Soft copy of the Business Cards. Please save this item, and order as needed (attached).

2. Soft Copy of the Ontario JECP FAQ. This Binder Approved item can be very useful for new ICs (attached)..

3. Soft Copy of the Ontario JECP Market Details and Benefits. This Binder Approved item can be very useful for new ICs (attached).

4. Please ensure all ICs are wearing their "We Are Not The Utility" Pin; and let me know if you require additional stock at your offices.

5. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Monday, June 30, 2014 12:38 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane
Cc: Romina Ruben; Steve Weber; Tetyana Dudnyk; Jody Kelly; Jason Herod; Richard Teixeira; Vanessa Ramnath; Bibiana Zovic; Vanessa Anesetti-Parra; Megan Taylor; Darren Pritchett; Steve Copeland; Karen Marson; Rosalba Gullo; Nola Ruzycki; Ravi Maharaj
Subject: MEMO: Ontario Reminders

Hi Guys,

Please be reminded of the following items:

1. Numerous new forms (effective July 1st) were sent your way (attached); please ensure to discard all old forms.

2. The Ontario Welcome Call Scripts have been revised (attached); with a few exciting changes; including some verbiage to assist with IC misrepresentation allegations.

3. Please remember to read and communicated the very important reminder email sent out by Richard (attached).

4. Please remember to submit your New Agent Bonuses (NABs). As a reminder, this bonus is calculated as 1 JECP Deal = $10. Please ensure to list the IC Start Date as well as corresponding FPRC Report #s to expedite the process.

5. A friendly reminder that the Q2 Trip Points are coming to a close. That being said, IC's must have a compliance ratio of 2% and under in order to receive trip credits.

6. The MVC Portal is now operational; please ensure your ICs are aware, and are motivated to use this exciting tool.

7. Last but not least; please see below for some information on certain municipalities that you may want to keep "top of mind" while planning your Road Trips.

•□□□□□□□□ Milton – Aggressive Utility; directs CXs to contact the OEB directly.

•□□□□□□□□ Sudbury - $600 Fine for working without a Peddlers Permit; strictly enforced.

•□□□□□□□□ Thunder Bay – very diligent with requesting permits above and beyond our OEB License.

•□□□□□□□□ Ingersoll - very diligent with requesting permits above and beyond our OEB License.

•□□□□□□□□ Renfrew - very diligent with requesting permits above and beyond our OEB License.

•□□□□□□□□ Woodstock – Do Not Solicit Area.

•□□□□□□□□ Burlington – Do Not Solicit Area.

8. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Tuesday, June 17, 2014 11:06 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali)
Cc: Romina Ruben; Steve Weber; Tetyana Dudnyk; Jody Kelly; Jason Herod; Richard Teixeira; Vanessa Ramnath; Keith Hudson; Ravi Maharaj
Subject: MEMO: Ontario Reminders

Hi Guys,

Please be reminded of the following items:

1. An updated Utility Account Format List was recently sent to you; please utilize this helpful tool and have it readily available, especially for newer ICs.

2. For any Account related inquiries; when able, please ensure to include a Contract ID and/or Account Number. This will help expedite the process.

3. A MEMO was sent this week regarding the current list of new business products being offered in Ontario. Please review this document if you have not already done so.

4. The Fixed Price for the Electricity PPP product has changed to 5.49 (3 Year) and 5.69 (5 Year). Please discard all old paperwork.

5. Same Day Installer Protocol: please ensure when ICs are calling in a same day installation; that they are referencing their Regional Office (for example, "Same Day Hespeler"). Also, please ensure ICs are requesting a same day installation only when they are actually capable of this feature.

6. Please remember to submit your New Agent Bonuses (NABs) Monthly. As a reminder, this bonus is calculated as 1 JECP Deal = $10. Please ensure to list the IC Start Date as well as corresponding FPRC Report #s to expedite the process.

7. The next JOJ Week will be June 30th; please remember to advise of your Road Trip locations well in advance so we can ensure you are set up for success.

8. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Ravi
(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Monday, June 02, 2014 1:08 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson (NJackson@justenergy.com); Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald
Cc: Romina Ruben; Steve Weber; Sif Ali; Tetyana Dudnyk; Jody Kelly; Steve Copeland; Jason Herod; Richard Teixeira; Vanessa Ramnath; Keith Hudson; Ravi Maharaj (rmaharaj@justenergy.com)
Subject: MEMO: Ontario Reminders

Hi Guys,

Please be reminded of the following items:

1. If an IC comes across a Commercial SVC CX; please utilize MVC Paper to sign the CX.

2. If a potential CX is 15 RCE or above; please utilize Hudson Paper.

3. Please be reminded that we are currently NOT working in Burlington or Woodstock.

4. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

From: Ravi Maharaj
Sent: Friday, April 25, 2014 11:49 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson (NJackson@justenergy.com); Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert
Cc: Romina Ruben; Lora Futia; Steve Weber; Sif Ali; Tetyana Dudnyk; sales support; Jody Kelly; Robert Ambrous; Stephanie Williams; Steve Copeland; Jason Herod; Richard Teixeira; Sumit Sutaria; Manpreet Virmani; Niusha Kompani
Subject: MEMO: Ontario Reminders

4412

Hi Guys,

Please be reminded of the following items:

•□□□□□□□□ The New JECP Welcome Call Script has now been operational for a week. Please remind ICs of the exciting change at the beginning; where the IC & CSR interaction now includes a scheduling aspect to create a smoother call process with the CX.

•□□□□□□□□ Please remind the ICs of the Rate Escape Policy specifics; and ensure they are communicating accurate timelines to the CX. If you require further info please feel free to contact me.

•□□□□□□□□ New Electricity PC Forms will be effective May 1st. Please be mindful of the form change; and ensure ICs are discarding the old forms. Let's be diligent with this; as I have seen far too many deals compromised due to bad paperwork.

•□□□□□□□□ The Red Light / Green Light Rule; which is utilized to determine eligible customers, is operational with no issues. Please deter ICs from attempting to circumvent this process. This workaround is not needed; and results in unnecessary work and effort from the great teams that process our contracts. Let's ensure their efforts are focused on processing our deals!

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager (Ontario)
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Integrity | Innovation | Customer Centricity | Accountability | Enjoyment | Excellence

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To: Johnny Lavoie[jlavoie@justenergy.com]; Regional Fairview (Brian)[BMarsellus@fairview.justenergysales.com]; Regional Kitchener (Daniel)[DCamirand@kitchener.justenergysales.com]; Daniel Gadoua[DGadoua@cambridge.justenergysales.com]; Regional (Ray)[rrahaman@justenergysales.com]; Regional Islington (Kambiz)[KAvanestan@islington.justenergysales.com]; Regional Kitchener (Joel)[jStewart@cambridge.justenergysales.com]; Regional (Andrew)[andrewd@cambridge.justenergysales.com]; Regional Yorkland (Gintaras)[gintaras.slizauskas@hudsonenergysales.com]; Regional Oshawa (Daniel)[dbromell@oshawa.justenergysales.com]; Valerie Green[Valerie.Green@hudsonenergysales.com]; Nadia Fertile[NFertile@fairview.justenergysales.com]; Anita Perras[aperras@justenergy.com]; Ashley Miles[amiles@justenergy.com]; Bailey Dittburner[bdittburner@nationalhs.ca]; Admin Cambridge[admin@cambridge.justenergysales.com]; Admin Kitchener[Admin@kitchener.justenergysales.com]; Admin Ottawa (JE)[admin@ottawa.justenergysales.com]; Admin Viking[admin@viking.justenergysales.com]; Una Karanovic[ukaranovic@viking.justenergysales.com]; Regional Viking (Andrija)[apopovic@viking.justenergysales.com]; Regional Etobicoke (John)[john.roche@hudsonenergysales.com]; Leanne Evans[Leanne.Evans@hudsonenergy.net]; Evelyn McDonald[EMacDonald@islington.justenergysales.com]; Regional (Ali)[azamany@justenergysales.com]; Courtney Macfarlane[CMacfarlane@justenergy.com]; Regional Oshawa (Finlay)[farnold@oshawa.justenergysales.com]; Indranie Persaud[IPersaud@fairview.justenergysales.com]; NHS Admin Ottawa[AdminOttawa@nationalhs.ca]; Regional Quebec (Daniel)[danq@quebec.justenergysales.com]; Jody Strangward[jstangward@justenergysales.com]
Cc: Jason Herod[JHerod@justenergy.com]; Richard Teixeira[RTeixeira@justenergy.com]; Jody Kelly[JoKelly@justenergy.com]; Steve Weber[SWeber@justenergy.com]; Bibiana Zovic[bzovic@justenergy.com]; Lora Futia[lfutia@justenergy.com]; Karen Marson[kmarson@justenergy.com]; Jacob Watson[jawatson@justenergy.com]; Alan Shulman[ashulman@justenergy.com]; Darren Pritchett[DPritchett@justenergy.com]; Humera Siddiqui[hsiddiqui@nationalhs.ca]; Henna Baig[hbaig@justenergy.com]; Steve Copeland[SCopeland@justenergy.com]; Arlene Young[AYoung@justenergy.com]; Ryan Parnell[rparnell@justenergy.com]; Ryan Howie[rhowie@justenergy.com]; Vanessa Ramnath[vramnath@justenergy.com]; Vanessa Anesetti-Parra[vanesetti@justenergy.com]; Nola Ruzycki[nruzycki@justenergy.com]; Eli Cranley[ecranley@justenergy.com]; Jalani Williams[jawilliams@justenergy.com]; Navik Mehta[NMehta@justenergy.com]; Lucette Trottier[LTrottier@justenergy.com]; Anna Dec[adec@justenergy.com]; Andy Weiner[AWeiner@justenergy.com]; Raymond Condon[rcondon@justenergy.com]; Rosalba Gullo[rgullo@justenergy.com]
Bcc: Humera Siddiqui NHS to Reliance[hsiddiqui@nationalhs.ca]
From: Ravi Maharaj
Sent: Fri 21/11/2014 2:17:30 PM
Importance: Normal
Subject: MEMO: Ontario Reminders
Received: Fri 21/11/2014 2:17:33 PM
Canadian Background Check Requirements.msg
RE_ Independent Contratcor and Employee Recruitment Policy.msg
Regional Distributor - Paid Advertsiment.msg
IMPORTANT - Regional Office Sit Out Process.msg
approved poster_flyers.msg
Commercial Active ICs (60 Day Inactive).msg

Hey Guys,

I just wanted to pass along a few quick hit items:

- Please review the very important attachments sent your way this week regarding the following:
  - Canadian Background Checks requirements.
  - Recruitment Policy
  - Paid Advertisements
  - Approved Recruiting Posters and Flyers
  - Commercial Active ICs (60 Day Inactive)

- Please ensure you review and absorb the attached new Rapid Retraining Response (Sit Out process). This will be effective Monday November 24th, 2014; and it's imperative that you take time today to read over this policy and ensure that you understand it, to guarantee immediate compliance with the policy.

- We are currently still working on the revision to the ordering process. That being said, please continue to order your items via normal procedures. If you encounter any issues with this, please reach out directly to Rosalba GULLO.☺

- A reminder of the Permit Tracker feature on the Extranet. The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following are some areas that have been placed on the list:

  - Timmins

4415

- Thunder Bay
- St. Thomas
- Ingersoll
- Welland
- Renfrew
- Woodstock.
- Smith's Falls - please note that we are not to market in this area without valid permits.
- Town of Perth - please note that we are not to market in this area without valid permits.
- Espanola
- Greater Sudbury area – No longer needed!!!
- Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.

- Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

"...good things growing in Ontario."

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | **C** 416.817.9508
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From: Ravi Maharaj
Sent: Friday, November 14, 2014 1:28 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel); Jody Strangward
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Eli Cranley; Jalani Williams; Navik Mehta; Lucette Trottier; Anna Dec; Andy Weiner; Raymond Condon; Rosalba Gullo; Ravi Maharaj
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

- Please see attached for a very important memo from Lucette regarding recruitment ads.

- Please see attached for a news article on D2D Sales in Bradford. Knowledge is Power!

- Please see attached for a very important memo from Rosalba regarding fraudulent activity and the badging process.

- As discussed on our Ontario Conference Call; the Risk Team will be completing Regional Office Visits next week. This will be a completely transparent process that will provide us with tangible feedback. I know we will all demonstrate a high level of excellence.

- Next week I will also be visiting most of you; and going through the Compliance Records with each of your active ICs; individually. Please ensure to make time for this very important process during my visit.

- Please remember that at no time should any IC be present and/or assist a CX with the Portal Enrollment process. This is a non-negotiable requirement.

- A reminder of the Permit Tracker feature on the Extranet. The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following are some areas that have been placed on the list:

    - Timmins
    - Thunder Bay
    - St. Thomas
    - Ingersoll
    - Welland
    - Renfrew
    - Woodstock.
    - Smith's Falls - please note that we are not to market in this area without valid permits.
    - Town of Perth - please note that we are not to market in this area without valid permits.
    - Espanola
    - Greater Sudbury area – No longer needed!!!
    - Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.

- Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

"...good things growing in Ontario."

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
E-mail rmaharaj@justenergy.com | Web justenergy.com

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contents is strictly prohibited. If you have received this message in error, please notify us immediately and delete this message without reading, copying, or forwarding it to anyone.

From: Ravi Maharaj
Sent: Friday, November 07, 2014 11:36 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel)
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Eli Cranley; Jalani Williams; Navik Mehta; Lucette Trottier; Anna Dec; Andy Weiner; Raymond Condon; Rosalba Gullo; Ravi Maharaj
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

- Please find attached your updated JECP Commissions example; and you will also be pleased to know that these exciting changes have begun to reflect (partially) on this week's payroll as well.
- Please be reminded of the media piece due out this weekend; and ensure the ICs are aware, and are able, to handle any follow ups that may arise while in the field.
- Please find attached some news on Brant Hydro and Cambridge Utilities. Knowledge is Power!
- As discussed on our Ontario Conference Call; the Risk Team will be completing Regional Office Visits; effective this Monday November 10th, 2014. This will be a completely transparent process that will provide us with tangible feedback. I know we will all demonstrate a high level of excellence; as always.
- As a follow up to our ability to market with our OEB License in the Greater Sudbury area; please find attached a map of the Greater Sudbury area. Please note this is different from the District of Sudbury; where Espanola is located. That being said, Espanola has been on the Permit Tracker (below) since September 19th, 2014.
- A reminder of the Permit Tracker feature on the Extranet. The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following are some areas that have been placed on the list:

    - Timmins
    - Thunder Bay
    - St. Thomas
    - Ingersoll
    - Welland
    - Renfrew
    - Woodstock.
    - Smith's Falls - please note that we are not to market in this area without valid permits.
    - Town of Perth - please note that we are not to market in this area without valid permits.
    - Espanola
    - Greater Sudbury area – No longer needed!!!
    - Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.

- Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

"...good things growing in Ontario."

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Friday, October 31, 2014 12:46 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel)
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Eli Cranley; Jalani Williams; Megan Taylor; Navik Mehta; Lucette Trottier; Anna Dec; Sabrina Hubley; Andy Weiner; Raymond Condon; Rosalba Gullo; Ravi Maharaj (rmaharaj@justenergy.com)
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

- As per the Monday Conference Call; as today is Halloween, please remember to ensure and end the night around 7PM tonight. This will ensure we minimize any complaints during the festivities this evening.
- As a reminder; today is the LAST day to redeem any JE Nation Points on the old platform.
- Please see attached for some clarification on the CS After Hours emergency process.
- Please see attached for a very important email about the revised Electricity Supply Mix Insert.
- Please see attached for a reminder of the new ICA that should be used effective Monday November 3rd, 2014.
- Please see attached for a summary and soft copies of numerous revised Ontario Orientation items.

4419

- Please see attached for soft copies of your NEW JECP, MVC PPP, and MVC MPP Contracts; effective November 1st, 2014.

- The only price change would be to our MVC PPP Power Contract:

OLD:

MVC PPP Power 3 year = **5.69**
MVC PPP Power 5 year = **5.89**

NEW:

MVC PPP Power 3 year = **5.89**
MVC PPP Power 5 year = **6.09**

- Please see attached for soft copies of your NEW Power PC Forms; effective November 1st, 2014.

- A reminder of the Permit Tracker feature on the Extranet. The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following are some areas that have been placed on the list:

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  - Espanola
  - Sudbury – No longer needed!!! See attached!
  - Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.

- Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

"...good things growing in Ontario."

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Friday, October 24, 2014 11:31 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel); Ravi Maharaj
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Jalani Williams; Megan Taylor; Navik Mehta; Lucette Trottier; Anna Dec; Sabrina Hubley; Andy Weiner; Raymond Condon; Rosalba Gullo
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

- The JECP Brochure has been updated; and ordered for your offices (see attached).
- Please see attached for some helpful communication from Rosie with regards to the Badge Request process.
- Congratulations to the ICs that attained a Compliance Ratio of 0.5% or below for the last quarter; $100 cheques have been sent your way! (see attached).
- The JECP Welcome Call Script has been revised; and will be effective on Monday October 27th, 2014 (see attached).
- Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

"...good things growing in Ontario."

Thanks,

Your Friendly Neighborhood RSM

4421

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Friday, October 17, 2014 12:11 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel); Ravi Maharaj
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Jalani Williams; Megan Taylor; Navik Mehta; Mahjabeen Choudhry; Lucette Trottier; Anna Dec; Sabrina Hubley; Andy Weiner; Raymond Condon; Rosalba Gullo
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

- Please see attached for some great information on our Company Milestones. This can be a useful tool for your offices.
- Please see attached for a helpful article about D2D Sales in Orangeville. Knowledge is Power!
- Please see attached for a reminder of the revised version of the OEB Statement of Completion that was sent this week. Please ensure this version is utilized moving forward.
- Please see attached for a reminder of some recent Orientation item revisions.
- Please see two (2) attachments regarding the changes November 1st to Electricity Prices in Ontario. Great News!!! Here are some great points on the topic:
    - Fewer than 1 in 10 electricity consumers get their power from an electricity retailer. They also highlight the fact that those customers are subject to a fluctuating rate as they are subject to the GA.
    - Fewer than 1 in 10 electricity consumers are still on the old tiered pricing
    - Most Ontario households use about two thirds of their power during off-peak hours.
- Quote of the Day: rules are rules; we don't make them, and we don't break them... ☺
- Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Friday, October 10, 2014 10:15 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel); Ravi Maharaj
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Jalani Williams; Megan Taylor; Navik Mehta; Mahjabeen Choudhry; Lucette Trottier; Anna Dec; Sabrina Hubley; Andy Weiner; Raymond Condon; Rosalba Gullo
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

- New Forms for Contracts (JECP and MVC) and PC Forms (GAS) have been sent (see attached). Please ensure ICs are not using old forms.
- Please see attached for a friendly reminder about the Do Not Solicit (DNS) List. This is a very significant aspect of the Admin / Recruiter duties.
- Please remember that at no time should any IC be present and/or assist a CX with the Portal Enrollment process. This is a non-negotiable requirement.
- The NEW Just Energy Nation has been launched; with an exciting 25,000 JE Nation Point Incentive to the Top 10 Offices with the highest percentage of ICs enrolled. See Attached #EasyMoney
- A friendly reminder that the only phone number we should be using to call in deals is 1-888-295-8641. This includes both JECP Residential and MVC Commercial Sales. There are some other dinosaur numbers that route to the number as well;

4423 including the Original OECP line (1.877.234.1828). However, these will be extinct by the end of the week. Please ensure you communicate to ICs to update their address books and phones; especially your longer standing agents who may have been around for OECP.

- Please see attached for some helpful advice on the usage of the iPad. In short, please ensure ICs leave the iPad on for a few minutes after their last deal. This will ensure all data is sent; and avoid any issues with processing and payments.

Please ensure your Business Card Orders are up to date. This IC item is a non-negotiable OEB regulated requirement (along with their Badge and "We are not the utility" Pin). If you are having any issues with acquiring these items; please call me directly.

- Please ensure your Proctors are adhering to the OEB Proctor Step by Step. This document is a tool to ensure you are fully compliant to the very regulated process; use it to your advantage.
- A reminder of the Permit Tracker feature on the Extranet. The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following are some areas that have been placed on the list:
    - Timmins
    - Thunder Bay
    - Ingersoll
    - Renfrew
    - Woodstock.
    - Smith's Falls - please note that we are not to market in this area without valid permits.
    - Town of Perth - please note that we are not to market in this area without valid permits.
    - Espanola
    - Sudbury – No longer needed!!! See attached!
    - Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.
- Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Friday, September 26, 2014 10:47 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner; Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel)
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Jalani Williams; Megan Taylor; Navik Mehta; Mahjabeen Choudhry; Ravi Maharaj; Lucette Trottier; Anna Dec; Sabrina Hubley
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

- Please be advised that Coordinators@justenergy.com is the new email address for any Installer related issues. That being said, the previous email address (TexasCoordinators@nationalhs.ca) will still route messages to this new email as well. Please save this email to your address books. For Call Center related install issues; please continue to send to smartstat (smartstat@justenergy.com)

- Please ensure ICs are referencing The Global Adjustment at the point of sale. See attached for some refresher information.

- There has been some revisions to the MVC Products to reiterate the fact these are exclusively for Commercial Customers. Please see attached for a summary of the changes, effective October 1st, 2014.

- The New Just Energy Nation transition is almost here; please see attached for a summary of the exciting information.

- Recruiters – please ensure you are using Compas (your new and exciting recruiting tool); and complete the data entry items. Moving forward there will be follow ups to ensure this is consistently completed.

- I know a lot of you have been following up on the Student Scholarship Program. Please be advised that the final calculations have been completed, and pending the compliance ratios checks, we should have eligible payments going out soon. See attached for a summary refresher.

- The Leadership Summit is Next Week! Please see attached from some valuable information. As your Friendly Neighborhood RSM, I have also added the Wikipedia Page for Kobe Beef as a reference for you http://en.wikipedia.org/wiki/Kobe_beef :)

- A reminder of the Permit Tracker feature on the Extranet. The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following are some areas that have been placed on the list:

    - Timmins
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    - Smiths Falls
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    - Espanola
    - Sudbury – please note that we are not to market in Sudbury without valid permits (see attached).
    - Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.

4425

- As a follow up to the iPad iOS8; Apple has said in a statement that it had received reports of the issues with the iOS 8.0.1, and have pulled its iOS8 update temporarily. Please *DO NOT* download this update if it becomes available. I will advise when this update is GTG.
-
- Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Friday, September 19, 2014 1:23 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner; Indranie Persaud; NHS Admin Ottawa
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Patti Chan; Navik Mehta; Jalani Williams; Megan Taylor; Navik Mehta; Mahjabeen Choudhry
Subject: RE: MEMO: Ontario Reminders

Hi Guys,

Just a few items to pass along:

Please ensure your Business Card Orders are up to date. This IC item is a non-negotiable OEB regulated requirement (along with their Badge and "We are not the utility" Pin). If you are having any issues with acquiring these items; please call me directly.

Just Energy Nation 2.0 will be released shortly! Please see attached for a summary of the exciting new changes. 4426

Who would you nominate for the Humanitarian Award? (see attached)

A reminder of the Permit Tracker feature on the Extranet. The reason for this new feature is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following areas have been placed on this list:

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- Renfrew
- Woodstock.
- Smiths Falls
- Town of Perth
- Espanola
- Sudbury – please note that we are not to market in Sudbury without valid permits (see attached).
- Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.

Please advise iPad ICs not to upgrade to iOS8 until we can test that our application works correctly. I will send out a notification when it is safe to update.

Please remember that at no time should any IC be present and/or assist a CX with the Portal Enrollment process. This is a non-negotiable requirement.

Sales Trip Qualification is based on a 2% compliance ratio – please sit down with every agent within your office who has a ratio above 2% and create a plan to bring the agents ratio to below 2%. The good news is no qualified IC in Ontario is currently above the 2%. That is a testament to all of you; keep up the great work!

Please send new pictures of your New Agent Bonus Tracker Boards. This week should be a great recruiting week to add additional names on the board for next week's JOJ Week!

Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

just energy

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Friday, September 05, 2014 1:50 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner; Indranie Persaud
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Patti Chan; Navik Mehta; Jalani Williams; Megan Taylor; Ravi Maharaj; Navik Mehta
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few items:

- A friendly reminder that ICs are not able to be present when potential CXs call into their LDC for personal account information. This is a privacy issue, and members of our teams should not be present during this timeframe. Let's make sure we empower them for success.

- Please ensure ICs are aware, and proactively reviewing the Do Not Solicit List prior to attending locations to work. This attention to detail will greatly assist with avoiding any complaints.

- A revised version of the New Agent Bonus Template has been sent your way. I have attached it here as a reference as well.

- A friendly reminder of the Permit Tracker feature on the Extranet. This was discussed at length during your recent Bi-Weekly Calls with Vanessa. The reason for this new feature is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this proactive and voluntary permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following areas have been placed on this list:

    - Timmins
    - Thunder Bay
    - Ingersoll
    - Renfrew
    - Woodstock.
    - Smiths Falls
    - Town of Perth

- Once again, "door to door sales" will be a focus this fall. That being said, because we do things the right way; we should have nothing to worry about. Let's ensure we maintain the high level of excellence we expect of ourselves.

- Next Week is another Jump Out the Jar (JOJ); which leads us to our Quote of the Week, "Plan Your Work; then Work Your Pan".

- The Leadership Summit is almost here; will you order the Kobe Beef like Shaquille O'Neal?
- Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Friday, August 29, 2014 11:24 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Alex Ahmed; Dist_VendorManagement_Canada; Eli Cranley; Patti Chan
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few items:

- Please be advised that the City of Sarnia DO NOT require us to get permits; as our OEB License will suffice. That being said, if you plan on visiting that area; we strongly suggest you print off the attached documentation and ensure your ICs have this on their person when working the area. This will ensure we put our teams in a position of empowerment and avoid any unwanted misconceptions.

- There are New PC Forms for Kitchener Utilities; effective September 1st, 2014. I have attached soft copies to this email. To clarify, we are only able to sell some of our current Commercial MVC Offers in that area; not our current Residential Offers (JECP).

- Please be advised that the next two (2) JOJ Weeks will be:

  - September 8th, 2014
  - September 22nd, 2014

- Please remember that at no time should any IC be present and/or assist a CX with the Portal Enrollment process. This is a non-negotiable requirement.
- Please review the article (attached) regarding Essex Power now offering their own version of the Smart Stat. Knowledge is Power!
- Please see attached for a few pictures of Great New Agent Bonus Tracker Boards!!!
- A New JECP Brochure will be sent to you this week. The only change is the "enroll date" on the front will be October 31st (the old version ended August 31st). She attached for a soft copy.
- The Leadership Summit is almost here; how do you take you Steak?
- The Quote of the Week is; "Motivation will get you going; HABIT will get you there" Zig Ziglar.
- Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | **C** 416.817.9508
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From: Ravi Maharaj
Sent: Friday, August 22, 2014 2:16 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Ryan Howie; Nola Ruzycki; Alex Ahmed; Sarah Khan; Dist_VendorManagement_Canada; Eli Cranley; Patti Chan; Mahjabeen Choudhry; Megan Taylor; Ravi Maharaj
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

- The MVC 13th Month Free Offer has now been extended for both the PPP and MPP products (effective August 25th, 2014). We have also included a Leave Behind Insert for the ICs to utilize (see attached) and promote the MVC Portal Reaffirmation. That being said, our current MVC MPP offers have been revised. Please see below for a summary of the changes:

    - PPP Electricity and Gas remain the same.
    - MPP Electricity:
    - 0% Green – 1.19c/kWh
    - 20% Green -1.65c/kWh
    - 100% Green – 2.39c/kWh

- Please be advised that for the Payroll Date of August 11th, 2014 the MVC Paper Contract Conversion Ratio was 17.31%; whereas the MVC Portal Contract Conversion Ratio was 100%... "Men Lie, Women Lie, Numbers Don't". I would be remiss if I did not acknowledge Kam (Islington), Jamie (Kitchener Commercial), and Finlay (Oshawa Commercial) for really committing to this expectation. That being said, please be reminded that our MVC Offers are only applicable to Commercial CXs; not Residential.

- Please be advised of the New Permit Tracker feature on the Extranet. This will be discussed at length during your next Bi-Weekly Calls with Vanessa. The reason for this new feature is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list; we strongly suggest you complete this proactive and voluntary permit process, to avoid any issues. The following areas have been placed on this list:

    - Timmins
    - Thunder Bay
    - ~~Sarnia~~
    - Ingersoll
    - Renfrew
    - Woodstock.

- As a friendly reminder, out current Rate Escape Option is only valid for our current Residential JECP product. This additional feature is currently not available for our Commercial MVC Offers.

- The New iPad Ordering process is coming; have you sent in your broken and unusable iPads back to Head Office? (see attached)

- Please be advised that if there are any Call Center / CSR issues that require us to review the call; any combination of the following items would be very helpful to expedite the process:

    - CSR Name and ID
    - Customer Name and Account Number
    - Customer phone number
    - FPRC Code(s)
    - Date and Time of Call

- Please be advised that the next three (3) JOJ Weeks will be:

    - August 25th, 2014
    - September 8th, 2014
    - September 22nd, 2014

- The Leadership Summit is almost here; will you be eating Steak... or Beans?

4431

- Admins / Recruiters – please send me a picture of your amazing New Agent Bonus Tracker Board!!
- Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Friday, August 15, 2014 12:22 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Ryan Howie; Nola Ruzycki; Alex Ahmed
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

- The New New Agent Bonus by Mr. Jody Kelly, your Favorite Director of Independent Contractor Thermostat Sales; is now Rocking and Rolling in Ontario. I have attached his initial email as a reference. At this point you should also be receiving and updated FPRC Report (inclusive of IC Start Date) as well as a Daily Install Report. Both of these items should provide you with the information to maintain continuous daily updates to your New Agent Tracker Boards. That being said, please see attached (and shout out to Erika!) for an awesome example of one of these NAB Boards! Let's commit to the expectation!
- When communicating with the Call Center; feel free to utilize the alpha-phonetic alphabet (Alpha, Bravo, Charlie, Delta) when conveying crucial validators. These include addresses, email addresses, ect. Attention to detail on these items will help us avoid unwanted data entry errors.
- I had sent out a significant email this week about some communication from Enbridge Gas to their customers. I have also

attached that email here as a reference. Knowledge is Power.

- Please review and communicate another great article I have attached regarding Milton Hydro issuing a FREE Smart Stat to their customers. Knowledge is Power.
- The Bi-Weekly Compliance Calls are a great asset for us, to ensure we are on top of any minor issues, before they become major problems. One of the most important aspects of these calls, is attendance... :)
- The Next JOJ Week is 25AUG14; plan your work, then work your plan.
- Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Friday, August 08, 2014 12:39 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner; Ravi Maharaj
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Pareet Rahul; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Rosalba Gullo; Humera Siddiqui; Henna Baig; Sif Ali; Steve Copeland; Dist_VendorManagement_Canada; IC_Escalation_Canada; Stephanie Hamann; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

1. Please ensure your Business Card Orders are up to date. This IC item is a non-negotiable OEB regulated requirement (along with their Badge and "We are not the utility" Pin). If you are having any issues with acquiring these items; please call me directly.

2. I am pleased to announce that Gananoque is now able to be sold JECP. I am told this has not previously been the case. Please see the attached email for specific information on the issue; and shout out to Joel Stewart and Dan Gadoua for initiating the investigation. I know they are excited to share the great news with you all!!!

3. There have been some revisions to the current valid Ontario Utility Account Format List. I have attached the latest copy to this email. Admins – please print off and have visible for your teams.

4. I would like to remind everyone of two (2) very important emails for you to utilize for Call Center issues. These Email Distribution Lists were solely created to better assist your teams in the field.

- IC_Escalation_Canada@justenergy.com;
- Dist_VendorManagement_Canada@justenergy.com
- To clarify, the IC Escalation email should be used for crisis level Call Center issues that require immediate action. This can include Call Center Down, Call Center Closed, ect. There are numerous persons on this email group capable of handling a variety of time sensitive issues. Lastly, please be sure when forwarding these types of concerns, that you have also completed a test call to confirm the details you will be reporting.
- The Vendor Management email should be used for non-crisis Call Center issues that also need to be addressed. This can include CSR coaching opportunities, constructive criticism, and general Call Center feedback. Once again, when submitting these issues, the more information you can provide the better.
- Please add these emails to your address books and utilize them when needed; and as always, CC me on everything.

5. I will be visiting you starting next week to follow up on items I observed during my own Office Audits. Please ensure any pending items have been resolved by that time; especially with regards to the OEB requirements and Proctor process.

6. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

just energy

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Thursday, July 31, 2014 5:10 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Ravi Maharaj; finlay arnold (finarnold@yahoo.com); Finlay Arnold (NationalHS)
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Pareet Rahul; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Rosalba Gullo; Humera Siddiqui; Henna Baig; Sif Ali; Steve Copeland; Natania Jackson
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

1. The Conversion Ratio of Deals that are reaffirmed via the MVC Portal since the re-launch has been **92%!** There were only two (2) deals that were not converted; both due to Accounts in Arrears. This is a very empowering stat to reference to your teams. If at this point you are not aggressively pushing the portal option; you're not doing it right. That being said, special acknowledgement to Adam (Kitchener), Brenda (Kitchener), Oran (Islington), and Finlay (Oshawa); for setting the pace and doing it right.

2. A friendly reminder that the JECP program is a Residential Product; and should not be used to sign-up Commercial Business. These deals will not be processed.

3. I recently visited you all; and am pleased to advise that no major issues were observed with regards to processes and procedures. That being said, there were minor items that were left to be resolved; so please ensure these are completed. I will be completing a follow up to ensure you are all put in positions to succeed.

4. A friendly reminder that when completing Test Calls; please use **Testzzz** for both the First and Last Name. This will ensure the Test Account and Call is appropriately flagged.

5. Please ensure that Independent Contractors are wearing their Badge and "We Are Not the Utility" Pin. This is a non-negotiable requirement.

6. Please ensure your Proctors are adhering to the OEB Proctor Step by Step. This document is a tool to ensure you are fully compliant to the very regulated process; use it to your advantage.

7. Please remember to submit your NAB Bonuses in a timely manner.

8. Please remember to utilize your JE Nation Points; prior to the end of the Month.

9. Please be advised that we have paired with a new Call Center. I actually went down to visit the team in Mississippi; and reinforced the Sales mentality that will ensure they are successful. That being said, please be mindful of this fact; and exhibit patience through their understandable learning curve. However, as always, feel free to forward specific examples to

assist and expedite our new and eager teammates through their learning process.

10. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
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From: Ravi Maharaj
Sent: Friday, July 04, 2014 12:40 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane
Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Romina Ruben; Pareet Rahul; Karthik Aravind; Bibiana Zovic; Lora Futia; Stephanie Williams; Hugo Mazariegos; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

- Please see attached for some helpful MVC Portal info. ICs should be aware of these requirements to avoid any issues on the CX side during the enrollment process.
- That being said, I would like to congratulate "The Brad Stock from Bad Stock" aka Jamie (Kitchener) for already having 10+ Deals successfully reaffirmed on the MVC Portal! You're a Pillar in the Community Young Man!
- Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
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From: Ravi Maharaj
Sent: Thursday, July 03, 2014 12:37 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane
Cc: Jason Herod; Richard Teixeira; Rosalba Gullo; Markus Feldhofer; Vanessa Ramnath; Jody Kelly; Steve Weber; Stephanie Hamann; Romina Ruben; Nola Ruzycki; Eli Cranley
Subject: MEMO: Ontario Reminders

Hey Guys,

I just wanted to pass along a few quick hit items:

1. Soft copy of the Business Cards. Please save this item, and order as needed (attached).
2. Soft Copy of the Ontario JECP FAQ. This Binder Approved item can be very useful for new ICs (attached)..
3. Soft Copy of the Ontario JECP Market Details and Benefits. This Binder Approved item can be very useful for new ICs (attached).
4. Please ensure all ICs are wearing their "We Are Not The Utility" Pin; and let me know if you require additional stock at your offices.
5. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

4437

Thanks,

Ravi
(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Monday, June 30, 2014 12:38 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane
Cc: Romina Ruben; Steve Weber; Tetyana Dudnyk; Jody Kelly; Jason Herod; Richard Teixeira; Vanessa Ramnath; Bibiana Zovic; Vanessa Anesetti-Parra; Megan Taylor; Darren Pritchett; Steve Copeland; Karen Marson; Rosalba Gullo; Nola Ruzycki; Ravi Maharaj
Subject: MEMO: Ontario Reminders

Hi Guys,

Please be reminded of the following items:

1. Numerous new forms (effective July 1st) were sent your way (attached); please ensure to discard all old forms.

2. The Ontario Welcome Call Scripts have been revised (attached); with a few exciting changes; including some verbiage to assist with IC misrepresentation allegations.

3. Please remember to read and communicated the very important reminder email sent out by Richard (attached).

4. Please remember to submit your New Agent Bonuses (NABs). As a reminder, this bonus is calculated as 1 JECP Deal = $10. Please ensure to list the IC Start Date as well as corresponding FPRC Report #s to expedite the process.

5. A friendly reminder that the Q2 Trip Points are coming to a close. That being said, IC's must have a compliance ratio of 2% and under in order to receive trip credits.

6. The MVC Portal is now operational; please ensure your ICs are aware, and are motivated to use this exciting tool.

7. Last but not least; please see below for some information on certain municipalities that you may want to keep "top of mind" while planning your Road Trips.

    - Milton – Aggressive Utility; directs CXs to contact the OEB directly.
    - Sudbury - $600 Fine for working without a Peddlers Permit; strictly enforced.
    - Thunder Bay – very diligent with requesting permits above and beyond our OEB License.
    - Ingersoll - very diligent with requesting permits above and beyond our OEB License.
    - Renfrew - very diligent with requesting permits above and beyond our OEB License.
    - Woodstock – Do Not Solicit Area.
    - Burlington – Do Not Solicit Area.

8. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
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From: Ravi Maharaj
Sent: Tuesday, June 17, 2014 11:06 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali)
Cc: Romina Ruben; Steve Weber; Tetyana Dudnyk; Jody Kelly; Jason Herod; Richard Teixeira; Vanessa Ramnath; Keith Hudson; Ravi Maharaj
Subject: MEMO: Ontario Reminders

Hi Guys,

Please be reminded of the following items:

1. An updated Utility Account Format List was recently sent to you; please utilize this helpful tool and have it readily available, especially for newer ICs.

2. For any Account related inquiries; when able, please ensure to include a Contract ID and/or Account Number. This will help expedite the process.

3. A MEMO was sent this week regarding the current list of new business products being offered in Ontario. Please review this document if you have not already done so.

4. The Fixed Price for the Electricity PPP product has changed to 5.49 (3 Year) and 5.69 (5 Year). Please discard all old paperwork.

5. Same Day Installer Protocol: please ensure when ICs are calling in a same day installation; that they are referencing their Regional Office (for example, "Same Day Hespeler"). Also, please ensure ICs are requesting a same day installation only when they are actually capable of this feature.

6. Please remember to submit your New Agent Bonuses (NABs) Monthly. As a reminder, this bonus is calculated as 1 JECP Deal = $10. Please ensure to list the IC Start Date as well as corresponding FPRC Report #s to expedite the process.

7. The next JOJ Week will be June 30th; please remember to advise of your Road Trip locations well in advance so we can ensure you are set up for success.

8. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Ravi
(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Monday, June 02, 2014 1:08 PM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson (NJackson@justenergy.com); Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald
Cc: Romina Ruben; Steve Weber; Sif Ali; Tetyana Dudnyk; Jody Kelly; Steve Copeland; Jason Herod; Richard Teixeira; Vanessa Ramnath; Keith Hudson; Ravi Maharaj (rmaharaj@justenergy.com)
Subject: MEMO: Ontario Reminders

Hi Guys,

Please be reminded of the following items:

1. If an IC comes across a Commercial SVC CX; please utilize MVC Paper to sign the CX.
2. If a potential CX is 15 RCE or above; please utilize Hudson Paper.
3. Please be reminded that we are currently NOT working in Burlington or Woodstock.
4. Please review the previous reminders (below) as a refresher was well.

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

From: Ravi Maharaj
Sent: Friday, April 25, 2014 11:49 AM
To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson (NJackson@justenergy.com); Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert
Cc: Romina Ruben; Lora Futia; Steve Weber; Sif Ali; Tetyana Dudnyk; sales support; Jody Kelly; Robert Ambrous; Stephanie Williams; Steve Copeland; Jason Herod; Richard Teixeira; Sumit Sutaria; Manpreet Virmani; Niusha Kompani
Subject: MEMO: Ontario Reminders

Hi Guys,

Please be reminded of the following items:

- The New JECP Welcome Call Script has now been operational for a week. Please remind ICs of the exciting change at the beginning; where the IC & CSR interaction now includes a scheduling aspect to create a smoother call process with the CX.

- Please remind the ICs of the Rate Escape Policy specifics; and ensure they are communicating accurate timelines to the CX. If you require further info please feel free to contact me.

- New Electricity PC Forms will be effective May 1st. Please be mindful of the form change; and ensure ICs are discarding the old forms. Let's be diligent with this; as I have seen far too many deals compromised due to bad paperwork.

- The Red Light / Green Light Rule; which is utilized to determine eligible customers, is operational with no issues. Please deter ICs from attempting to circumvent this process. This workaround is not needed; and results in unnecessary work and effort from the great teams that process our contracts. Let's ensure their efforts are focused on processing our deals!

As always, if there are any concerns, please feel free to contact me.

Thanks,

Your Friendly Neighborhood RSM

Ravi Maharaj
Regional Sales Manager (Ontario)
T 905.670.4440 ext: 71245 | **C** 416.817.9508
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E-mail rmaharaj@justenergy.com | **Web** justenergy.com

Integrity | Innovation | Customer-Centricity | Responsibility | Enrichment | Excellence

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To: Ravi Maharaj[rmaharaj@justenergy.com]
Cc: Ryan Parnell[rparnell@justenergy.com]; Jeff Paulino[jpaulino@justenergy.com]; Kyle Gillespie[kgillespie@justenergy.com]
From: Shaun Shivers
Sent: Fri 12/12/2014 1:44:44 PM
Importance: Normal
Subject: Re: MEMO: Ontario Reminders
MAIL_RECEIVED: Fri 12/12/2014 1:44:45 PM
image001.jpg
image002.gif
image003.png
image004.gif
image005.png
image006.gif
image007.png

Once the hair grows out.

Sent from my Shivers' iPhone

> On Dec 12, 2014, at 12:14 PM, "Ravi Maharaj" <rmaharaj@justenergy.com> wrote:
>
> This guy's amazing lol
>
> Thanks,
> Ravi
> (x71245<http://websp/searchcenter/pages/CompanyResourcesSearch.aspx?Loc=Rebello,%20Beverley>)
> (416.817.9508)
>
> From: Ryan Parnell
> Sent: Friday, December 12, 2014 1:05 PM
> To: Ravi Maharaj
> Cc: Jeff Paulino; Shaun Shivers; Kyle Gillespie
> Subject: RE: MEMO: Ontario Reminders
>
> The Caucasian Rav – look at the arms
>
>
> [Photoshop Disaster]<http://www.psdisasters.com/2012/08/retouch-services-long-arm-low-down.html>
>
> From: Ravi Maharaj
> Sent: Friday, December 12, 2014 1:03 PM
> To: Ravi Maharaj
> Cc: Jeff Paulino; Shaun Shivers; Kyle Gillespie; Ryan Parnell
> Subject: RE: MEMO: Ontario Reminders
>
> FYI
>
> Caring is sharing.
>
> (basically a weekly recap I usually send to my guys)
>
> #RSMOVOXO
>
> Thanks,
> Ravi
> (x71245<http://websp/searchcenter/pages/CompanyResourcesSearch.aspx?Loc=Rebello,%20Beverley>)
> (416.817.9508)
>

> From: Ravi Maharaj
> Sent: Friday, December 12, 2014 1:00 PM
> To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel); Jody Strangward
> Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Bibiana Zovic; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Steve Copeland; Arlene Young; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Eli Cranley; Navik Mehta; Lucette Trottier; Andy Weiner; Raymond Condon; Rosalba Gullo; Jalani Williams; Ravi Maharaj
> Subject: MEMO: Ontario Reminders
>
>
> Hey Guys,
>
> I just wanted to pass along a few quick hit items:
>
>
> · The PERMIT TRACKER<http://portal.oesc.ca/Pages/AllCategories.aspx?View=%7b7C1BF20A-CB08-4C9A-AFCC-FCC9A9226D52%7d&FilterField1=ESG_x002e_Doc_x002e_Category&FilterValue1=PermitTracker> (click on link). The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues.
>
>
> · Incentive Trips: a reminder that ICs must have less than a 2% Compliance Ratio to be eligible for any incentive trips and/or rewards.
>
>
> · The Winter Bonus Incentive was announced on the Monday Call. I have attached the summary here as well. Please remember that for the Weeks of December 22nd and December 29th; your AVG to hit will be at 75% to qualify. There's A LOT of JUICE here; lets maximize, it's a Christmas Miracle!
>
>
> · Please also be reminded of the Crew Coordinator Development Program; email attached.
>
>
> · The AODA Orientation Revisions. Please ensure you are using the new modules, handouts, and revised sales script. It is imperative that you complete these JE TRN Modules IN FULL. This is an OEB requirement and also contain some legally required training items within each module. Failure to adhere to the OEB Proctor Step by Step is highly recommended.
>
>
> · Please remember to enjoy your 15% increase in JE Nation Points for December; and spread that Christmas Joy! I hear iPads are a great purchase… ☺
>
>
> · Please remember to attend your Bi-Weekly Compliance Calls. These are great resources for you to maneuver around the current climate of compliance.
>
>
> · Please remember to focus and push the Same Day Installs. More Same Days = More IC Pay.
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> · Please remember the "Red / Green" Rule; and ensure your ICs are aware of this to avoid any CS related issues.

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> · Anthony has confirmed that all Plug and Play Smart Stats have been shipped to your offices.
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> · Thought of the Week: Your Crew Coordinator should be the role model IC for your office; not only in their actions, but in their attire. Let's ensure Crew Coordinators are outfitted head to toe in JE Gear; let's make them a model in every sense of the word!
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>
> · The Christmas Season is almost here; plan your work and work your plan. The Call Center will be operational as per below, please take the time to plan for these hours.
>
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> · Dec 24th – Early Close at 5PM.
>
> · Dec 25th – Closed.
>
> · Dec 26th to Dec 30th – Business as usual.
>
> · Dec 31st – Early Close at 5PM.
>
> · Jan 1st – Closed.
>
> · Jan 2nd + - Business as usual.
>
>
> · The Ontario Risk Audits had some similar (avoidable) feedback across the board. We need to ensure that our IC's are not misleads consumers; which could be considered as an unfair practice in the eyes of the law. When initiating contact with a consumer we need to:
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>
> 1. Provide the consumer with a Business Card.
>
> 2. State IC Name; and that we are with Just Energy, and independent marketer/retailer.
>
> 3. We are there to see if they are interested in an energy product.
>
>
> · The 5 Keys to Success:
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>
>
> § Meet and Greet
>
> § Managers Meeting
>
> § Role Play
>
> § Badging
>
> § Send Off
>
> § Talk to New ICs (Bonus Key)
>
>
>

> · Please remember to Maintain Compliance. We recently had Risk Audits with some tangible takeaways. Moving forward, there will be follow ups to ensure these items are addressed. Let's keep our Shops clean; and without Mysteries.
>
>
> · Please review the previous reminders (below) as a refresher was well.
>
> As always, if there are any concerns, please feel free to contact me.
>
> "…good things growing in Ontario."
>
> Thanks,
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> Your Friendly Neighborhood RSM
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> [Description: Click to visit our Website]<http://www.justenergy.com/>
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> Ravi Maharaj
> Regional Sales Manager – Eastern Canada
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> 6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
> E-mail rmaharaj@justenergy.com<mailto:rmaharaj@justenergy.com> | Web justenergy.com<http://www.justenergy.com/>
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> [Description: http://www.justenergy.com/images/email/je_email_greencopy.gif]
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>
>
> From: Ravi Maharaj
> Sent: Friday, November 28, 2014 10:35 AM
> To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel); Jody Strangward
> Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Bibiana Zovic; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Eli Cranley; Navik Mehta; Lucette Trottier; Andy Weiner; Raymond Condon; Rosalba Gullo; Ravi Maharaj
> Subject: MEMO: Ontario Reminders
>
>
> Hey Guys,
>
> I just wanted to pass along a few quick hit items:

>
>
> · Please see the very important MEMO (attached) regarding the Background Check Policy. Your immediate attention to detail on this matter is greatly appreciated.
>
>
> · Please find attached The Ontario Compliance Matrix. This was individually issued to your ICs during your recent Compliance Visit Presentations. It is important that the ICs are aware of this document.
>
>
> · The PERMIT TRACKER<http://portal.oesc.ca/Pages/AllCategories.aspx?View=%7b7C1BF20A-CB08-4C9A-AFCC-FCC9A9226D52%7d&FilterField1=ESG_x002e_Doc_x002e_Category&FilterValue1=PermitTracker> (click on link). The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues.
>
>
>
> · Please see attached for some great effective selling techniques; summarized by the USE RSM Ryan PARNELL.
>
>
>
> · Incentive Trips: a reminder that ICs must have less than a 2% Compliance Ratio to be eligible for any incentive trips and/or rewards.
>
>
> · Christmas Cheques: This week and next week correspond to pays for December 15th and December 22nd; the last cheques an IC will receive prior to Christmas. Let's make sure these are BIG!
>
>
>
> · Highest Contract Conversion Ratio: (September 15th payroll)
>
>
> o Highest Commercial Gas – Yorkland 79%
>
> o Highest Commercial Power – Kitchener 59%
>
> o Highest Residential Gas – Oshawa 52%
>
> o Highest Residential Power – Oshawa 55%
>
>
> · Please review the previous reminders (below) as a refresher was well.
>
> As always, if there are any concerns, please feel free to contact me.
>
> "…good things growing in Ontario."
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> Thanks,
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> Ravi Maharaj

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> [Description: http://www.justenergy.com/images/email/je_email_greencopy.gif]
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>
> From: Ravi Maharaj
> Sent: Friday, November 21, 2014 2:17 PM
> To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel); Jody Strangward
> Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Eli Cranley; Jalani Williams; Navik Mehta; Lucette Trottier; Anna Dec; Andy Weiner; Raymond Condon; Rosalba Gullo
> Subject: MEMO: Ontario Reminders
>
>
> Hey Guys,
>
> I just wanted to pass along a few quick hit items:
>
>
> · Please review the very important attachments sent your way this week regarding the following:
>
> § Canadian Background Checks requirements.
>
> § Recruitment Policy
>
> § Paid Advertisements
>
> § Approved Recruiting Posters and Flyers
>
> § Commercial Active ICs (60 Day Inactive)
>
>
> · Please ensure you review and absorb the attached new Rapid Retraining Response (Sit Out process). This will be effective Monday November 24th, 2014; and it's imperative that you take time today to read over this policy and ensure that you understand it, to guarantee immediate compliance with the policy.

>
>
> · We are currently still working on the revision to the ordering process. That being said, please continue to order your items via normal procedures. If you encounter any issues with this, please reach out directly to Rosalba GULLO.☺
>
>
> · A reminder of the Permit Tracker feature on the Extranet. The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following are some areas that have been placed on the list:
>
> http://portal.oesc.ca/Pages/AllCategories.aspx?View=%7b7C1BF20A-CB08-4C9A-AFCC-FCC9A9226D52%7d&FilterField1=ESG_x002e_Doc_x002e_Category&FilterValue1=PermitTracker
>
>
>
> · Please review the previous reminders (below) as a refresher was well.
>
> As always, if there are any concerns, please feel free to contact me.
>
> "…good things growing in Ontario."
>
> Thanks,
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> Ravi Maharaj
> Regional Sales Manager – Eastern Canada
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> E-mail rmaharaj@justenergy.com<mailto:rmaharaj@justenergy.com> | Web justenergy.com<http://www.justenergy.com/>
>
>
> [Description: http://www.justenergy.com/images/email/je_email_greencopy.gif]
>
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>
>
>
>
> From: Ravi Maharaj
> Sent: Friday, November 14, 2014 1:28 PM
> To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray);

Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel); Jody Strangward
> Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Eli Cranley; Jalani Williams; Navik Mehta; Lucette Trottier; Anna Dec; Andy Weiner; Raymond Condon; Rosalba Gullo; Ravi Maharaj
> Subject: MEMO: Ontario Reminders
>
> Hey Guys,
>
> I just wanted to pass along a few quick hit items:
>
>
> · Please see attached for a very important memo from Lucette regarding recruitment ads.
>
>
> · Please see attached for a news article on D2D Sales in Bradford. Knowledge is Power!
>
>
> · Please see attached for a very important memo from Rosalba regarding fraudulent activity and the badging process.
>
>
> · As discussed on our Ontario Conference Call; the Risk Team will be completing Regional Office Visits next week. This will be a completely transparent process that will provide us with tangible feedback. I know we will all demonstrate a high level of excellence.
>
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>
> · Next week I will also be visiting most of you; and going through the Compliance Records with each of your active ICs; individually. Please ensure to make time for this very important process during my visit.
>
>
> · Please remember that at no time should any IC be present and/or assist a CX with the Portal Enrollment process. This is a non-negotiable requirement.
>
>
> · A reminder of the Permit Tracker feature on the Extranet. The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following are some areas that have been placed on the list:
>
>
> § Timmins
>
> § Thunder Bay
>
> § St. Thomas
>
> § Ingersoll
>
> § Welland
>
> § Renfrew
>

> § Woodstock.
>
> § Smith's Falls - please note that we are not to market in this area without valid permits.
>
> § Town of Perth - please note that we are not to market in this area without valid permits.
>
> § Espanola
>
> § Greater Sudbury area – No longer needed!!!
>
> § Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.
>
>
> · Please review the previous reminders (below) as a refresher was well.
>
> As always, if there are any concerns, please feel free to contact me.
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> "…good things growing in Ontario."
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> Thanks,
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>
>
>
>
> From: Ravi Maharaj
> Sent: Friday, November 07, 2014 11:36 AM
> To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija);

Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel)
> Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Eli Cranley; Jalani Williams; Navik Mehta; Lucette Trottier; Anna Dec; Andy Weiner; Raymond Condon; Rosalba Gullo; Ravi Maharaj
> Subject: MEMO: Ontario Reminders
>
>
> Hey Guys,
>
> I just wanted to pass along a few quick hit items:
>
>
> · Please find attached your updated JECP Commissions example; and you will also be pleased to know that these exciting changes have begun to reflect (partially) on this week's payroll as well.
>
>
> · Please be reminded of the media piece due out this weekend; and ensure the ICs are aware, and are able, to handle any follow ups that may arise while in the field.
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>
> · Please find attached some news on Brant Hydro and Cambridge Utilities. Knowledge is Power!
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>
> · As discussed on our Ontario Conference Call; the Risk Team will be completing Regional Office Visits; effective this Monday November 10th, 2014. This will be a completely transparent process that will provide us with tangible feedback. I know we will all demonstrate a high level of excellence; as always.
>
>
> · As a follow up to our ability to market with our OEB License in the Greater Sudbury area; please find attached a map of the Greater Sudbury area. Please note this is different from the District of Sudbury; where Espanola is located. That being said, Espanola has been on the Permit Tracker (below) since September 19th, 2014.
>
>
> · A reminder of the Permit Tracker feature on the Extranet. The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following are some areas that have been placed on the list:
>
>
> § Timmins
>
> § Thunder Bay
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> § St. Thomas
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> § Ingersoll
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> § Welland
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> § Renfrew
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> § Woodstock.
>
> § Smith's Falls - please note that we are not to market in this area without valid permits.

>
> § Town of Perth - please note that we are not to market in this area without valid permits.
>
> § Espanola
>
> § Greater Sudbury area – No longer needed!!!
>
> § Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.
>
>
> · Please review the previous reminders (below) as a refresher was well.
>
> As always, if there are any concerns, please feel free to contact me.
>
> "…good things growing in Ontario."
>
> Thanks,
>
> Your Friendly Neighborhood RSM
>
> [Description: Description: Click to visit our Website]<http://www.justenergy.com/>
>
>
> Ravi Maharaj
> Regional Sales Manager – Eastern Canada
>
> T 905.670.4440 x.71245 | C 416.817.9508
> 6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
> E-mail rmaharaj@justenergy.com<mailto:rmaharaj@justenergy.com> | Web justenergy.com<http://www.justenergy.com/>
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> [Description: Description: http://www.justenergy.com/images/email/je_email_greencopy.gif]
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>
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>
> From: Ravi Maharaj
> Sent: Friday, October 31, 2014 12:46 PM
> To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel)
> Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve

Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Eli Cranley; Jalani Williams; Megan Taylor; Navik Mehta; Lucette Trottier; Anna Dec; Sabrina Hubley; Andy Weiner; Raymond Condon; Rosalba Gullo; Ravi Maharaj (rmaharaj@justenergy.com<mailto:rmaharaj@justenergy.com>)
> Subject: MEMO: Ontario Reminders
>
>
> Hey Guys,
>
> I just wanted to pass along a few quick hit items:
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>
> · As per the Monday Conference Call; as today is Halloween, please remember to ensure and end the night around 7PM tonight. This will ensure we minimize any complaints during the festivities this evening.
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>
> · As a reminder; today is the LAST day to redeem any JE Nation Points on the old platform.
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> · Please see attached for some clarification on the CS After Hours emergency process.
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>
> · Please see attached for a very important email about the revised Electricity Supply Mix Insert.
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>
> · Please see attached for a reminder of the new ICA that should be used effective Monday November 3rd, 2014.
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>
> · Please see attached for a summary and soft copies of numerous revised Ontario Orientation items.
>
>
> · Please see attached for soft copies of your NEW JECP, MVC PPP, and MVC MPP Contracts; effective November 1st, 2014.
>
>
> · The only price change would be to our MVC PPP Power Contract:
>
> OLD:
> MVC PPP Power 3 year = 5.69
>
> MVC PPP Power 5 year = 5.89
>
>
> NEW:
> MVC PPP Power 3 year = 5.89
>
> MVC PPP Power 5 year = 6.09
>
>
>
>
> · Please see attached for soft copies of your NEW Power PC Forms; effective November 1st, 2014.
>
>
>

> · A reminder of the Permit Tracker feature on the Extranet. The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following are some areas that have been placed on the list:
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>
> § Town of Perth - please note that we are not to market in this area without valid permits.
>
> § Espanola
>
> § Sudbury – No longer needed!!! See attached!
>
> § Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.
>
>
> · Please review the previous reminders (below) as a refresher was well.
>
> As always, if there are any concerns, please feel free to contact me.
>
> "…good things growing in Ontario."
>
> Thanks,
>
> Your Friendly Neighborhood RSM
>
>
>
> [Description: Description: Click to visit our Website]<http://www.justenergy.com/>
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>
> Ravi Maharaj
> Regional Sales Manager – Eastern Canada
>
> T 905.670.4440 x.71245 | C 416.817.9508
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>
> From: Ravi Maharaj
> Sent: Friday, October 24, 2014 11:31 AM
> To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel); Ravi Maharaj
> Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Jalani Williams; Megan Taylor; Navik Mehta; Lucette Trottier; Anna Dec; Sabrina Hubley; Andy Weiner; Raymond Condon; Rosalba Gullo
> Subject: MEMO: Ontario Reminders
>
>
> Hey Guys,
>
> I just wanted to pass along a few quick hit items:
>
>
> · The JECP Brochure has been updated; and ordered for your offices (see attached).
>
>
> · Please see attached for some helpful communication from Rosie with regards to the Badge Request process.
>
>
> · Congratulations to the ICs that attained a Compliance Ratio of 0.5% or below for the last quarter; $100 cheques have been sent your way! (see attached).
>
>
> · The JECP Welcome Call Script has been revised; and will be effective on Monday October 27th, 2014 (see attached).
>
>
> · Please review the previous reminders (below) as a refresher was well.
>
> As always, if there are any concerns, please feel free to contact me.
>
> "…good things growing in Ontario."
>
> Thanks,
>
> Your Friendly Neighborhood RSM
>
>

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> Ravi Maharaj
> Regional Sales Manager – Eastern Canada
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> T 905.670.4440 x.71245 | C 416.817.9508
> 6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
> E-mail rmaharaj@justenergy.com<mailto:rmaharaj@justenergy.com> | Web justenergy.com<http://www.justenergy.com/>
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>
> From: Ravi Maharaj
> Sent: Friday, October 17, 2014 12:11 PM
> To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel); Ravi Maharaj
> Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Jalani Williams; Megan Taylor; Navik Mehta; Mahjabeen Choudhry; Lucette Trottier; Anna Dec; Sabrina Hubley; Andy Weiner; Raymond Condon; Rosalba Gullo
> Subject: MEMO: Ontario Reminders
>
> Hey Guys,
>
> I just wanted to pass along a few quick hit items:
>
>
> · Please see attached for some great information on our Company Milestones. This can be a useful tool for your offices.
>
>
> · Please see attached for a helpful article about D2D Sales in Orangeville. Knowledge is Power!
>
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>
> · Please see attached for a reminder of the revised version of the OEB Statement of Completion that was sent this week. Please ensure this version is utilized moving forward.

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> · Please see attached for a reminder of some recent Orientation item revisions.
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> · Please see two (2) attachments regarding the changes November 1st to Electricity Prices in Ontario. Great News!!! Here are some great points on the topic:
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> · Fewer than 1 in 10 electricity consumers get their power from an electricity retailer. They also highlight the fact that those customers are subject to a fluctuating rate as they are subject to the GA.
>
>
> · Fewer than 1 in 10 electricity consumers are still on the old tiered pricing
>
>
> · Most Ontario households use about two thirds of their power during off-peak hours.
>
>
> · Quote of the Day: rules are rules; we don't make them, and we don't break them… ☺
>
>
> · Please review the previous reminders (below) as a refresher was well.
>
>
>
> As always, if there are any concerns, please feel free to contact me.
>
> Thanks,
>
> Your Friendly Neighborhood RSM
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>
> From: Ravi Maharaj
> Sent: Friday, October 10, 2014 10:15 AM
> To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel); Ravi Maharaj
> Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Jalani Williams; Megan Taylor; Navik Mehta; Mahjabeen Choudhry; Lucette Trottier; Anna Dec; Sabrina Hubley; Andy Weiner; Raymond Condon; Rosalba Gullo
> Subject: MEMO: Ontario Reminders
>
>
> Hey Guys,
>
> I just wanted to pass along a few quick hit items:
>
>
> · New Forms for Contracts (JECP and MVC) and PC Forms (GAS) have been sent (see attached). Please ensure ICs are not using old forms.
>
>
> · Please see attached for a friendly reminder about the Do Not Solicit (DNS) List. This is a very significant aspect of the Admin / Recruiter duties.
>
>
>
> · Please remember that at no time should any IC be present and/or assist a CX with the Portal Enrollment process. This is a non-negotiable requirement.
>
>
>
> · The NEW Just Energy Nation has been launched; with an exciting 25,000 JE Nation Point Incentive to the Top 10 Offices with the highest percentage of ICs enrolled. See Attached #EasyMoney
>
>
>
> · A friendly reminder that the only phone number we should be using to call in deals is 1-888-295-8641. This includes both JECP Residential and MVC Commercial Sales. There are some other dinosaur numbers that route to the number as well; including the Original OECP line (1.877.234.1828). However, these will be extinct by the end of the week. Please ensure you communicate to ICs to update their address books and phones; especially your longer standing agents who may have been around for OECP.
>
>
>
> · Please see attached for some helpful advice on the usage of the iPad. In short, please ensure ICs leave the iPad on for a few minutes after their last deal. This will ensure all data is sent; and avoid any issues with processing and payments.
>
>
>

> · Please ensure your Business Card Orders are up to date. This IC item is a non-negotiable OEB regulated requirement (along with their Badge and "We are not the utility" Pin). If you are having any issues with acquiring these items; please call me directly.
>
>
>
> · Please ensure your Proctors are adhering to the OEB Proctor Step by Step. This document is a tool to ensure you are fully compliant to the very regulated process; use it to your advantage.
>
> · A reminder of the Permit Tracker feature on the Extranet. The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following are some areas that have been placed on the list:
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> § Espanola
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> § Sudbury – No longer needed!!! See attached!
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> § Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.
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> · Please review the previous reminders (below) as a refresher was well.
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>
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>
>
> From: Ravi Maharaj
> Sent: Friday, September 26, 2014 10:47 AM
> To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner; Indranie Persaud; NHS Admin Ottawa; Regional Quebec (Daniel)
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> Subject: MEMO: Ontario Reminders
>
>
> Hey Guys,
>
> I just wanted to pass along a few quick hit items:
>
>
>
> · Please be advised that Coordinators@justenergy.com<mailto:Coordinators@justenergy.com> is the new email address for any Installer related issues. That being said, the previous email address (TexasCoordinators@nationalhs.ca<mailto:TexasCoordinators@nationalhs.ca>) will still route messages to this new email as well. Please save this email to your address books. For Call Center related install issues; please continue to send to smartstat (smartstat@justenergy.com<mailto:smartstat@justenergy.com>)
>
>
> · Please ensure ICs are referencing The Global Adjustment at the point of sale. See attached for some refresher information.
>
>
> · There has been some revisions to the MVC Products to reiterate the fact these are exclusively for Commercial Customers. Please see attached for a summary of the changes, effective October 1st, 2014.
>
>
> · The New Just Energy Nation transition is almost here; please see attached for a summary of the exciting information.
>
>
>
> · Recruiters – please ensure you are using Compas (your new and exciting recruiting tool); and complete the data entry items. Moving forward there will be follow ups to ensure this is consistently completed.

>
>
> · I know a lot of you have been following up on the Student Scholarship Program. Please be advised that the final calculations have been completed, and pending the compliance ratios checks, we should have eligible payments going out soon. See attached for a summary refresher.
>
>
> · The Leadership Summit is Next Week! Please see attached from some valuable information. As your Friendly Neighborhood RSM, I have also added the Wikipedia Page for Kobe Beef as a reference for you http://en.wikipedia.org/wiki/Kobe_beef :)
>
>
>
> · A reminder of the Permit Tracker feature on the Extranet. The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following are some areas that have been placed on the list:
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> § Espanola
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> § Sudbury – please note that we are not to market in Sudbury without valid permits (see attached).
>
> § Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.
>
> · As a follow up to the iPad iOS8; Apple has said in a statement that it had received reports of the issues with the iOS 8.0.1, and have pulled its iOS8 update temporarily. Please DO NOT download this update if it becomes available. I will advise when this update is GTG.
>
> ·
>
> · Please review the previous reminders (below) as a refresher was well.
>
> As always, if there are any concerns, please feel free to contact me.
>
> Thanks,
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> Your Friendly Neighborhood RSM
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>
> Ravi Maharaj

> Regional Sales Manager – Eastern Canada
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>
>
> From: Ravi Maharaj
> Sent: Friday, September 19, 2014 1:23 PM
> To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner; Indranie Persaud; NHS Admin Ottawa
> Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Patti Chan; Navik Mehta; Jalani Williams; Megan Taylor; Navik Mehta; Mahjabeen Choudhry
> Subject: RE: MEMO: Ontario Reminders
>
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>
>
> Hi Guys,
>
>
>
> Just a few items to pass along:
>
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>
> Please ensure your Business Card Orders are up to date. This IC item is a non-negotiable OEB regulated requirement (along with their Badge and “We are not the utility” Pin). If you are having any issues with acquiring these items; please call me directly.
>
>
>
> Just Energy Nation 2.0 will be released shortly! Please see attached for a summary of the exciting new changes.

>
>
>
> Who would you nominate for the Humanitarian Award? (see attached)
>
> A reminder of the Permit Tracker feature on the Extranet. The reason for this new feature is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following areas have been placed on this list:
>
>
> § Timmins
>
> § Thunder Bay
>
> § Ingersoll
>
> § Renfrew
>
> § Woodstock.
>
> § Smiths Falls
>
> § Town of Perth
>
> § Espanola
>
> § Sudbury – please note that we are not to market in Sudbury without valid permits (see attached).
>
> § Petrolia - D2D marketing is prohibited here. Only Charitable or Religious organizations are allowed. Fines may range from $500-$1000.
>
>
>
> Please advise iPad ICs not to upgrade to iOS8 until we can test that our application works correctly. I will send out a notification when it is safe to update.
>
> Please remember that at no time should any IC be present and/or assist a CX with the Portal Enrollment process. This is a non-negotiable requirement.
>
> Sales Trip Qualification is based on a 2% compliance ratio – please sit down with every agent within your office who has a ratio above 2% and create a plan to bring the agents ratio to below 2%. The good news is no qualified IC in Ontario is currently above the 2%. That is a testament to all of you; keep up the great work!
>
> Please send new pictures of your New Agent Bonus Tracker Boards. This week should be a great recruiting week to add additional names on the board for next week's JOJ Week!
>
> Please review the previous reminders (below) as a refresher was well.
>
> As always, if there are any concerns, please feel free to contact me.
>
> Thanks,
>
> Your Friendly Neighborhood RSM
>
>
> [Description: Description: Description: Description: Click to visit our Website]<http://www.justenergy.com/>
>
>

> Ravi Maharaj
> Regional Sales Manager – Eastern Canada
>
> T 905.670.4440 x.71245 | C 416.817.9508
> 6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
> E-mail rmaharaj@justenergy.com<mailto:rmaharaj@justenergy.com> | Web justenergy.com<http://www.justenergy.com/>
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> From: Ravi Maharaj
> Sent: Friday, September 05, 2014 1:50 PM
> To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner; Indranie Persaud
> Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Dist_VendorManagement_Canada; Eli Cranley; Patti Chan; Navik Mehta; Jalani Williams; Megan Taylor; Ravi Maharaj; Navik Mehta
> Subject: MEMO: Ontario Reminders
>
>
> Hey Guys,
>
> I just wanted to pass along a few items:
>
>
> · A friendly reminder that ICs are not able to be present when potential CXs call into their LDC for personal account information. This is a privacy issue, and members of our teams should not be present during this timeframe. Let's make sure we empower them for success.
>
>
> · Please ensure ICs are aware, and proactively reviewing the Do Not Solicit List prior to attending locations to work. This attention to detail will greatly assist with avoiding any complaints.
>
>

> · A revised version of the New Agent Bonus Template has been sent your way. I have attached it here as a reference as well.
>
>
> · A friendly reminder of the Permit Tracker feature on the Extranet. This was discussed at length during your recent Bi-Weekly Calls with Vanessa. The reason for this new feature is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this proactive and voluntary permit process, to avoid any issues. An unfortunate alternative is also to proactively avoid these locations. The following areas have been placed on this list:
>
>
> § Timmins
>
> § Thunder Bay
>
> § Ingersoll
>
> § Renfrew
>
> § Woodstock.
>
> § Smiths Falls
>
> § Town of Perth
>
>
> · Once again, "door to door sales" will be a focus this fall. That being said, because we do things the right way; we should have nothing to worry about. Let's ensure we maintain the high level of excellence we expect of ourselves.
>
>
> · Next Week is another Jump Out the Jar (JOJ); which leads us to our Quote of the Week, "Plan Your Work; then Work Your Pan".
>
>
> · The Leadership Summit is almost here; will you order the Kobe Beef like Shaquille O'Neal?
>
>
> · Please review the previous reminders (below) as a refresher was well.
>
> As always, if there are any concerns, please feel free to contact me.
>
> Thanks,
>
> Your Friendly Neighborhood RSM
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> Ravi Maharaj
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> E-mail rmaharaj@justenergy.com<mailto:rmaharaj@justenergy.com> | Web justenergy.com<http://www.justenergy.com/>
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>
> From: Ravi Maharaj
> Sent: Friday, August 29, 2014 11:24 AM
> To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner
> Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Nola Ruzycki; Alex Ahmed; Dist_VendorManagement_Canada; Eli Cranley; Patti Chan
> Subject: MEMO: Ontario Reminders
>
>
> Hey Guys,
>
> I just wanted to pass along a few items:
>
>
> · Please be advised that the City of Sarnia DO NOT require us to get permits; as our OEB License will suffice. That being said, if you plan on visiting that area; we strongly suggest you print off the attached documentation and ensure your ICs have this on their person when working the area. This will ensure we put our teams in a position of empowerment and avoid any unwanted misconceptions.
>
>
> · There are New PC Forms for Kitchener Utilities; effective September 1st, 2014. I have attached soft copies to this email. To clarify, we are only able to sell some of our current Commercial MVC Offers in that area; not our current Residential Offers (JECP).
>
>
> · Please be advised that the next two (2) JOJ Weeks will be:
>
>
> * September 8th, 2014
> * September 22nd, 2014
>
>
> · Please remember that at no time should any IC be present and/or assist a CX with the Portal Enrollment process. This is a non-negotiable requirement.
>
>

> · Please review the article (attached) regarding Essex Power now offering their own version of the Smart Stat. Knowledge is Power!
>
>
> · Please see attached for a few pictures of Great New Agent Bonus Tracker Boards!!!
>
>
>
> · A New JECP Brochure will be sent to you this week. The only change is the "enroll date" on the front will be October 31st (the old version ended August 31st). She attached for a soft copy.
>
>
> · The Leadership Summit is almost here; how do you take you Steak?
>
>
>
> · The Quote of the Week is; "Motivation will get you going; HABIT will get you there" Zig Ziglar.
>
>
> · Please review the previous reminders (below) as a refresher was well.
>
>
> As always, if there are any concerns, please feel free to contact me.
>
> Thanks,
>
> Your Friendly Neighborhood RSM
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>
>
>
> From: Ravi Maharaj
> Sent: Friday, August 22, 2014 2:16 PM
> To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray);

Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner

> Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Ryan Howie; Nola Ruzycki; Alex Ahmed; Sarah Khan; Dist_VendorManagement_Canada; Eli Cranley; Patti Chan; Mahjabeen Choudhry; Megan Taylor; Ravi Maharaj
> Subject: MEMO: Ontario Reminders
>
> Hey Guys,
>
> I just wanted to pass along a few quick hit items:
>
>
> · The MVC 13th Month Free Offer has now been extended for both the PPP and MPP products (effective August 25th, 2014). We have also included a Leave Behind Insert for the ICs to utilize (see attached) and promote the MVC Portal Reaffirmation. That being said, our current MVC MPP offers have been revised. Please see below for a summary of the changes:
>
>
>
> § PPP Electricity and Gas remain the same.
>
> § MPP Electricity:
>
> § 0% Green – 1.19c/kWh
>
> § 20% Green -1.65c/kWh
>
> § 100% Green – 2.39c/kWh
>
>
> · Please be advised that for the Payroll Date of August 11th, 2014 the MVC Paper Contract Conversion Ratio was 17.31%; whereas the MVC Portal Contract Conversion Ratio was 100%... “Men Lie, Women Lie, Numbers Don’t”. I would be remiss if I did not acknowledge Kam (Islington), Jamie (Kitchener Commercial), and Finlay (Oshawa Commercial) for really committing to this expectation. That being said, please be reminded that our MVC Offers are only applicable to Commercial CXs; not Residential.
>
>
> · Please be advised of the New Permit Tracker feature on the Extranet. This will be discussed at length during your next Bi-Weekly Calls with Vanessa. The reason for this new feature is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list; we strongly suggest you complete this proactive and voluntary permit process, to avoid any issues. The following areas have been placed on this list:
>
>
> § Timmins
>
> § Thunder Bay
>
> § Sarnia
>
> § Ingersoll
>
> § Renfrew

>
> § Woodstock.
>
>
> · As a friendly reminder, out current Rate Escape Option is only valid for our current Residential JECP product. This additional feature is currently not available for our Commercial MVC Offers.
>
>
> · The New iPad Ordering process is coming; have you sent in your broken and unusable iPads back to Head Office? (see attached)
>
>
> · Please be advised that if there are any Call Center / CSR issues that require us to review the call; any combination of the following items would be very helpful to expedite the process:
>
>
> * CSR Name and ID
> * Customer Name and Account Number
> * Customer phone number
> * FPRC Code(s)
> * Date and Time of Call
>
>
> · Please be advised that the next three (3) JOJ Weeks will be:
>
>
> * August 25th, 2014
> * September 8th, 2014
> * September 22nd, 2014
>
>
> · The Leadership Summit is almost here; will you be eating Steak… or Beans?
>
>
> · Admins / Recruiters – please send me a picture of your amazing New Agent Bonus Tracker Board!!
>
>
> · Please review the previous reminders (below) as a refresher was well.
>
>
> As always, if there are any concerns, please feel free to contact me.
>
> Thanks,
>
> Your Friendly Neighborhood RSM
>
> [Description: Description: Description: Description: Description: Click to visit our Website]<http://www.justenergy.com/>
>
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> Ravi Maharaj
> Regional Sales Manager – Eastern Canada
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>
> From: Ravi Maharaj
> Sent: Friday, August 15, 2014 12:22 PM
> To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner
> Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Humera Siddiqui; Henna Baig; Steve Copeland; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra; Ryan Howie; Nola Ruzycki; Alex Ahmed
> Subject: MEMO: Ontario Reminders
>
>
> Hey Guys,
>
> I just wanted to pass along a few quick hit items:
>
>
> · The New New Agent Bonus by Mr. Jody Kelly, your Favorite Director of Independent Contractor Thermostat Sales; is now Rocking and Rolling in Ontario. I have attached his initial email as a reference. At this point you should also be receiving and updated FPRC Report (inclusive of IC Start Date) as well as a Daily Install Report. Both of these items should provide you with the information to maintain continuous daily updates to your New Agent Tracker Boards. That being said, please see attached (and shout out to Erika!) for an awesome example of one of these NAB Boards! Let's commit to the expectation!
>
>
> · When communicating with the Call Center; feel free to utilize the alpha-phonetic alphabet (Alpha, Bravo, Charlie, Delta) when conveying crucial validators. These include addresses, email addresses, ect. Attention to detail on these items will help us avoid unwanted data entry errors.
>
>
> · I had sent out a significant email this week about some communication from Enbridge Gas to their customers. I have also attached that email here as a reference. Knowledge is Power.
>
>
> · Please review and communicate another great article I have attached regarding Milton Hydro issuing a FREE Smart Stat to their customers. Knowledge is Power.
>
>
>

> · The Bi-Weekly Compliance Calls are a great asset for us, to ensure we are on top of any minor issues, before they become major problems. One of the most important aspects of these calls, is attendance… :)
>
>
>
> · The Next JOJ Week is 25AUG14; plan your work, then work your plan.
>
>
> · Please review the previous reminders (below) as a refresher was well.
>
> As always, if there are any concerns, please feel free to contact me.
>
> Thanks,
>
> Your Friendly Neighborhood RSM
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>
> From: Ravi Maharaj
> Sent: Friday, August 08, 2014 12:39 PM
> To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Regional Oshawa (Finlay); Bailey Dittburner; Ravi Maharaj
> Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Pareet Rahul; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Rosalba Gullo; Humera Siddiqui; Henna Baig; Sif Ali; Steve Copeland; Dist_VendorManagement_Canada; IC_Escalation_Canada; Stephanie Hamann; Arlene Young; Ryan Parnell; Ryan Howie; Vanessa Ramnath; Vanessa Anesetti-Parra

> Subject: MEMO: Ontario Reminders
>
> Hey Guys,
>
> I just wanted to pass along a few quick hit items:
>
>
> 1. Please ensure your Business Card Orders are up to date. This IC item is a non-negotiable OEB regulated requirement (along with their Badge and "We are not the utility" Pin). If you are having any issues with acquiring these items; please call me directly.
>
>
>
> 1. I am pleased to announce that Gananoque is now able to be sold JECP. I am told this has not previously been the case. Please see the attached email for specific information on the issue; and shout out to Joel Stewart and Dan Gadoua for initiating the investigation. I know they are excited to share the great news with you all!!!
>
>
>
> 1. There have been some revisions to the current valid Ontario Utility Account Format List. I have attached the latest copy to this email. Admins – please print off and have visible for your teams.
>
>
>
> 1. I would like to remind everyone of two (2) very important emails for you to utilize for Call Center issues. These Email Distribution Lists were solely created to better assist your teams in the field.
>
>
>
> · IC_Escalation_Canada@justenergy.com<mailto:IC_Escalation_Canada@justenergy.com>;
>
> · Dist_VendorManagement_Canada@justenergy.com<mailto:Dist_VendorManagement_Canada@justenergy.com>
>
> · To clarify, the IC Escalation email should be used for crisis level Call Center issues that require immediate action. This can include Call Center Down, Call Center Closed, ect. There are numerous persons on this email group capable of handling a variety of time sensitive issues. Lastly, please be sure when forwarding these types of concerns, that you have also completed a test call to confirm the details you will be reporting.
>
> · The Vendor Management email should be used for non-crisis Call Center issues that also need to be addressed. This can include CSR coaching opportunities, constructive criticism, and general Call Center feedback. Once again, when submitting these issues, the more information you can provide the better.
>
> · Please add these emails to your address books and utilize them when needed; and as always, CC me on everything.
>
>
>
> 1. I will be visiting you starting next week to follow up on items I observed during my own Office Audits. Please ensure any pending items have been resolved by that time; especially with regards to the OEB requirements and Proctor process.
>
>
>
> 1. Please review the previous reminders (below) as a refresher was well.
>
>
> As always, if there are any concerns, please feel free to contact me.

>
> Thanks,
>
> Your Friendly Neighborhood RSM
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> Ravi Maharaj
> Regional Sales Manager – Eastern Canada
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> 6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
> E-mail rmaharaj@justenergy.com<mailto:rmaharaj@justenergy.com> | Web justenergy.com<http://www.justenergy.com/>
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>
> From: Ravi Maharaj
> Sent: Thursday, July 31, 2014 5:10 PM
> To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane; Sydney Hogan; Ravi Maharaj; finlay arnold (finarnold@yahoo.com<mailto:finarnold@yahoo.com>); Finlay Arnold (NationalHS)
> Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Pareet Rahul; Karthik Aravind; Bibiana Zovic; Lora Futia; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett; Rosalba Gullo; Humera Siddiqui; Henna Baig; Sif Ali; Steve Copeland; Natania Jackson
> Subject: MEMO: Ontario Reminders
>
> Hey Guys,
>
> I just wanted to pass along a few quick hit items:
>
>
>
> 1. The Conversion Ratio of Deals that are reaffirmed via the MVC Portal since the re-launch has been 92%! There were only two (2) deals that were not converted; both due to Accounts in Arrears. This is a very empowering stat to reference to your teams. If at this point you are not aggressively pushing the portal option;

you're not doing it right. That being said, special acknowledgement to Adam (Kitchener), Brenda (Kitchener), Oran (Islington), and Finlay (Oshawa); for setting the pace and doing it right.
>
> 2. A friendly reminder that the JECP program is a Residential Product; and should not be used to sign-up Commercial Business. These deals will not be processed.
>
> 3. I recently visited you all; and am pleased to advise that no major issues were observed with regards to processes and procedures. That being said, there were minor items that were left to be resolved; so please ensure these are completed. I will be completing a follow up to ensure you are all put in positions to succeed.
>
> 4. A friendly reminder that when completing Test Calls; please use Testzzz for both the First and Last Name. This will ensure the Test Account and Call is appropriately flagged.
>
> 5. Please ensure that Independent Contractors are wearing their Badge and "We Are Not the Utility" Pin. This is a non-negotiable requirement.
>
> 6. Please ensure your Proctors are adhering to the OEB Proctor Step by Step. This document is a tool to ensure you are fully compliant to the very regulated process; use it to your advantage.
>
> 7. Please remember to submit your NAB Bonuses in a timely manner.
>
> 8. Please remember to utilize your JE Nation Points; prior to the end of the Month.
>
> 9. Please be advised that we have paired with a new Call Center. I actually went down to visit the team in Mississippi; and reinforced the Sales mentality that will ensure they are successful. That being said, please be mindful of this fact; and exhibit patience through their understandable learning curve. However, as always, feel free to forward specific examples to assist and expedite our new and eager teammates through their learning process.
>
> 10. Please review the previous reminders (below) as a refresher was well.
>
>
> As always, if there are any concerns, please feel free to contact me.
>
> Thanks,
>
> Your Friendly Neighborhood RSM
>
>
> [Description: Description: Description: Description: Description: Click to visit our Website]<http://www.justenergy.com/>
>
>
> Ravi Maharaj
> Regional Sales Manager – Eastern Canada
>
> T 905.670.4440 x.71245 | C 416.817.9508
> 6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
> E-mail rmaharaj@justenergy.com<mailto:rmaharaj@justenergy.com> | Web justenergy.com<http://www.justenergy.com/>
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>
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>
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>
> From: Ravi Maharaj
> Sent: Friday, July 04, 2014 12:40 PM
> To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane
> Cc: Jason Herod; Richard Teixeira; Jody Kelly; Steve Weber; Romina Ruben; Pareet Rahul; Karthik Aravind; Bibiana Zovic; Lora Futia; Stephanie Williams; Hugo Mazariegos; Karen Marson; Jacob Watson; Alan Shulman; Darren Pritchett
> Subject: MEMO: Ontario Reminders
>
>
> Hey Guys,
>
> I just wanted to pass along a few quick hit items:
>
>
>
> · Please see attached for some helpful MVC Portal info. ICs should be aware of these requirements to avoid any issues on the CX side during the enrollment process.
>
>
> · That being said, I would like to congratulate “The Brad Stock from Bad Stock” aka Jamie (Kitchener) for already having 10+ Deals successfully reaffirmed on the MVC Portal! You’re a Pillar in the Community Young Man!
>
>
>
> · Please review the previous reminders (below) as a refresher was well.
>
>
> As always, if there are any concerns, please feel free to contact me.
>
> Thanks,
>
> Your Friendly Neighborhood RSM
>
> [Description: Description: Description: Description: Description: Click to visit our Website]<http://www.justenergy.com/>
>
>
> Ravi Maharaj
> Regional Sales Manager – Eastern Canada
>
> T 905.670.4440 x.71245 | C 416.817.9508
> 6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
> E-mail rmaharaj@justenergy.com<mailto:rmaharaj@justenergy.com> | Web justenergy.com<http://www.justenergy.com/>
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>
> From: Ravi Maharaj
> Sent: Thursday, July 03, 2014 12:37 PM
> To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane
> Cc: Jason Herod; Richard Teixeira; Rosalba Gullo; Markus Feldhofer; Vanessa Ramnath; Jody Kelly; Steve Weber; Stephanie Hamann; Romina Ruben; Nola Ruzycki; Eli Cranley
> Subject: MEMO: Ontario Reminders
>
>
>
> Hey Guys,
>
> I just wanted to pass along a few quick hit items:
>
>
>
> 1. Soft copy of the Business Cards. Please save this item, and order as needed (attached).
>
>
> 2. Soft Copy of the Ontario JECP FAQ. This Binder Approved item can be very useful for new ICs (attached)..
>
>
> 3. Soft Copy of the Ontario JECP Market Details and Benefits. This Binder Approved item can be very useful for new ICs (attached).
>
>
> 4. Please ensure all ICs are wearing their “We Are Not The Utility” Pin; and let me know if you require additional stock at your offices.
>
>
> 5. Please review the previous reminders (below) as a refresher was well.
>
>
> As always, if there are any concerns, please feel free to contact me.
>
>
> Thanks,

>
> Your Friendly Neighborhood RSM
>
> Thanks,
> Ravi
> (x71245<http://websp/searchcenter/pages/CompanyResourcesSearch.aspx?Loc=Rebello,%20Beverley>)
> (416.817.9508)
>
> From: Ravi Maharaj
> Sent: Monday, June 30, 2014 12:38 PM
> To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali); Courtney Macfarlane
> Cc: Romina Ruben; Steve Weber; Tetyana Dudnyk; Jody Kelly; Jason Herod; Richard Teixeira; Vanessa Ramnath; Bibiana Zovic; Vanessa Anesetti-Parra; Megan Taylor; Darren Pritchett; Steve Copeland; Karen Marson; Rosalba Gullo; Nola Ruzycki; Ravi Maharaj
> Subject: MEMO: Ontario Reminders
>
>
> Hi Guys,
>
> Please be reminded of the following items:
>
>
>
> 1. Numerous new forms (effective July 1st) were sent your way (attached); please ensure to discard all old forms.
>
>
> 2. The Ontario Welcome Call Scripts have been revised (attached); with a few exciting changes; including some verbiage to assist with IC misrepresentation allegations.
>
>
> 3. Please remember to read and communicated the very important reminder email sent out by Richard (attached).
>
>
> 4. Please remember to submit your New Agent Bonuses (NABs). As a reminder, this bonus is calculated as 1 JECP Deal = $10. Please ensure to list the IC Start Date as well as corresponding FPRC Report #s to expedite the process.
>
>
>
> 5. A friendly reminder that the Q2 Trip Points are coming to a close. That being said, IC's must have a compliance ratio of 2% and under in order to receive trip credits.
>
>
> 6. The MVC Portal is now operational; please ensure your ICs are aware, and are motivated to use this exciting tool.
>
>
> 7. Last but not least; please see below for some information on certain municipalities that you may want to keep "top of mind" while planning your Road Trips.
>
>
> · Milton – Aggressive Utility; directs CXs to contact the OEB directly.
>

> · Sudbury - $600 Fine for working without a Peddlers Permit; strictly enforced.
>
> · Thunder Bay – very diligent with requesting permits above and beyond our OEB License.
>
> · Ingersoll - very diligent with requesting permits above and beyond our OEB License.
>
> · Renfrew - very diligent with requesting permits above and beyond our OEB License.
>
> · Woodstock – Do Not Solicit Area.
>
> · Burlington – Do Not Solicit Area.
>
>
> 8. Please review the previous reminders (below) as a refresher was well.
>
>
> As always, if there are any concerns, please feel free to contact me.
>
>
> Thanks,
>
> Your Friendly Neighborhood RSM
>
> [Description: Description: Description: Description: Description: Click to visit our Website]<http://www.justenergy.com/>
>
>
> Ravi Maharaj
> Regional Sales Manager – Eastern Canada
>
> T 905.670.4440 x.71245 | C 416.817.9508
> 6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
> E-mail rmaharaj@justenergy.com<mailto:rmaharaj@justenergy.com> | Web justenergy.com<http://www.justenergy.com/>
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> From: Ravi Maharaj
> Sent: Tuesday, June 17, 2014 11:06 AM
> To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson; Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener;

Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald; Regional (Ali)
> Cc: Romina Ruben; Steve Weber; Tetyana Dudnyk; Jody Kelly; Jason Herod; Richard Teixeira; Vanessa Ramnath; Keith Hudson; Ravi Maharaj
> Subject: MEMO: Ontario Reminders
>
> Hi Guys,
>
> Please be reminded of the following items:
>
>
> 1. An updated Utility Account Format List was recently sent to you; please utilize this helpful tool and have it readily available, especially for newer ICs.
>
>
>
> 2. For any Account related inquiries; when able, please ensure to include a Contract ID and/or Account Number. This will help expedite the process.
>
>
>
> 3. A MEMO was sent this week regarding the current list of new business products being offered in Ontario. Please review this document if you have not already done so.
>
>
>
> 4. The Fixed Price for the Electricity PPP product has changed to 5.49 (3 Year) and 5.69 (5 Year). Please discard all old paperwork.
>
>
>
> 5. Same Day Installer Protocol: please ensure when ICs are calling in a same day installation; that they are referencing their Regional Office (for example, “Same Day Hespeler”). Also, please ensure ICs are requesting a same day installation only when they are actually capable of this feature.
>
>
>
> 6. Please remember to submit your New Agent Bonuses (NABs) Monthly. As a reminder, this bonus is calculated as 1 JECP Deal = $10. Please ensure to list the IC Start Date as well as corresponding FPRC Report #s to expedite the process.
>
>
>
> 7. The next JOJ Week will be June 30th; please remember to advise of your Road Trip locations well in advance so we can ensure you are set up for success.
>
>
>
> 8. Please review the previous reminders (below) as a refresher was well.
>
>
> As always, if there are any concerns, please feel free to contact me.
>
>
> Thanks,
> Ravi
> (x71245<http://websp/searchcenter/pages/CompanyResourcesSearch.aspx?Loc=Rebello,%20Beverley>)
> (416.817.9508)
>
> From: Ravi Maharaj

> Sent: Monday, June 02, 2014 1:08 PM
> To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson (NJackson@justenergy.com<mailto:NJackson@justenergy.com>); Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert; Regional Viking (Andrija); Regional Etobicoke (John); Leanne Evans; Evelyn McDonald
> Cc: Romina Ruben; Steve Weber; Sif Ali; Tetyana Dudnyk; Jody Kelly; Steve Copeland; Jason Herod; Richard Teixeira; Vanessa Ramnath; Keith Hudson; Ravi Maharaj (rmaharaj@justenergy.com<mailto:rmaharaj@justenergy.com>)
> Subject: MEMO: Ontario Reminders
>
>
> Hi Guys,
>
> Please be reminded of the following items:
>
>
>
> 1. If an IC comes across a Commercial SVC CX; please utilize MVC Paper to sign the CX.
>
>
> 2. If a potential CX is 15 RCE or above; please utilize Hudson Paper.
>
>
> 3. Please be reminded that we are currently NOT working in Burlington or Woodstock.
>
>
>
> 4. Please review the previous reminders (below) as a refresher was well.
>
>
> As always, if there are any concerns, please feel free to contact me.
>
>
> Thanks,
>
> Your Friendly Neighborhood RSM
>
>
>
> From: Ravi Maharaj
> Sent: Friday, April 25, 2014 11:49 AM
> To: Johnny Lavoie; Regional Fairview (Brian); Regional Kitchener (Daniel); Daniel Gadoua; Regional (Ray); Regional Islington (Kambiz); Regional Kitchener (Joel); Regional (Andrew); Regional Yorkland (Gintaras); Regional Kitchener Commercial (Jamie); Regional (Jahan); Regional Oshawa (Daniel); Valerie Green; Natania Jackson (NJackson@justenergy.com<mailto:NJackson@justenergy.com>); Nadia Fertile; Anita Perras; Ashley Miles; Bailey Dittburner; Admin Cambridge; Admin Kitchener; Admin Ottawa (JE); Admin Viking; Una Karanovic; Kayla Hebert
> Cc: Romina Ruben; Lora Futia; Steve Weber; Sif Ali; Tetyana Dudnyk; sales support; Jody Kelly; Robert Ambrous; Stephanie Williams; Steve Copeland; Jason Herod; Richard Teixeira; Sumit Sutaria; Manpreet Virmani; Niusha Kompani
> Subject: MEMO: Ontario Reminders
>
>
> Hi Guys,
>
> Please be reminded of the following items:
>

>
> · The New JECP Welcome Call Script has now been operational for a week. Please remind ICs of the exciting change at the beginning; where the IC & CSR interaction now includes a scheduling aspect to create a smoother call process with the CX.
>
>
> · Please remind the ICs of the Rate Escape Policy specifics; and ensure they are communicating accurate timelines to the CX. If you require further info please feel free to contact me.
>
>
> · New Electricity PC Forms will be effective May 1st. Please be mindful of the form change; and ensure ICs are discarding the old forms. Let's be diligent with this; as I have seen far too many deals compromised due to bad paperwork.
>
>
> · The Red Light / Green Light Rule; which is utilized to determine eligible customers, is operational with no issues. Please deter ICs from attempting to circumvent this process. This workaround is not needed; and results in unnecessary work and effort from the great teams that process our contracts. Let's ensure their efforts are focused on processing our deals!
>
>
> As always, if there are any concerns, please feel free to contact me.
>
>
> Thanks,
>
> Your Friendly Neighborhood RSM
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> [Description: Description: Description: Click to visit our Website]<http://www.justenergy.com/>
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>
> Ravi Maharaj
> Regional Sales Manager (Ontario)
> T 905.670.4440 ext: 71245 | C 416.817.9508
> 6345 Dixie Road, Suite 200, Mississauga, Ontario, L5T 2E6
> E-mail rmaharaj@justenergy.com<mailto:rmaharaj@justenergy.com> | Web justenergy.com<http://www.justenergy.com/>
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To: Derek Whittaker[dwhittaker@justenergy.com]; Henna Baig[hbaig@justenergy.com]; Karen Marson[kmarson@justenergy.com]; Daniel Gadoua[DGadoua@cambridge.justenergysales.com]; Carlos Zarate[cZarate@justenergy.com]; Ryan Howie[rhowie@justenergy.com]; Arlene Young[AYoung@justenergy.com]; Sumit Sutaria[sSutaria@justenergy.com]
Cc: Steve Weber[SWeber@justenergy.com]
From: Ravi Maharaj
Sent: Thur 19/11/2015 1:41:08 PM
Importance: Normal
Subject: RE: The Bi-Weekly Renewal
MAIL_RECEIVED: Thur 19/11/2015 1:41:09 PM

Thank You!

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Derek Whittaker
Sent: Thursday, November 19, 2015 1:40 PM
To: Ravi Maharaj; Henna Baig; Karen Marson; Daniel Gadoua; Carlos Zarate; Ryan Howie; Arlene Young; Sumit Sutaria
Cc: Steve Weber
Subject: RE: The Bi-Weekly Renewal

Hi Ravi,

Thanks for the note on this.

I've asked Eric to stand in for Henna today.

From: Ravi Maharaj
Sent: Thursday, November 19, 2015 1:24 PM
To: Henna Baig; Karen Marson; Daniel Gadoua; Carlos Zarate; Ryan Howie; Arlene Young; Derek Whittaker; Sumit Sutaria
Cc: Steve Weber
Subject: RE: The Bi-Weekly Renewal

Reminder of today's call.

I know Henna is away so can we try and have someone able to speak to her items.

See below for current items.

Let me know if I should forward the invite to everyone.

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, October 22, 2015 2:40 PM
To: Henna Baig; Karen Marson; Daniel Gadoua; Carlos Zarate; Ryan Howie; Arlene Young; Derek Whittaker; Sif Ali
Cc: Jason Herod; Steve Weber; Steve Copeland; Gord Potter; Richard Teixeira; Ravi Maharaj; Jennifer Johnston
Subject: The Bi-Weekly Renewal

Hi,

Please see below for a summary of what was discussed during today's meeting:

To Do List:

•□□□□□□□ New Renewal iPad App TRN (Henna / Ravi / Dan) After New Biz App is GTG – ETA 4 Weeks.

•□□□□□□□ New PPP Rate Smart Renewal Offer Identifier (Henna) Same as above.

•□□□□□□□ Renewal Script Change / Email / Mail changes (CS / Carlos): Carlos to follow up.

•□□□□□□□ Suggestion on contracts on My Time to be offered Rate Flex instead of MYE and saving should not appear on iPad (Dan/ Henna) : Henna to follow up.

•□□□□□□□ SITEL unable to process multiples (CS): SITEL and VM working on fixing; follow up on next meeting. Ryan to follow up.

•□□□□□□□ Update JOJ Weeks / Renewal Calendar (Dan / Carlos).

Forecast Renewal Call Push Weeks – September 28th , October 26th, November 23rd. (typically 1000 Deals JOJ Week, 7 Day Push).

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, September 24, 2015 2:37 PM
To: Henna Baig; Karen Marson; Daniel Gadoua; Carlos Zarate; Ryan Howie; Arlene Young; Jennifer Johnston; Derek Whittaker; Sif Ali; Vanessa Ramnath; Praveen Lalla
Cc: Jason Herod; Steve Weber; Steve Copeland; Gord Potter; Richard Teixeira; Ravi Maharaj
Subject: RE: The Bi-Weekly Renewal

Hi,

Please see below for a summary of what was discussed during today's meeting:

-

To Do List:

•□□□□□□□ New iPad App TRN (Henna / Ravi / Dan) ETA after New Biz App is GTG – Currently in testing phase and collecting feedback

•□□□□□□□ New PPP Rate Smart Renewal Offer Identifier (Henna) ETA after New Biz App is GTG -

•□□□□□□□ Renewal Script Change / Email / Mail changes (CS / Carlos): LIVE next week: Carlos, Dan, and Ravi to discuss off line.

•□□□□□□□ Suggestion on contracts on My Time to be offered Rate Flex instead of MYE and saving should not appear on iPad (Dan/ Henna)

•□□□□□□□ SITEL unable to process multiples (CS): SITEL and VM working on fixing; follow up on next meeting.

•□□□□□□□ Update JOJ Weeks (Dan).

Forecast Renewal Calls) – ~~March 23rd, April 27th (1200), May 25th (1200), June, 22nd (1200), July 27th (1200), August 24th~~, September 28th , October 26th, November 23rd. (typically 1000 Deals JOJ Week, 7 Day Push).

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Henna Baig
Sent: Friday, September 11, 2015 1:30 PM
To: Ravi Maharaj; Karen Marson; Daniel Gadoua; Carlos Zarate; Ryan Howie; Arlene Young; Jennifer Johnston; Derek Whittaker; Sif Ali; Vanessa Ramnath; Praveen Lalla
Cc: Jason Herod; Steve Weber; Steve Copeland; Gord Potter; Richard Teixeira
Subject: RE: The Bi-Weekly Renewal

Hi,

Please see below for a summary of what was discussed during today's meeting:

To Do List:

•□□□□□□□ New iPad App TRN (Henna / Ravi / Dan) ETA after New Biz App is GTG – Currently in testing phase and collecting feedback

•□□□□□□□ New PPP Rate Smart Renewal Offer Identifier (Henna) ETA after New Biz App is GTG -

•□□□□□□□ ICs calling into CS (Sif / Dan): Done

o MVC leads do not have renewal package before 60 days from renewal date – IC calls in-house to request for renewal package to be emailed to the Customer

•□□□□□□□ Renewal Script Change / Email / Mail changes (CS / Carlos): LIVE next week: Carlos, Dan, and Ravi to discuss off line.

•□□□□□□□ NEW: Senior (+75) Renewal (Dan / Van / Ravi / CS / Henna): next meeting mid-September to follow up.

•□□□□□□□ New Lead Assignment NEXT Wednesday: please ensure this process is smooth. Done

•□□□□□□□ Suggestion on contracts on MyTime to be offered RateFlex instead of MYE and saving should not appear on iPad (Dan/ Henna)

•□□□□□□□ SITEL unable to process multiples (CS): SITEL and VM working on fixing; follow up on next meeting.

Forecast Renewal Calls – (last week of every month is a push week) – March 23rd, April 27th (1200), May 25th (1200), June, 22nd (1200), July 27th (1200), August 24th, September 28th
Typically 1000 Deals JOJ Week, 7 Day Push.

Thank you,

Henna Baig

x74475

From: Ravi Maharaj
Sent: Friday, August 28, 2015 12:05 PM
To: Henna Baig; Karen Marson; Daniel Gadoua; Carlos Zarate; Ryan Howie; Arlene Young; Jennifer Johnston; Derek Whittaker; Sif Ali; Vanessa Ramnath; Praveen Lalla
Cc: Jason Herod; Steve Weber; Steve Copeland; Gord Potter; Richard Teixeira; Ravi Maharaj
Subject: The Bi-Weekly Renewal

Hi,

Please see below for a summary of what was discussed during today's meeting:

-

To Do List:

•□□□□□□□ New iPad App TRN (Henna / Ravi / Dan) ETA after New Biz App is GTG

•□□□□□□□ New PPP Rate Smart Renewal Offer Identifier (Henna) ETA after New Biz App is GTG

•□□□□□□□ ICs calling into CS (Sif / Dan): will follow up next meeting.

•□□□□□□□ Renewal Script Change / Email / Mail changes (CS / Carlos): LIVE next week: Carlos, Dan, and Ravi to discuss off line.

•□□□□□□□ NEW: Senior (+75) Renewal (Dan / Van / Ravi / CS / Henna): next meeting mid-September to follow up.

•□□□□□□□ New CSRs notification for Renewals and NB (Ryan) DONE

•□□□□□□□ New Lead Assignment NEXT Wednesday: please ensure this process is smooth.

•□□□□□□□ SITEL unable to process duals (CS): SITEL fix in testing this week; follow up on next meeting.

Forecast Renewal Calls – (last week of every month is a push week) – March 23rd, April 27th (1200), May 25th (1200), June, 22nd (1200), July 27th (1200), August 24th. Typically 1000 Deals JOJ Week, 7 Day Push.

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Henna Baig
Sent: Thursday, July 30, 2015 2:38 PM
To: Ravi Maharaj; Karen Marson; Daniel Gadoua; Carlos Zarate; Ryan Howie; Arlene Young; Jennifer Johnston; Derek Whittaker; Sif Ali; Vanessa Ramnath; Praveen Lalla
Cc: Jason Herod; Steve Weber; Steve Copeland; Gord Potter; Richard Teixeira
Subject: RE: The Bi-Weekly Renewal

Hi,

Please see below for a summary of what was discussed during today's meeting:

-

To Do List:

•□□□□□□□ New iPad App TRN (Henna / Ravi / Dan) ETA after New Biz App is GTG

•□□□□□□□ New PPP Rate Smart Renewal Offer Identifier (Henna) ETA after New Biz App is GTG

•□□□□□□□ Renewal / JECP Over Lap (Carlos / Henna): Done

•□□□□□□□ ICs calling into CS (Sif / Dan): will follow up next meeting.

•□□□□□□□ Gas VS Power CCR accept % differential (Henna / Dan): Done

•□□□□□□□ NEW: Senior (+75) Renewal (Dan / Van / Ravi): to be taken away on CCR calls to complete task.

•□□□□□□□ New CSRs notification for Renewals and NB (Ryan)

•□□□□□□□ Slow lead assignment on the iPad: Will check with Anna

Forecast Renewal Calls – (last week of every month is a push week) – March 23rd, April 27th (1200), May 25th (1200), June, 22nd (1200), July 27th (1200), August 24th. Typically 1000 Deals JOJ Week, 7 Day Push.

Thank you,

Henna Baig

x74475

From: Ravi Maharaj
Sent: Thursday, July 16, 2015 2:31 PM
To: Karen Marson; Daniel Gadoua; Henna Baig; Carlos Zarate; Ryan Howie; Arlene Young; Jennifer Johnston; Derek Whittaker; Sif Ali; Vanessa Ramnath; Praveen Lalla
Cc: Jason Herod; Steve Weber; Steve Copeland; Gord Potter; Richard Teixeira; Ravi Maharaj
Subject: The Bi-Weekly Renewal

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

To Do List:

•□□□□□□□ New iPad App TRN (Henna / Ravi / Dan) ETA after New Biz App is GTG

•□□□□□□□ New PPP Rate Smart Renewal Offer Identifier (Henna) ETA after New Biz App is GTG

•□□□□□□□ Renewal / JECP Over Lap (Carlos / Henna): awaiting executive determination; should be provided by next meeting.

•□□□□□□□ ICs calling into CS (Sif / Dan): will follow up next meeting.

•□□□□□□□ Gas VS Power CCR accept % differential (Henna / Dan): Gas % very low; will follow up next meeting.

•□□□□□□□ NEW: Senior (+75) Renewal (Dan / Van / Ravi): to be taken away on CCR calls to complete task.

Forecast Renewal Calls – (last week of every month is a push week) – March 23rd, April 27th (1200), May 25th (1200), June, 22nd (1200), July 27th (1200), August 24th. Typically 1000 Deals JOJ Week, 7 Day Push.

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, July 02, 2015 2:40 PM
To: Karen Marson; Daniel Gadoua; Henna Baig; Carlos Zarate; Ryan Howie; Arlene Young; Jennifer Johnston; Derek Whittaker; Sif Ali
Cc: Jason Herod; Steve Weber; Steve Copeland; Regional Kitchener (Daniel); Gord Potter; Richard Teixeira; Ravi Maharaj
Subject: The Bi-Weekly Renewal

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

To Do List:

•□□□□□□□ New iPad App TRN (Henna / Ravi / Dan) ETA after New Biz App is GTG

•□□□□□□□ New PPP Rate Smart Renewal Offer Identifier (Henna) ETA after New Biz App is GTG

•□□□□□□□ Renewal / JECP Over Lap (Carlos / Henna): awaiting executive determination.

•□□□□□□□ ICs calling into CS (Sif / Dan): will follow up next meeting.

•□□□□□□□ Gas VS Power CCR accept % differential (Henna / Dan): Gas % very low; will follow up next meeting.

Forecast Renewal Calls – (last week of every month is a push week) – March 23rd, April 27th (1200), May 25th (1200), June, 22nd (1200), July 27th (1200), August 24th. Typically 1000 Deals JOJ Week, 7 Day Push.

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, June 18, 2015 2:35 PM
To: Karen Marson; Daniel Gadoua; Henna Baig; Carlos Zarate; Ryan Howie; Arlene Young; Jennifer Johnston; Derek Whittaker
Cc: Jason Herod; Steve Weber; Steve Copeland; Regional Kitchener (Daniel); Gord Potter; Richard Teixeira; Ravi Maharaj
Subject: The Bi-Weekly Renewal

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

To Do List:

•□□□□□□□ New iPad App TRN (Henna / Ravi / Dan) Pilot TRN Next Friday (New Biz). Renewal GTG ETA – mid to end July.

•□□□□□□□ New PPP Rate Smart Renewal Offer Identifier (Henna) dependent on new JEM App.

•□□□□□□□ Renewal / JECP Over Lap (Carlos / Henna): awaiting executive determination.

Forecast Renewal Calls – (last week of every month is a push week) – March 23rd, April 27th (1200), May 25th (1200), June, 22nd (1200), July 27th, August 24th. Typically 1000 Deals JOJ Week, 7 Day Push.

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, June 04, 2015 2:33 PM
To: Karen Marson; Daniel Gadoua; Henna Baig; Carlos Zarate; Ryan Howie; Arlene Young; Jennifer Johnston; Derek Whittaker
Cc: Jason Herod; Steve Weber; Steve Copeland; Regional Kitchener (Daniel); Gord Potter; Richard Teixeira; Ravi Maharaj
Subject: The Bi-Weekly Renewal

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

To Do List:

•□□□□□□□ New iPad App TRN (Henna / Ravi / Dan) Spoke to Anna and she will confirm when we are good to start testing

•□□□□□□□ New PPP Rate Smart Renewal Offer Identifier (Henna) Completed packages letter updates (attached - Renewal Letter for Rate Smart). Have to start working on the iPad changes.

•□□□□□□□ Gas Renewal Rate 25.5 (Henna / Dan) Completed request from Dan for the 4 contracts (attached - RE: Retention offer on renewal) DONE

•□□□□□□□ Renewal / JECP Over Lap (Carlos): some clarification is required with regards to when it should be removed as a lead (specific to the SS).

•□□□□□□□ Adding CSR Email Confirmation Check to Renewal Script (Dan): Let us know if you want to move forward with this revision. DONE – Do Not Add.

Pending items:

- New Business Single Resi Commodity / Renewal Specific Offers (Ravi / Isabel) – awaiting new iPad App.

- Forecast – (Dan) last week of every month is a JOJ – March 23rd, April 27th (1200), May 25th (1200), June, 22nd, July 27th, August 24th. 1000 Deals JOJ Week. 7 Days.

4497

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, May 21, 2015 2:54 PM
To: Karen Marson; Daniel Gadoua; Henna Baig; Carlos Zarate; Ryan Howie; Arlene Young
Cc: Jason Herod; Steve Weber; Steve Copeland; Regional Kitchener (Daniel); Ravi Maharaj; Jennifer Johnston; Derek Whittaker
Subject: The Bi-Weekly Renewal

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

To Do List:

•□□□□□□□ New iPad App TRN (Henna / Ravi / Dan)

•□□□□□□□ New PPP Rate Smart Renewal Offer Identifier (Henna)

•□□□□□□□ Gas Renewal Rate 25.5 (Henna / Dan)

Pending items:

•□□□□□□□ New Business Single Resi Commodity / Renewal Specific Offers (Ravi / Isabel) – awaiting new iPad App.

•□□□□□□□ Forecast – (Dan) last week of every month is a JOJ – March 23rd, April 27th (1200), May 25th (1200), June, 22nd, July 27th, August 24th. 1000 Deals JOJ Week. 7 Days.

Thanks,

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, May 07, 2015 2:47 PM
To: Karen Marson; Daniel Gadoua; Henna Baig; Carlos Zarate; Ryan Howie; Arlene Young
Cc: Jason Herod; Steve Weber; Steve Copeland; Regional Kitchener (Daniel); Ravi Maharaj
Subject: The Bi-Weekly Renewal

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

To Do List:

•□□□□□□□ Oliver Call Feedback (Dan) DONE (should have been a kill call) CSR should ask CX MAX 3X if they want to continue; anything above that CSR should end call.*generic rule of thumb

•□□□□□□□ CSR Antonio (CS) In Coaching to work with and improve on his feedback. DONE.

•□□□□□□□ Forecast – (Dan) last week of every month is a JOJ – March 23rd, April 27th (1200), May 25th (1200), June, 22nd, July 27th, August 24th. 1000 Deals JOJ Week. 7 Days.

Pending items:

•□□□□□□□ New Business Single Resi Commodity / Renewal Specific Offers (Ravi / Isabel) – awaiting new iPad App.

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, April 09, 2015 2:35 PM
To: Karen Marson; Daniel Gadoua; Henna Baig; Carlos Zarate; Ryan Howie; Arlene Young
Cc: Jason Herod; Steve Weber; Steve Copeland; Regional Kitchener (Daniel); Ravi Maharaj
Subject: The Bi-Weekly Renewal

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

To Do List:

- □□□□□□□ Old Call Feedback (Dan) DONE!!!!!
- □□□□□□□ Oliver Call Feedback (Dan)
- □□□□□□□ CSR Antonio (CS)

- □□□□□□□ Forecast – (Dan) last week of every month is a JOJ – March 23rd, April 27th (1200), May 25th, June, 22nd, July 27th, August 24th. 1000 Deals JOJ Week. 7 Days.

Pending items:

- □□□□□□□ New Business Single Resi Commodity / Renewal Specific Offers (Ravi / Isabel) – awaiting new iPad App.

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, March 26, 2015 2:33 PM
To: Karen Marson; Daniel Gadoua; Henna Baig; Carlos Zarate; Ryan Howie; Arlene Young
Cc: Jason Herod; Steve Weber; Steve Copeland; Regional Kitchener (Daniel); Ravi Maharaj
Subject: The Bi-Weekly Renewal

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

https://www.youtube.com/watch?v=8kZg_ALxEz0

To Do List:

•□□□□□□□ Renewal without an email address (Henna Issue resolved; any anomalies Dan please send the smoking gun example to review.

•□□□□□□□ In House Declined Leads from Walk Up Renewals. (CS). None in the last 2 weeks; Dan to send any examples if they arise. Issue resolved.

•□□□□□□□ Old Call Feedback (Dan)

•□□□□□□□ NEW: Dropped Calls (CS) Issue Resolved; Dan to send any examples to review.

•□□□□□□□ Forecast – (Dan) last week of every month is a JOJ – March 23rd, April 27th, May 25th, June, 22nd, July 27th, August 24th. 1000 Deals JOJ Week. 7 Days.

Pending items:

•□□□□□□□ New Business Single Resi Commodity / Renewal Specific Offers (Ravi / Isabel) – awaiting new iPad App.

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, March 12, 2015 4:08 PM
To: Karen Marson; Daniel Gadoua; Henna Baig; Carlos Zarate; Ryan Howie; Arlene Young; Anna Dec
Cc: Jason Herod; Steve Weber; Steve Copeland; Regional Kitchener (Daniel); Ravi Maharaj
Subject: The Bi-Weekly Renewal

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

To Do List:

•□□□□□□□ Renewal without an email address (Henna) Looking to resend package after IC disposition. SITEL being updated will also be required. Goal of 10 Days to ensure package is delivered to CX. 10 Day Test to be completed, follow up on next call.

•□□□□□□□ In House Declined Leads from Walk Up Renewals. (CS). Data info for next meeting to discuss further.

•□□□□□□□ Old Call Feedback (Dan)

•□□□□□□□ NEW: Dropped Calls (CS) Dan to send a few examples to review.

4503

•□□□□□□□ Forecast – (Dan) last week of every month is a JOJ – March 23rd, April 27th, May 25th, June, 22nd, July 27th, August 24th. 1000 Deals JOJ Week. 7 Days.

Pending items:

•□□□□□□□ New Business Single Resi Commodity / Renewal Specific Offers (Ravi / Isabel) – awaiting new iPad App.

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, February 26, 2015 2:36 PM
To: Karen Marson; Daniel Gadoua; Henna Baig; Carlos Zarate; Ryan Howie; Arlene Young; Anna Dec
Cc: Jason Herod; Steve Weber; Steve Copeland; Regional Kitchener (Daniel); Ravi Maharaj
Subject: The Bi-Weekly Renewal

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

To Do List:

•□□□□□□□ Renewal Script Revisions (as per Nola request) (Arlene). LIVE: DONE

•□□□□□□□ NEW – Renewal without an email address (Henna) Looking a most practical options to resolve.

•□□□□□□□ In House Declined Leads from Walk Up Renewals (Henna / CS). Next Week

•□□□□□□□ Removal of 2nd Email Workaround function – DONE.

•□□□□□□□ Dan Call Feedback – DONE

•□□□□□□□ Unit Number issue (Karen) – TRN issue; DONE.

•□□□□□□□ Forecast – (Dan) last week of every month is a JOJ – March 23rd, April 27th, May 25th, June, 22nd, July 27th, August 24th. 1000 Deals JOJ Week. 7 Days.

Pending items:

•□□□□□□□ New Business Single Resi Commodity / Renewal Specific Offers (Ravi / Isabel) – awaiting new iPad App.

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, February 12, 2015 2:23 PM
To: Karen Marson; Daniel Gadoua; Henna Baig; Carlos Zarate; Ryan Howie; Arlene Young; Anna Dec
Cc: Jason Herod; Steve Weber; Steve Copeland; Regional Kitchener (Daniel); Ravi Maharaj

Subject: The Bi-Weekly Renewal

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

To Do List:

•□□□□□□□ Renewal Script Revisions (as per Nola request) (Arlene). ETA Next Thursday; will provide update next week.

•□□□□□□□ NEW – Renewal without an email address (Henna to follow up with JH)

•□□□□□□□ In House Declined Leads from Walk Up Renewals (Henna / CS).

•□□□□□□□ Removal of 2nd Email Workaround function – GTG as per Dan; if email issue reappears this can be revisited.

•□□□□□□□ Dan Call Feedback – feedback on next call.

Pending items:

•□□□□□□□ New Business Single Resi Commodity / Renewal Specific Offers (Ravi / Isabel) – awaiting new iPad App.

Thanks,

Ravi

(x71245)

(416.817.9508)

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, January 29, 2015 4:28 PM
To: Karen Marson; Daniel Gadoua; Henna Baig; Carlos Zarate; Ryan Howie; Arlene Young; Anna Dec
Cc: Jason Herod; Steve Weber; Steve Copeland; Regional Kitchener (Daniel); Ravi Maharaj
Subject: The Bi-Weekly Renewal

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

To Do List:

•□□□□□□□ JECP / Renewal Overlap Issues / SS Exit Fees / Reaffs (Karen). DONE – Dan to advise if any of these examples occur moving forward.

•□□□□□□□ LVC Offer (Henna) – DONE Dan to send completed paperwork for processing

•□□□□□□□ ON Dual Fuel – Still In-House (JE) – pending. (Arlene). Done – back with SITEL.

•□□□□□□□ Renewal Script Revisions (as per Nola request) (Arlene). Still On HOLD (after AB JECP).

•□□□□□□□ NEW – Renewal without an email address (All – Urgent answer requested)

•□□□□□□□ In House Declined Leads from Walk Up Renewals (Henna / CS)

•□□□□□□□ NEXT Meeting – Removal of 2nd Email Workaround function.

Pending items:

•□□□□□□□ New Business Single Resi Commodity / Renewal Specific Offers (Ravi / Isabel) – awaiting new iPad App.

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, January 15, 2015 2:40 PM
To: Karen Marson; Daniel Gadoua; Henna Baig; Carlos Zarate; Ryan Howie; Arlene Young; Anna Dec
Cc: Jason Herod; Steve Weber; Steve Copeland; Regional Kitchener (Daniel); Ravi Maharaj
Subject: The Bi-Weekly Renewal

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

To Do List:

•□□□□□□□ Renewal Packages – 30 Days on Forms (Henna) – LIVE Date GTG November 1st (Power) DONE and ~~Deeember 1st~~ (Gas). PPP GTG Jan 1st PAB TBD - DONE

•□□□□□□□ Email issue (JE IT). DONE

•□□□□□□□ Binjj Issue – (Anna Dec) – pending – release planned for tmrw.

•□□□□□□□ JECP / Renewal Overlap Issues / SS Exit Fees / Reaffs (Karen).

•□□□□□□□ ON Dual Fuel – Still In-House (JE) – pending. (Arlene).

•□□□□□□□ Renewal Script Revisions (as per Nola request) (Arlene).

Pending items:

•□□□□□□□ New Business Single Resi Commodity / Renewal Specific Offers (Ravi / Isabel) – awaiting new iPad App.

Thanks,

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, December 18, 2014 2:33 PM
To: Karen Marson; Daniel Gadoua; Henna Baig; Carlos Zarate; Ryan Howie; Arlene Young
Cc: Jason Herod; Steve Weber; Steve Copeland; Regional Kitchener (Daniel); Ravi Maharaj
Subject: The Bi-Weekly Renewal

4509

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

To Do List:

•□□□□□□□ Renewal Packages – 30 Days on Forms (Henna) – LIVE Date GTG November 1st (Power) DONE and ~~December 1st~~ (Gas). PPP GTG Jan 1st PAB TBD

•□□□□□□□ Renewal Scripts (Arlene / Dan / Ravi) – meeting for Renewal scripts to be set up to look into possible changes. Pending the approval process; currently with Sif. DONE – Operational Next Week

•□□□□□□□ Systematic CS CSR Script issues (Waiting for "Yes" and Green) (Ryan / Arlene) – Pending (Green) ~~CSR Coaching for "YES" issue DONE~~. DONE – Operational Next Week

•□□□□□□□ Dual Enrollments – (Ryan) DONE – Operational Next Week

•□□□ NEW - Email issue (JE IT). Pending

Pending items:

•□□□□□□□ New Business Single Resi Commodity / Renewal Specific Offers (Ravi / Isabel) – awaiting new iPad App.

Thanks,

Ravi Maharaj
Regional Sales Manager

T 905.670.4440 ext: 71245 | F 905.564.6107 | C 416.817.9508
345 Dixie Road, Suite 200, Mississauga, Ontario, L5T 2E6
E-mail rmaharaj@justenergy.com | Web justenergy.com

Integrity | Innovation | Customer Centricity | Responsibility | Enrichment | Excellence

Just Energy is a green, clean company. Be part of our mission. Think before you ink.

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From: Ravi Maharaj
Sent: Thursday, November 20, 2014 2:29 PM
To: Karen Marson; Daniel Gadoua; Henna Baig; Carlos Zarate; Ryan Howie; Arlene Young
Cc: Jason Herod; Steve Weber; Steve Copeland; Regional Kitchener (Daniel)
Subject: The Bi-Weekly Renewal

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

To Do List:

•□□□□□□□ Renewal Packages – 30 Days on Forms (Henna) – LIVE Date GTG November 1st (Power) DONE and December 1st (Gas).

•□□□□□□□ Renewal Scripts (Arlene / Dan / Ravi) – meeting for Renewal scripts to be set up to look into possible changes. Pending the approval process; currently with Sif.

•□□□□□□□ Systematic CS CSR Script issues (Waiting for "Yes" and Green) (Ryan / Arlene) – Pending (Green) CSR Coaching for "YES" issue DONE.

•□□□□□□□ New CSRs – November 24th – should help with waits (Ryan). DONE!

•□□□□□□□ NEW - Email issue (JE IT) (CS).

Pending items:

•□□□□□□□ New Business Single Resi Commodity / Renewal Specific Offers (Ravi / Isabel) – awaiting new iPad App.

Thanks,

Ravi
(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, November 06, 2014 2:27 PM
To: Karen Marson; Daniel Gadoua; Henna Baig; Carlos Zarate; Ryan Howie; Arlene Young; Sif Ali
Cc: Jason Herod; Steve Weber; Ravi Maharaj; Steve Copeland
Subject: The Bi-Weekly Renewal

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

To Do List:

•□□□□□□□ Renewal Packages – 30 Days on Forms (Henna) – LIVE Date GTG November 1st (Power) DONE and December 1st (Gas).

•□□□□□□□ Renewal Scripts (Arlene / Dan / Ravi) – meeting for Renewal scripts to be set up to look into possible changes. Pending the approval process; currently with Sif.

•□□□□□□□ Systematic CS CSR Script issues (Waiting for "Yes" and Green) (Ryan / Arlene) – Pending.

•□□□□□□□ New CSRs – November 24th – should help with waits (Ryan).

•□□□□□□□ IC asked for copy of the call (Arlene / Dan) – Dan will address. Consider it DONE!

Pending items:

•□□□□□□□ New Business Single Resi Commodity / Renewal Specific Offers (Ravi / Isabel) – awaiting new iPad App.

Thanks!

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
E-mail rmaharaj@justenergy.com | Web justenergy.com

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From: Ravi Maharaj
Sent: Thursday, October 23, 2014 11:26 AM
To: Steve Weber; Karen Marson; Daniel Gadoua; Henna Baig; Shivani Dixit; Carlos Zarate; Ryan Howie; Arlene Young; Isabel Giraldo Gomez
Cc: Jason Herod
Subject: The Bi-Weekly Renewal

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

To Do List:

•□□□□□□□ MVC / LVC Lead issue (from Hudson) (Karen) – DONE. Dan to forward any further examples to investigate.

•□□□□□□□ Renewal Packages – 30 Days on Forms (Henna) – LIVE Date GTG November 1st (Power) and December 1st (Gas).

•□□□□□□□ Renewal Scripts (Arlene / Dan / Ravi) – meeting for Renewal scripts to be set up to look into possible changes.

Pending items:

•□□□□□□□ New Business Single Resi Commodity / Renewal Specific Offers (Ravi / Isabel) – awaiting new iPad App.

Thanks!

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | **C** 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
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From: Ravi Maharaj
Sent: Thursday, October 09, 2014 2:44 PM
To: Steve Weber; Karen Marson; Daniel Gadoua; Henna Baig; Shivani Dixit; Carlos Zarate; Ryan Howie; Arlene Young; Isabel Giraldo Gomez; Ravi Maharaj
Cc: Jason Herod
Subject: The Bi-Weekly Renewal

4515

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

•□□□□□□□ MVC / LVC Lead issue (from Hudson) (Karen) – awaiting Executive response. Steve – can you provide any insight.

•□□□□□□□ Renewal Packages – 30 Days on Forms (Henna) – LIVE Date tentatively for November 1st 2014.

•□□□□□□□ New Business Single Resi Commodity / Renewal Specific Offers (Ravi / Isabel) – delayed until new iPad App. All In House work will be completed prior to ensure a speedy turnaround once the app is functional.

•□□□□□□□ Wrong Postal Code Mapping on Leads (Carlos / Henna / Anna) – New iPad App will resolve. Until then, Leads that are outside of Ontario will be scrubbed by renewal team prior to issuing to Dan. Henna to clarify some items here (lead count, percentage, etc.).

•□□□□□□□ Renewal Scripts (Arlene / Dan / Ravi) – meeting for Renewal scripts to be set up to look into possible changes.

Thanks!

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Thursday, September 25, 2014 2:34 PM
To: Steve Weber; Karen Marson; Daniel Gadoua; Henna Baig; Shivani Dixit; Carlos Zarate; Ryan Howie
Cc: Anna Dec; Ravi Maharaj (rmaharaj@justenergy.com)
Subject: RE: The Bi-Weekly Renewal

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

•□□□□□□□ MVC / LVC Lead issue (from Hudson) (Karen) – awaiting Executive response.

•□□□□□□□ Accepted Leads Project (Henna / Ryan / Shivani) – DONE! First Report October 1st. Any issues will be addressed.

•□□□□□□□ Anti-Spam Legislation issue requiring an additional signature (Henna) – DONE! In production.

•□□□□□□□ Renewal Packages – 30 Days on Forms (Henna) – Next Meeting. Approved from Eli. LIVE Date tentatively Next Month.

•□□□□□□□ New Business Single Resi Commodity / Renewal Specific Offers (Ravi / Isabel) – in progress.

•□□□□□□□ SITEL Renewal (Ryan) – LIVE!

•□□□□□□□ Wrong Postal Code Mapping on Leads (Carlos / Henna) – Working with Anna about the default iPad coding for addresses outside of ON. Will follow up with Anna.

Thanks,

Ravi
(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, August 28, 2014 2:56 PM
To: Steve Weber; Karen Marson; Daniel Gadoua; Henna Baig; Shivani Dixit; Carlos Zarate; Ryan Howie
Cc: Ravi Maharaj (rmaharaj@justenergy.com)
Subject: RE: The Bi-Weekly Renewal

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

•□□□□□□□ MVC / LVC Lead issue (from Hudson) (Karen) – awaiting Executive response.

•□□□□□□□ Accepted Leads Project (Henna / Ryan / Shivani) – File generated by CS. No issues to report. October 1st first automated reported will be generated and reviewed moving forward.

•□□□□□□□ Anti-Spam Legislation issue requiring an additional signature (Henna) – Anna advised still in testing.

•□□□□□□□ Renewal Packages – 30 Days on Forms (Henna) – Next Meeting. Each package has to be reviewed independently; very time consuming.

•□□□□□□□ New Business Single Resi Commodity / Renewal Specific Offers (Henna / Isabel) – Next Meeting.

•□□□□□□□ SITEL Renewal capabilities (Ryan) – Did not make 25AUG14 JOJ Week. LIVE Date pending.

•□□□□□□□ Wrong Postal Code Mapping on Leads (Carlos / Henna) – Working with Anna about the default iPad coding for addresses outside of ON. Please provide amount by next meeting.

Thanks,

Ravi
(x71245)

4519

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, August 14, 2014 2:31 PM
To: Steve Weber; Karen Marson; Daniel Gadoua; Henna Baig; Shivani Dixit; Carlos Zarate; Ryan Howie
Subject: The Weekly Renewal

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

•□□□□□□□ MVC / LVC Lead issue (from Hudson) (Karen). Pending – awaiting Executive response.

•□□□□□□□ Accepted Leads Project (Henna / Ryan) Pending – need follow up from CS. Shivani is currently working through the process.

•□□□□□□□ Anti-Spam Legislation issue requiring an additional signature (Henna) Pending – waiting on response from Anna.

•□□□□□□□ Renewal Packages – 30 Days on Forms (Henna) Pending – Next Meeting.

•□□□□□□□ New Business Single Resi Commodity / Renewal Specific Offers (Henna / Isabel) Pending – Next Meeting.

•□□□□□□□ Ryan HOWIE Intro!!

•□□□□□□□ SITEL Renewal capabilities (Ryan) – Aiming for Next JOJ Week 25AUG14

•□□□□□□□ Wrong Postal Code Mapping on Leads NEW – Hey Steve, do you remember where we left off with this?

•□□□□□□□ Next Meeting; will be at 2:30, will update at that time.

Thanks,

Ravi
(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, July 31, 2014 5:06 PM
To: Steve Weber; Natania Jackson; Karen Marson; Daniel Gadoua; Henna Baig; Shivani Dixit; Carlos Zarate
Subject: RE: The Weekly Renewal

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

•□□□□□□□ MVC / LVC Lead issue (from Hudson) (Karen). Pending – should be resolved next week.

•□□□□□□□ Accepted Leads Project (Henna / Natania) Pending – need follow up from CS.

•□□□□□□□ Anti-Spam Legislation issue requiring an additional signature (Henna) Pending – waiting on response from Anna.

•□□□□□□□ Renewal Packages – 30 days on forms (Henna) New

•□□□□□□□ New Business Single Resi Commodity / Renewal Specific Offers (Henna / Isabel) New

Thanks,

Ravi
(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, July 03, 2014 2:35 PM
To: Steve Weber; Natania Jackson; Karen Marson; Daniel Gadoua; Henna Baig
Subject: RE: The Weekly Renewal

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

Meeting changed to Bi-Weekly due to some scheduling conflicts. Done

MVC / LVC Lead issue (from Hudson) (Karen). Pending

Accepted Leads Project (Henna / Natania) Pending

Please advise Karen's Team in advance of any JOJ Weeks (Ravi / Dan) Done

Calling Leads within the 4 Week IC Head Start (Steve) Done

Anti-Spam Legislation issue requiring an additional signature (Henna) Pending

Thanks,

Ravi
(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, June 19, 2014 4:16 PM
To: Steve Weber; Natania Jackson; Karen Marson; Daniel Gadoua; Henna Baig
Subject: The Weekly Renewal

Hi Guys,

Please see below for a summary of what was discussed during today's meeting:

1. MVC / LVC Lead issue (from Hudson) (Karen).

•□□□□□□□ We will be addressing this next week.

2. Accepted Leads Project (Henna / Natania)

•□□□□□□□ We will follow up next week.

•□□□□□□□ We will still need to clarify the process on the back end.

•□□□□□□□ Dan mentioned to ensure those affected deals are communicated to him to ensure they don't get lost in the shuffle and are in fact dealt with appropriately on his end.

3. Getting FPRC #s for Accepted Deals in Real Time.

•□□□□□□□ The usage of the "777" FPRC Code in this event will be "flagged" on the Ops Report; that is run daily. These will be investigated and resolved at that time. DONE

Let me know if I missed anything and/or if any clarifications are required.

Until next week.

Thanks!

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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THIS IS EXHIBIT "113" REFERRED TO IN THE AFFIDAVIT OF MICHELLE ALEXANDER SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018

A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.

To: Regional Yorkland (Gintaras)[gintaras.slizauskas@hudsonenergysales.com]; Daniel Gadoua[DGadoua@cambridge.justenergysales.com]; Regional Quebec (Daniel)[danq@quebec.justenergysales.com]; Regional Islington (Kambiz)[KAvanestan@islington.justenergysales.com]; Regional Fairview (Brian)[BMarsellus@fairview.justenergysales.com]; Regional Kitchener (Daniel)[DCamirand@kitchener.justenergysales.com]; Regional Kitchener (Joel)[jStewart@cambridge.justenergysales.com]; Regional Oshawa (Finlay)[farnold@oshawa.justenergysales.com]; Regional Viking (Kevin)[kstamant@viking.justenergysales.com]; Regional (Dan)[dorr@justenergysales.com]; IC Regional Fairview (Mithra)[msaunders@fairview.justenergysales.com]; Regional Toronto (Simon)[sgraveney@toronto.justenergysales.com]
Cc: Raymond Condon[rcondon@justenergy.com]; Steve Weber[SWeber@justenergy.com]; Richard Teixeira[RTeixeira@justenergy.com]; Jason Herod[JHerod@justenergy.com]; Jody Kelly[JoKelly@justenergy.com]; Ravi Maharaj[rmaharaj@justenergy.com]; Vanessa Ramnath[vramnath@justenergy.com]; Vanessa Anesetti-Parra[vanesetti@justenergy.com]
From: Ravi Maharaj
Sent: Tue 17/02/2015 3:08:33 PM
Importance: Normal
Subject: MEMO: Burlington - GTG
MAIL_RECEIVED: Tue 17/02/2015 3:08:35 PM

Hi Teams,

Please be advised that we are GTG to return to Burlington; effective Monday February 23rd, 2015.

As a reminder, there was a MAJOR NHS IC related incident that occurred in this area; and the climate is still very delicate.

That being said, we have only cleared a return to Burlington: for the area North of the QEW.

There will be a Zero Tolerance policy for any ICs found marketing South of the QEW. Compliance will be monitoring this activity, and advise of any issues.

Lastly, for the next few months please forward any Burlington trips to me for clearance, prior to attending the area.

We need to make this return very gradual, and I would not want any of you going into this area after it was just worked and/or at the same time.

Your attention to detail on this delicate matter is greatly appreciated!

As always, if there are any concerns please feel free to contact me directly.

Thanks!

Ravi Maharaj
Regional Sales Manager
T 905.670.4440 ext: 71245 | F 905.564.6107 | C 416.817.9508
6345 Dixie Road, Suite 200, Mississauga, Ontario, L5T 2E6
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THIS IS EXHIBIT "114" REFERRED TO IN THE
AFFIDAVIT OF MICHELLE ALEXANDER
SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018

A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.

To: Johnny Lavoie[jlavoie@justenergy.com]; Regional Fairview (Brian)[BMarsellus@fairview.justenergysales.com]; Regional Kitchener (Daniel)[DCamirand@kitchener.justenergysales.com]; Daniel Gadoua[DGadoua@cambridge.justenergysales.com]; Regional (Ray)[rrahaman@justenergysales.com]; Regional Islington (Kambiz)[KAvanestan@islington.justenergysales.com]; Regional Kitchener (Joel)[jStewart@cambridge.justenergysales.com]; Regional (Andrew)[andrewd@cambridge.justenergysales.com]; Regional Yorkland (Gintaras)[gintaras.slizauskas@hudsonenergysales.com]; Regional Kitchener Commercial (Jamie)[JBradstock@kitchener.justenergysales.com]; Regional (Jahan)[jsaffari@justenergysales.com]; Regional Oshawa (Daniel)[dbromell@oshawa.justenergysales.com]; Regional Viking (Andrija)[apopovic@viking.justenergysales.com]; Regional Etobicoke (John)[john.roche@hudsonenergysales.com]; Regional (Ali)[azamany@justenergysales.com]; Regional Oshawa (Finlay)[farnold@oshawa.justenergysales.com]
Cc: Jason Herod[JHerod@justenergy.com]; Richard Teixeira[RTeixeira@justenergy.com]; Jody Kelly[JoKelly@justenergy.com]; Steve Weber[SWeber@justenergy.com]; Alan Shulman[ashulman@justenergy.com]; Darren Pritchett[DPritchett@justenergy.com]; Humera Siddiqui[hsiddiqui@nationalhs.ca]; Vanessa Ramnath[vramnath@justenergy.com]; Vanessa Anesetti-Parra[vanesetti@justenergy.com]; Nola Ruzycki[nruzycki@justenergy.com]; Eli Cranley[ecranley@justenergy.com]; Patti Chan[PaChan@justenergy.com]; Jonah Davids[JDavids@justenergy.com]; Ravi Maharaj[rmaharaj@justenergy.com]; Mahjabeen Choudhry[mchoudhry@justenergy.com]
From: Ravi Maharaj
Sent: Thur 18/09/2014 1:00:58 PM
Importance: Normal
Subject: Sudbury (Cease Marketing / Permits)
MAIL_RECEIVED: Thur 18/09/2014 1:01:00 PM

Hi Guys,

Please be advised of the below:

Please **cease marketing immediately** in Sudbury.

The ability to market is now completely dependent on obtaining a permit; prior to marketing in this area.

This would also include towns and cities in the Greater Sudbury area; such as Espanola.

I understand this is a deviation of the norm for last 17 years in Ontario, and I am looking into

some solutions for this new and unwanted problematic.

I have included the Extranet Permit Tracker link below as a reference.

http://portal.oesc.ca/Pages/AllCategories.aspx?View=%7b7C1BF20A-CB08-4C9A-AFCC-FCC9A9226D52%7d&FilterField1=ESG_x002e_Doc_x002e_Category&FilterValue1=PermitTracker

If there are any questions feel free to contact me directly.

Thanks,

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | **C** 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
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THIS IS EXHIBIT "115" REFERRED TO IN THE AFFIDAVIT OF MICHELLE ALEXANDER SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018

A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.

To: Regional Yorkland (Gintaras)[gintaras.slizauskas@hudsonenergysales.com]; Daniel Gadoua[DGadoua@cambridge.justenergysales.com]; Regional Quebec (Daniel)[danq@quebec.justenergysales.com]; Regional Islington (Kambiz)[KAvanestan@islington.justenergysales.com]; Regional Fairview (Brian)[BMarsellus@fairview.justenergysales.com]; Regional Kitchener (Daniel)[DCamirand@kitchener.justenergysales.com]; Regional Kitchener (Joel)[jStewart@cambridge.justenergysales.com]; Regional Oshawa (Finlay)[farnold@oshawa.justenergysales.com]; Regional Viking (Kevin)[kstamant@viking.justenergysales.com]; Regional (Dan)[dorr@justenergysales.com]; IC Regional Fairview (Mithra)[msaunders@fairview.justenergysales.com]
Cc: Andy Weiner[AWeiner@justenergy.com]; Raymond Condon[rcondon@justenergy.com]; Steve Weber[SWeber@justenergy.com]; Richard Teixeira[RTeixeira@justenergy.com]; Jason Herod[JHerod@justenergy.com]; Jody Kelly[JoKelly@justenergy.com]; Ravi Maharaj[rmaharaj@justenergy.com]; Nola Ruzycki[nruzycki@justenergy.com]; Krste Krstinovski[Krste.Krstinovski@hudsonenergy.net]; Ryan Howie[rhowie@justenergy.com]; Rosalba Gullo[rgullo@justenergy.com]
From: Ravi Maharaj
Sent: Thur 19/02/2015 2:01:13 PM
Importance: Normal
Subject: Ontario Conference Call Summary
MAIL_RECEIVED: Thur 19/02/2015 2:01:18 PM
Double Points Week.msg
Orientation Modules - All Markets.msg
MEMO Burlington - GTG.msg
Hudson's New MVC Process - Effective Monday, February 2, 2015 - Outline.msg
Kjjjjj.msg
Article Welland.msg
MEMO NAB Update (MVC Deals).msg

Hey Guys,

Please see below for a summary of today's call:

•□□□□□□□ Guest Speaker:

- Ryan HOWIE (CS)
- Rosie (Sales Support)
- Krste (HE / MVC)

•□□□□□□□ Burlington – NORTH of the QEW! Zero Tolerance for the South Side!

•□□□□□□□ HE MVC Contracts: Individual MVC Contract Accounts should continue to be signed up on JE Paper.

•□□□□□□□ Blue Water Power; OEB concerns. Please see below for a map of their service area. Please also follow up with Binder Checks and Sample Bill refreshers.

http://www.bluewaterpower.com/index.php/about-us-top/company-information/service-area

•□□□□□□□ 2X Points Week! Make your target; and you can have a 2X Points Week Next Week as well!!

•□□□□□□□ Orientation Modules (attached).

•□□□□□□□ NAB Bonus – now includes MVC Deals!

- Distribution List:

1. Emergency (CS Closed / Waits, ect) IC_Escalation_Canada@justenergy.com

2. General Feedback (CSR Coaching, pull calls, eligible check, ect) Dist_VendorManagement_Canada@justenergy.com

- The PERMIT TRACKER (click on link). The reason for this is due to certain municipalities in Ontario becoming excessively rigid with their Permit request. If you plan on visiting any of the municipalities on the list below; we strongly suggest you complete this permit process, to avoid any issues.

•□□□□□□□ Welland Article.

•□□□□□□□ Kijiji Ads (attached).

•□□□□□□□ The Big Be-Leaf=er returns to Ontario! Welcome to the team Simon!

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers:

- Kitchi Resi: 19
- Viking: 6
- Oshawa: 16
- Fairview: 16
- Toronto: 4
- Hespeler: Closed

•□□□□□□□ Please remember to Maintain Compliance. This is not a fad, but a cultural change. Please do not become a statistic.

•□□□□□□□ The 5 Keys to Success:

- Meet and Greet
- Managers Meeting
- Role Play

4535

- Badging
- Send Off
- Talk to New ICs (Bonus Key)

There's No Use Without The JUICE!!!!

Happy Tech Happy Cheq!!!

If there are any follow ups to these items please feel free to contact me directly.

Look forward to speaking to you all next week!

Thanks!

Attendees:

Dan C (on a plane)

Mithra

Brian M

Dan G

Dan Q

Kam

Joel S

Fin

Daniel Orr

Gintaras

Ravi Maharaj
Regional Sales Manager

T 905.670.4440 ext: 71245 | F 905.564.6107 | C 416.817.9508
6345 Dixie Road, Suite 200, Mississauga, Ontario, L5T 2E6
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From: Ravi Maharaj
Sent: Thursday, February 12, 2015 1:41 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional Kitchener (Joel); Regional Oshawa (Finlay); Regional Viking (Kevin); Regional (Dan); IC Regional Fairview (Mithra)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

NEW CCR Report!! Whoever didn't get email; please advise.

New JECP NAB Template.

New JECP NAB Posters.

Commissions Example Form Upatate.

Ontario JECP Goal: 35 ICs / July 1st, 2015!

Current Resi Office Numbers:

- □□□□□□□ Kitchi Resi: 13
- □□□□□□□ Viking: 5
- □□□□□□□ Oshawa: 13
- □□□□□□□ Fairview: 16
- □□□□□□□ Hespeler: 6

Valentine's Day / Family Day: Plan Your Work; Work Your Plan.

Returning ICs (Rosalba Email)

Head Office; Closed Monday February 16th, 2015.

Recruiting Ads: $$$ Signs!

The Referral Bonus Program has been extended until **March 1st, 2015.**

Please remember to Maintain Compliance. We recently had Risk Audits with some tangible takeaways. Moving forward, there will be follow ups to ensure these items are addressed.

The 5 Keys to Success:

- Meet and Greet
- Managers Meeting
- Role Play
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

There's No Use Without The JUICE!!!!

Happy Tech Happy Cheq!!!

I Am – Your Favorite RSMs' Favorite RSM.

You Are – The Best Direct Marketing Distributors in The Business.

We Are - …just getting started.

If there are any follow ups to these items please feel free to contact me directly.

Look forward to speaking to you all next week!

Thanks!

Attendees:

Daniel

Kevin

Gintaras

Brian

Dan G

Dan C

Dan Q

Mithra

Joel

Andrew

Fin

Kam (vaca)

Ravi Maharaj
Regional Sales Manager

T 905.670.4440 ext: 71245 | F 905.564.6107 | C 416.817.9508
6345 Dixie Road, Suite 200, Mississauga, Ontario, L5T 2E6
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From: Ravi Maharaj
Sent: Thursday, February 05, 2015 2:03 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional Kitchener (Joel); Regional Oshawa (Finlay); Regional Viking (Kevin); Regional (Dan); IC Regional Fairview (Mithra)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

Party with The Boys; wake up with The Men!

Guest Speaker – Megan Taylor (Trip Code of Conduct).

Top Crew Coordinators (2X CC Overrides):

- □□□□□□□ **Matthew Snow Kitchener-Resi (Person MacDonald Nominee)**
- □□□□□□□ **Marc Marajh Viking**
- □□□□□□□ **Adam Gleba Kitchener Commercial**

JECP Payment Revisions: 35 ICs / July 1st, 2015. More details to be finalized over the next week.

- NAB – 30 Days / $20 per JECP Deal. To be paid WEEKLY to ACTIVE ICs that show up to work the following MONDAY (see attached)
- Smart Stats being PAID on Installed and Pending!
- Bonus Tier Adjustments!
- March 2nd Payroll.

Installs	Bonus
3 to 4	$200 (up $50)
5 to 9	$300 (up $50)
10 to 14	$500 (up $100)
15 to 24	$750

25+	$1,000

Extranet Down; fix imminent.

Recruiting Ads – Dolla Dolla Bills Ya'll!!

The Pearson MacDonald and Humanitarian Award Nominations were sent out this week; please nominate team members you feel are deserving of these acknowledgements. #TexiTears

Bi Weekly CCR Calls – attendance is important!

Ireland & Scotland Regional Attendance!

The Referral Bonus Program has been extended until **March 1st, 2015.**

JECP = Home Owners Only / No Renters.

Coming Soon…. The Big Be-Leafer!

Multiple Sit Out ICs.

ZS Associates Feedback Survey (see attached).

Please remember to Maintain Compliance. We recently had Risk Audits with some tangible takeaways. Moving forward, there will be follow ups to ensure these items are addressed.

The 5 Keys to Success:

- Meet and Greet
- Managers Meeting
- Role Play
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

There's No Use Without The JUICE!!!!

Happy Tech Happy Cheq!!!

I Am – Your Favorite RSMs' Favorite RSM.

You Are – The Best Direct Marketing Distributors in The Business.

We Are - …just getting started.

If there are any follow ups to these items please feel free to contact me directly.

Look forward to speaking to you all next week!

Thanks!

Attendees:

Dan C

Brain

Dan G

Andrew D

Joel S

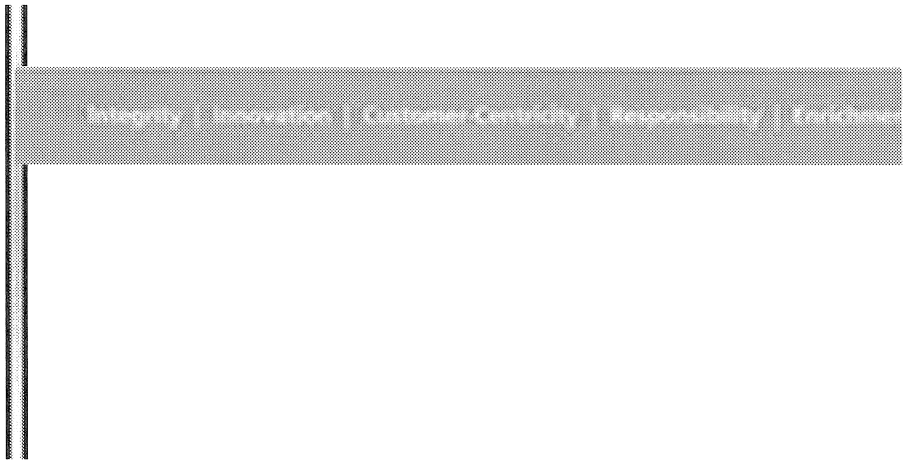
Fin

Gintaras

Kam

Ravi Maharaj
Regional Sales Manager

T 905.670.4440 ext: 71245 | F 905.564.6107 | C 416.817.9508
6345 Dixie Road, Suite 200, Mississauga, Ontario, L5T 2E6
E-mail rmaharaj@justenergy.com | Web justenergy.com



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From: Ravi Maharaj
Sent: Thursday, January 29, 2015 1:34 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional Kitchener (Joel); Regional Oshawa (Finlay); Regional Viking (Kevin); Regional (Dan); IC Regional Fairview (Mithra)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

Guest Speaker – Ray CONDON (Sit Out Process)

Top Crew Coordinators (2X CC Overrides):

- □□□□□□□ **Matthew Snow Kitchener-Resi (Person MacDonald Nominee)**
- □□□□□□□ **Jahan Zaeb Fairview**
- □□□□□□□ **Tike Asajile Oshawa**

JE Nation Points!! It's the end of the month; use them or lose them!

The Pearson MacDonald and Humanitarian Award Nominations were sent out this week; please nominate team members you feel are deserving of these acknowledgements. #TexiTears

The current app version is v8359 and just over 50% of the users have installed it. Given the number of good things in the latest version would you be able to remind the other 50% to please install the latest version? We see crashes from some of these folks and an upgrade will relieve some of these problems.

60 Day Inactivity – Extranet Link. Please speak with you Admins and make sure they monitor this.

Fake Account Numbers (see attached).

Build Your Business – Crew Coordinator Program.

Photo of Bills!!! Photo of Bills!!! Photo of Bills!!!

IC Danielle LAROSE - $500 Positive Feedback Winner

CCR Report; List of Cities / Last Deal (see attached)

-

The dates for the Ireland and Scotland trip are April 18th to 26th, 2015. We have (in Ontario) 50+ ICs qualified for 75+ Trips!

- Trip Pay Out Process.
- Trip Registration (see attached).

The Referral Bonus Program and Crew Coordinator Double Override Program have been extended until **Sunday, February 1st.**

-

The Ontario Andy Visit: Wednesday February 4th, 2015. Ruth's Chris Steak House – 4 PM – 77 City Centre Drive, Mississauga ON L5B 1M5 (it's by Square One)
https://www.youtube.com/watch?v=9MV-GPOgn3w

Please remember to Maintain Compliance. We recently had Risk Audits with some tangible takeaways. Moving forward, there will be follow ups to ensure these items are addressed.

The 5 Keys to Success:

- Meet and Greet
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- Role Play
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

There's No Use Without The JUICE!!!!

Happy Tech Happy Cheq!!!

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You Are – The Best Direct Marketing Distributors in The Business.

We Are - …just getting started.

If there are any follow ups to these items please feel free to contact me directly.

Look forward to speaking to you all next week!

Thanks!

Attendees:

Brian (present)

DC (present)

Kam

Dan G

Joel S

Fin

4549

Mithra

Andrew D

Daniel ORR

Ravi Maharaj
Regional Sales Manager

T 905.670.4440 ext: 71245 | F 905.564.6107 | C 416.817.9508
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From: Ravi Maharaj
Sent: Thursday, January 22, 2015 1:39 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional Kitchener (Joel); Regional Oshawa (Finlay); Regional Viking (Kevin); Regional Fariview (Daniel); IC Regional Fairview (Mithra)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

Guest Speaker: Rosie (Returning ICs) Sabrina (Recruiting Initiative)

Top Crew Coordinators (2X CC Overrides):

Matthew Snow (Top CC in North America)

Douglas Moore

Brandon Yuen

CCR Report; List of Cities / Last Deal Written Version 1.0 (see attached for NY example)

The dates for the Ireland and Scotland trip are April 18th to 26th, 2015. We have (in Ontario) 50+ ICs qualified for 75+ Trips!

Trip Pay Out Process (see attached).

Trip Registration (see attached).

The Referral Bonus Program and Crew Coordinator Double Override Program have been extended until **Sunday, February 1st.**

-

The Ontario Andy Visit: Wednesday February 4th, 2015. More info to follow!

ZS Associates will be reaching out to some of our Regional Offices shortly. The reason for these visits is to identify how we can improve and be better at what we do! Be Yourself!

The Pearson MacDonald and Humanitarian Award Nominations were sent out this week; please nominate team members you feel are deserving of these acknowledgements.

Q4 Super Star Awards – Ontario goes 4 for 8 (should have been 6 of 8)

Kilowatt King – Adam GLEBA (Kitchener)

Don Of Recon – Calin CONDOR (Cambridge)

Ruler Of Renewal – Joe KLEPP (Cambridge)

CEO of Green – Joe KLEPP (Cambridge)

Please remember to Maintain Compliance. We recently had Risk Audits with some tangible takeaways. Moving forward, there will be follow ups to ensure these items are addressed.

The 5 Keys to Success:

- Meet and Greet
- Managers Meeting
- Role Play
- Badging
- Send Off

- Talk to New ICs (Bonus Key)

Happy Tech Happy Cheq!!!

If there are any follow ups to these items please feel free to contact me directly.

Look forward to speaking to you all next week!

Thanks!

Attendees:

Brian MARSELLUS

Daniel ORR

Finlay ARNOLD

Kam

DC

Dan G

Andrew D

Joel STEWART

Ravi Maharaj
Regional Sales Manager
T 905.670.4440 ext: 71245 | F 905.564.6107 | C 416.817.9508
345 Dixie Road, Suite 200, Mississauga, Ontario, L5T 2E6
E-mail rmaharaj@justenergy.com | Web justenergy.com

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From: Ravi Maharaj
Sent: Thursday, January 15, 2015 1:40 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional Kitchener (Joel); Regional Oshawa (Finlay); Regional Viking (Kevin); Regional Fariview (Daniel); IC Regional Fairview (Mithra)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

Top Crew Coordinators (2X CC Overrides)

- □□□□□□□ Matthew Snow Kitchener-Resi
- □□□□□□□ Majid Sam Homaijani Islington
- □□□□□□□ Douglas Moore Oshawa

Fall Incentive Trip JUICE!

Tax Season Slips; please remember that JE Nation redemptions will be included.

The Referral Bonus Program and Crew Coordinator Double Override Program have been extended until **Sunday, February 1st.**

-

15% Increase in JE Nation Points for January!

Kambiz – MVC Portal Troubleshooting 101

-

The Pearson MacDonald and Humanitarian Award Nominations were sent out this week; please nominate team members you feel are deserving of these acknowledgements.

The Solar Revolution is coming!!! Plan your work and work you plan. Whose your succession plan?

Please remember to Maintain Compliance. We recently had Risk Audits with some tangible takeaways. Moving forward, there will be follow ups to ensure these items are addressed.

The 5 Keys to Success:

- Meet and Greet
- Managers Meeting
- Role Play
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

Happy Tech Happy Cheq!!!

If there are any follow ups to these items please feel free to contact me directly.

Look forward to speaking to you all next week!

Thanks!

Attendees:

Gintaras (excused)

DC

Kam

Joel Stewart

Fin

Daniel ORR (Kevin St. Amant)

Dan G

Andrew D.

Ravi Maharaj
Regional Sales Manager

T 905.670.4440 ext: 71245 | F 905.564.6107 | C 416.817.9508
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From: Ravi Maharaj
Sent: Thursday, January 08, 2015 1:29 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional Kitchener (Joel); Regional Oshawa (Finlay); Regional Viking (Kevin); Regional Fariview (Daniel)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

The Sit Out Process – Notify Distributor emails will typically be sent the day prior (around 3PM). Please review these (especially misrepresentation / rude / unprofessional) and forward any concerns at that time. Let's give the CCR team ample time to revise any cases that may result in Sit Outs the following day.

Top Crew Coordinators (2X Overrides):

Matthew Snow Kitchener-Resi

Danielle LaRose Fairview

Brandon Yuen Fairview

The 2nd Incentive Trip to the Hard Rock Café in the Dominican Republic is set for this fall. See below for the video you can show the teams to JUICE them up!

http://vimeo.com/115267412

The Referral Bonus Program and Crew Coordinator Double Override Program have been extended until **Sunday, February 1st.**

-

The Pearson MacDonald and Humanitarian Award Nominations were sent out this week; please nominate team members you feel are deserving of these acknowledgements.

Ontario Orientation Hand Outs and Power Point Presentations were sent out with revised versions; please ensure Admins update copies at the office level.

Happy Tech Happy Cheq!!!

If there are any follow ups to these items please feel free to contact me directly.

Look forward to speaking to you all next week!

Thanks!

Attendees:

Gintaras

Dan G

Finlay

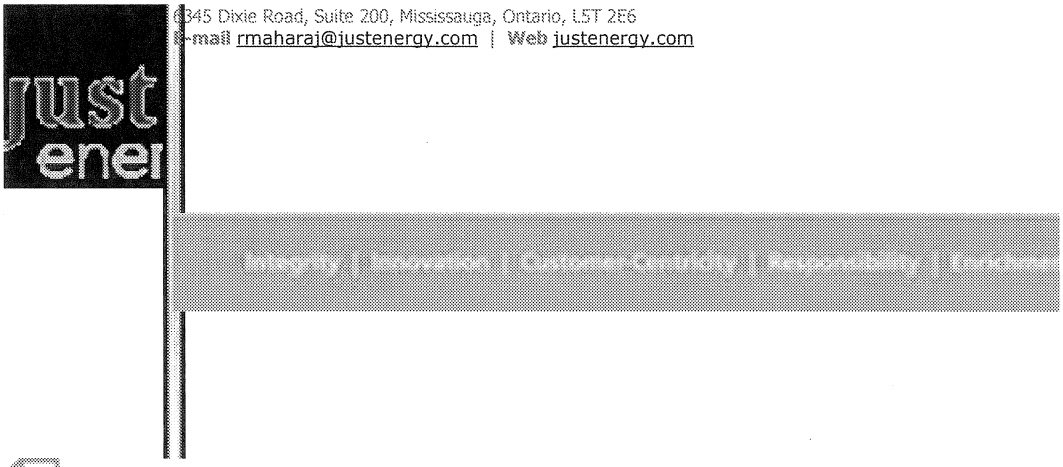
Joel Stewart

Andrew D

Ravi Maharaj
Regional Sales Manager

T 905.670.4440 ext: 71245 | F 905.564.6107 | C 416.817.9508

6345 Dixie Road, Suite 200, Mississauga, Ontario, L5T 2E6
E-mail rmaharaj@justenergy.com | Web justenergy.com



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From: Ravi Maharaj
Sent: Friday, January 02, 2015 1:19 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional (Ray); Regional Oshawa (Daniel); Regional Kitchener (Joel); Johnny Lavoie; Regional Viking (Andrija); Regional (Ali); Regional Oshawa (Finlay); Regional Ottawa (Greg)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

- The 2nd Incentive Trip for 2015 will be to The Hard Rock Café – Dominican Republic!

- Poster and Trip Summary
- Prorated Trip Point Numbers
- Ontario Sell Sheets (New Business and Renewal)

- New Forms with January 1st changes are attached (Contracts and Gas PC Form).

- 15% Increase in JE Nation Points for January!

- JE Nation FAQ – Knowledge is Power!

- The Sit Out Process (The Juice Man) – "I went from negative to positive; and it's allll good" The Notorious BIG

- Same Day Install Incentive (J-Stew) – Let's ensure the ICs are pushing the Same Day Installs!! Happy Tech Happy Cheq!!!!

- The Ontario Andy Tour; TBD

- FPRC Reports – working on the fix ASAP; still available on the Extranet.

- Top Crew Coordinators (2X Crew Coordinator Overrides).

•□□□□□□□ **Matthew Snow** Kitchener-Resi

•□□□□□□□ **Danielle LaRose** Fairview

•□□□□□□□ **Greg Giza** Ottawa

o Please remember to Maintain Compliance. We recently had Risk Audits with some tangible takeaways. Moving forward, there will be follow ups to ensure these items are addressed.

o The 5 Keys to Success:

- Meet and Greet
- Managers Meeting
- Role Play
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

If there are any follow ups to these items please feel free to contact me directly.

Look forward to speaking to you all next week!

Thanks!

Attendees:

Joel Stewart

Kambiz

Gintaras

Brian

DC

Dan G

Ray

Finlay

Ravi Maharaj
Regional Sales Manager

T 905.670.4440 ext: 71245 | F 905.564.6107 | C 416.817.9508
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E-mail rmaharaj@justenergy.com | Web justenergy.com

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From: Ravi Maharaj
Sent: Thursday, December 18, 2014 2:34 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional (Ray); Regional Oshawa (Daniel); Regional Kitchener (Joel); Johnny Lavoie; Regional Viking (Andrija); Regional (Ali); Regional Oshawa (Finlay); Regional Ottawa (Greg)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

•□□□□□□□ The Charity Toy Drive is in full swing! To date we have raised OVER $50,000.00+!!!!

•□□□□□□□ Congratulations to the Top 3 Crew Coordinators for doubling there CC Overrides this week (The Snow Man, Marky Marc, and Mr. GIZA!)

•□□□□□□□ A reminder that the 2X Bonus runs until January 4th (with Richard clarification + 2 payroll weeks!!!); however the Trip Point Double Bonus ends on December 28th, 2014.

•□□□□□□□ Please email any and all old pending and/or new office request to Beverley Rebello (facilities, IT, Lease related items).

•□□□□□□□ Please ensure all ICs update to the latest version of the JE app – as in click on the cloud to get latest version of app. This will alleviate a lot of crashing issues we have recently seen.

•□□□□□□□ Guest Speaker – Megan Taylor

▪▪ Most Active JE Nation Regional Distributor – Kitchener Residential – Joel Stewart – (of December Budget to Date) + 10,000 JE Nation Points!

•□□□□□□□ The Andy Visit – Early January, more info and exact dates to follow…

•□□□□□□□ Lucette – Recruiting and Ads clarification.

•□□□□□□□ The Christmas Season is almost here; plan your work and work your plan. The Call Center will be operational as per below, please take the time to plan for these hours.

•□□□□□□□ Dec 24th – Early Close at 5PM.

•□□□□□□□ Dec 25th – Closed.

•□□□□□□□ Dec 26th to Dec 30th – Business as usual.

•□□□□□□□ Dec 31st – Early Close at 5PM.

•□□□□□□□ Jan 1st – Closed.

•□□□□□□□ Jan 2nd + - Business as usual.

•□□□□□□□ The Ontario Risk Audits had some similar (avoidable) feedback across the board. We need to ensure that our IC's are not misleads consumers; which could be considered as an unfair practice in the eyes of the law. When initiating contact with a consumer we need to:

1. Provide the consumer with a Business Card.
2. State IC Name; and that we are with Just Energy, and independent marketer/retailer.
3. We are there to see if they are interested in an energy product.

•□□□□□□□ The 5 Keys to Success:

- Meet and Greet
- Managers Meeting
- Role Play
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

•□□□□□□□ Please remember to Maintain Compliance. We recently had Risk Audits with some tangible takeaways. Moving forward, there will be follow ups to ensure these items are addressed. Let's keep our Shops clean; and without Mysteries.

If there are any follow ups to these items please feel free to contact me directly.

Look forward to speaking to you all next week!

Thanks!

Attendance:

Danny B

Gintaras

Brain M

Dan C

Dan G

Joel Stewart

Ray R

Fin

Greg Giza

Andy P

Lulu

Andrew

Ravi Maharaj
Regional Sales Manager

T 905.670.4440 ext: 71245 | F 905.564.6107 | C 416.817.9508
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From: Ravi Maharaj
Sent: Thursday, December 11, 2014 1:37 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional (Ray); Regional Oshawa (Daniel); Regional Kitchener (Joel); Johnny Lavoie; Regional Viking (Andrija); Regional (Ali); Regional Oshawa (Finlay)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

•□□□□□□□ The Winter Bonus Incentive was announced on the Monday Call. I have attached the summary here as well. Please remember that for the Weeks of December 22nd and December 29th; your AVG to hit will be at 75% to qualify. There's A LOT of JUICE here; lets maximize, it's a Christmas Miracle!

•□□□□□□□ Please also be reminded of the Crew Coordinator Development Program; email attached.

•□□□□□□□ The AODA Orientation Revisions. Please ensure you are using the new modules, handouts, and revised sales script. It is imperative that you complete these JE TRN Modules IN FULL. This is an OEB requirement and also contain some legally required training items within each module. Failure to adhere to the OEB Proctor Step by Step is highly recommended.

•□□□□□□□ Please remember to enjoy your 15% increase in JE Nation Points for December; and spread that Christmas Joy! I hear iPads are a great purchase… ☺

•□□□□□□□ Please remember to attend your Bi-Weekly Compliance Calls. These are great resources for you to maneuver around the current climate of compliance.

•□□□□□□□ Please remember to focus and push the Same Day Installs. More Same Days = More IC Pay.

•□□□□□□□ Please remember the "Red / Green" Rule; and ensure your ICs are aware of this to avoid any CS related issues.

•□□□□□□□ Anthony has confirmed that all Plug and Play Smart Stats have been shipped to your offices.

•□□□□□□□ Thought of the Week: Your Crew Coordinator should be the role model IC for your

office; not only in their actions, but in their attire. Let's ensure Crew Coordinators are outfitted head to toe in JE Gear; let's make them a model in every sense of the word!

•□□□□□□□ The Christmas Season is almost here; plan your work and work your plan. The Call Center will be operational as per below, please take the time to plan for these hours.

•□□□□□□□ Dec 24th – Early Close at 5PM.

•□□□□□□□ Dec 25th – Closed.

•□□□□□□□ Dec 26th to Dec 30th – Business as usual.

•□□□□□□□ Dec 31st – Early Close at 5PM.

•□□□□□□□ Jan 1st – Closed.

•□□□□□□□ Jan 2nd + - Business as usual.

•□□□□□□□ The Ontario Risk Audits had some similar (avoidable) feedback across the board. We need to ensure that our IC's are not misleads consumers; which could be considered as an unfair practice in the eyes of the law. When initiating contact with a consumer we need to:

1. Provide the consumer with a Business Card.
2. State IC Name; and that we are with Just Energy, and independent marketer/retailer.
3. We are there to see if they are interested in an energy product.

•□□□□□□□ <u>The 5 Keys to Success</u>:

- Meet and Greet
- Managers Meeting

- Role Play
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

•□□□□□□□ Please remember to Maintain Compliance. We recently had Risk Audits with some tangible takeaways. Moving forward, there will be follow ups to ensure these items are addressed. Let's keep our Shops clean; and without Mysteries.

If there are any follow ups to these items please feel free to contact me directly.

Look forward to speaking to you all next week!

Thanks!

Attendance:

Greg GIZA

Joel Stewart

Gintaras

Raymond R (covering Ali and Johnny)

Brain (covering Danny B)

DC (covering Dan G)

Andrew

Fin

Andy

Kambiz

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Thursday, November 27, 2014 2:04 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional (Ray); Regional Oshawa (Daniel); Regional Kitchener (Joel); Johnny Lavoie; Regional Viking (Andrija); Regional (Ali); Regional Oshawa (Finlay)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

1. JE(CP) Nation Rivalry Week:

- □□□□□□□ 1st Place (100,000 JE Nation Points) – Team DC (Kitchi Resi / Hespeler) – 152
- □□□□□□□ 2nd Place – Team JUICE (Fairview / Oshawa) – 123
- □□□□□□□ 3rd Place – Team RPM (Viking / Ottawa) – 66

2. 3 -2 – 1 Initiative: This week is a 2X Point Week!!!

Regional Office	Regional Distributor	Total Points
Fairview	Brian Marsellus	2
Kitchener Residential	Joel Stewart	-
Kitchener Commercial	Dan Camirand	2
Oshawa	Dan Bromell	2
Yorkland	Gintaras Slizauskas	-
Islington	Kambiz Avanestan	1
Ottawa	Johnny Lavoie	3
Cambridge	Dan Gadoua	3
Hespeler	Andrew Dick	-
Viking	Andy Popvich	4

3. Incentive Trips: a reminder that ICs must have less than a 2% Compliance Ratio to be eligible for any incentive trips and/or rewards.

4. Sit Out Policy: Effective Monday, we currently have four (4) ICs that had to sit as a region.

Let's ensure we are proactively learning from these examples, to avoid any further issues.

5. Christmas Parties: try to book your Christmas Events close to the holidays; as ICs typically go into "Christmas Mode" after the party.

6. Christmas Cheques: This week and next week correspond to pays for December 15th and December 22nd; the last cheques an IC will receive prior to Christmas. Let's make sure these are BIG!

7. Compliance Matrix (attached): Please ensure ICs are issued this document.

8. Contract Conversion Ratio: (September 15th payroll)

- Highest Commercial Gas – Yorkland 79%
- Highest Commercial Power – Kitchener 59%
- Highest Residential Gas – Oshawa 52%
- Highest Residential Power – Oshawa 55%

9. Recruiting: We are aware of the impact recent changes to the recruiting and marketing ads have had on your offices; and are ACTIVELY working on this issue. More info to follow.

10. Background Cheques (see attached): please complete are return to Sales Support ASAP.

11. 60 Day Inactivity: This Extranet problematic is now resolved; and the functionality should be available Tuesday December 2nd, 2014.

12. Guest Speaker – Anthony FUSCO:

- All Residential Offices will receive a functional plug in Smart Stat to assist with the training process! These should be shipped to your offices within the week.

- Please forward your Christmas plans in advance; to ensure the install team is able to accommodate.

- Please forward any install related feedback to Anthony to address.

If there are any follow ups to these items please feel free to contact me directly.

Look forward to speaking to you all next week!

Thanks!

Attendance:

Ray RAHAMAN

Greg GIZA

Joel STEWART

Andrew DICK

Dan G

DC

Andy P.

4575

Ravi
(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, November 20, 2014 1:39 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional (Ray); Regional Oshawa (Daniel); Regional Kitchener (Joel); Johnny Lavoie; Regional Viking (Andrija); Regional (Ali); Regional Oshawa (Finlay)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ravi Maharaj (rmaharaj@justenergy.com)
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

•□□□□□□□ 3, 2 ,1 Competition Point Winners:

•□□□□□□□ 2 Points

- Fairview
- Kitchi Commercial
- Oshawa
- Viking

•□□□□□□□ 1 Point

- Islington

- Ottawa

•□□□□□□□ Risk Audits; please ensure to implement the tangible feedback to improve the processes at your office.

•□□□□□□□ IC Compliance 1 on 1s completed at each residential office. Oshawa I will see you next week!

•□□□□□□□ JE (CP) Nation Point Rivalry:

•□□□□□□□ The Marvelous DC Super Heroes – 89

•□□□□□□□ The Juice Men – 68

•□□□□□□□ The Mighty RPM Group – 29

•□□□□□□□ 5 Principles for Success in this business (outlined by Andy on the Monday Call). Make these habitual in your day to day activities!

•□□□□□□□ Electricity Supply Mix – please continue to issues document until Jan 1st (when new forms will be provided with revised supply mix).

If there are any follow ups to these items please feel free to contact me directly.

Look forward to speaking to you all next week!

Thanks!

Attendance:

- □□□□□□□ Kam
- □□□□□□□ Mithra (Brain)
- □□□□□□□ Danny B
- □□□□□□□ Finlay
- □□□□□□□ Joel
- □□□□□□□ DC
- □□□□□□□ Andrew
- □□□□□□□ Dan G
- □□□□□□□ Jody

Thanks,

Ravi
(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, November 13, 2014 2:16 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional (Ray); Regional Oshawa (Daniel); Regional Kitchener (Joel); Johnny Lavoie; Regional Viking (Andrija); Regional (Ali); Regional Oshawa (Finlay)

Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Rosalba Gullo; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

•□□□□□□□ Guest Speaker (Rosie):

1. Badging process
2. Advance process
3. DNS List process
4. Incomplete Badge process
5. Orientation Power Point Slides

•□□□□□□□ Risk Audits (next week). Plan your work; and work your plan.

•□□□□□□□ iPad Wish List.

•□□□□□□□ Sneak Peak at Installer Stats.

•□□□□□□□ 3, 2, 1, Competition. 2 Points for everyone!

•□□□□□□□ Distribution List:

1. Emergency (CS Closed / Waits, ect) IC_Escalation_Canada@justenergy.com

2. General Feedback (CSR Coaching, pull calls, eligible check, ect) Dist_VendorManagement_Canada@justenergy.com

•□□□□□□□ Bradford Article (see attached).

•□□□□□□□ The 100, 000 JE(CP) Nation Points Week Rivalry (November 17th / Most JECP Deals)

1. The Juice Men (Oshawa and Fairview) **VS** The Mighty RPM Group (Ottawa and Viking) **VS** The Marvelous DC Super Heroes (Hespeler and Kitchener Resi).

If there are any follow ups to these items please feel free to contact me directly.

Look forward to speaking to you all next week!

Thanks!

Attendees:

Ali

Johnny

Joel

Finlay

Dan G

Mithra

Kam

Andrew

Excused:

DC

Brian

Danny B

Ray R

Ravi Maharaj
National Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Thursday, November 06, 2014 3:12 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional (Ray); Regional Oshawa (Daniel); Regional Kitchener (Joel); Johnny Lavoie; Regional Viking (Andrija); Regional (Ali); Regional Oshawa (Finlay)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Victor Sousa; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

•□□□□□□□ Media piece this weekend; let's brief the teams.

•□□□□□□□ Ontario Risk Visits for upcoming weeks. More info to follow. This will be very transparent.

•□□□□□□□ JECP New Payment Roll Out Advice (The Juice Man!)

•□□□□□□□ FYI – The Ontario Rivalry – stay tuned…

•□□□□□□□ FYI - Access to Disability Legislation (AODA); may result in some changes to the orientation process. Should not directly affect IC day to day activities.

•□□□□□□□ Supply Mix Insert – will aim to merge with Business Cards ASAP to make the issuance easier.

•□□□□□□□ "Push Weeks" – lets be better at forecasting your office specific pushes to ensure the CS and Install groups are ready for all the sales!

•□□□□□□□ Xmas Hours (4 Days) – let's start thinking about our plans for the holidays; similar to push weeks (24th,25th,31st,1st).

•□□□□□□□ iPad Upgrades – please forward any "wish list" items to Victor and I. this will all be considered for the new version of the app.

If there are any follow ups to these items please feel free to contact me directly.

Look forward to speaking to you all next week!

Thanks!

Attendees:

Brian

Danny B

DC

Mithra

Danny Orr

Finlay

Gintaras

Jody Kelly

Joel

Kam

Ray R

Johnny

Ali

Dan G

Kyle S

Kyle G

Simon

Jason

Rick

Andy P

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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From: Ravi Maharaj
Sent: Thursday, October 30, 2014 1:42 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional (Ray); Regional Oshawa (Daniel); Regional Kitchener (Joel); Johnny Lavoie; Regional Viking (Andrija); Regional (Ali); Regional Oshawa (Finlay)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Lucette Trottier; Ravi Maharaj
Subject: RE: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

Guest Speakers:

- □□□□□□□ Andy Weiner
- □□□□□□□ Richard Teixeira
- □□□□□□□ Lucette Trottier

Topics:

- □□□□□□□ Reminder of "zero tolerance policy" for portal fraud.
- □□□□□□□ New JECP Payment structure effective Monday November 3rd, 2014.
- □□□□□□□ Halloween Hours (7PM).
- □□□□□□□ JE Nation Points – Friday is the last day on old platform.
- □□□□□□□ Emergency SmartStat 24/7 Phone Number.
- □□□□□□□ New PC Forms.
- □□□□□□□ New JECP Contract.
- □□□□□□□ New MVC PPP (new price) and MVC MPP Contract.
- □□□□□□□ Compliance Visits (Hespeler and Ottawa on deck; Fairview, Kitchi, Oshawa, Viking completed).
- □□□□□□□ New Marketing Orientation items (ensure Admins revise).

Next Week's Guest Speaker – Drake or Ryan Parnell lol

Look forward to speaking to you all next week!

Thanks!

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
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From: Ravi Maharaj
Sent: Thursday, October 23, 2014 2:47 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional (Ray); Regional Oshawa (Daniel); Regional Kitchener (Joel); Johnny Lavoie; Regional Viking (Andrija); Regional (Ali); Regional Oshawa (Finlay)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ravi Maharaj (rmaharaj@justenergy.com)
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

JE Nation – Megan discussed some office specific items about the new website; please forward any issues you may have to her.

Reminder – new JECP Brochures to be issued next week (new expiry date 31DEC14).

JECP Script – revised script to be effective next Monday 27OCT14. Great changes to assist ICs.

Compliance Ratio Winners - ICs from Fairview, Oshawa, Viking, Hespeler and the entire Kitchi Resi Office.

New JECP Payment Structure:

•□□□□□□□ Gas = $40 ($15 increase)

•□□□□□□□ Power = $40 ($15 increase)

•□□□□□□□ SmartStat = $50 (no change)

•□□□□□□□ JECP Total (Initial IC Pay) = $130 ($30 increase).

•□□□□□□□ Bonus Structure = No Change.

•□□□□□□□ Effective Date = Monday November 3rd, 2014 (on payroll 2 weeks after)

•□□□□□□□ Overrides = +$10 to the Regional (clarified as $5 Gas and $5 Power = $10 total).

•□□□□□□□ Rate Tables, ICAs, and a New JECP Payment Hand Out will all be revised and ready for launch by November 3rd.

Look forward to speaking to you all next week!

Thanks!

Ravi Maharaj
Regional Sales Manager – Eastern Canada

T 905.670.4440 x.71245 | C 416.817.9508
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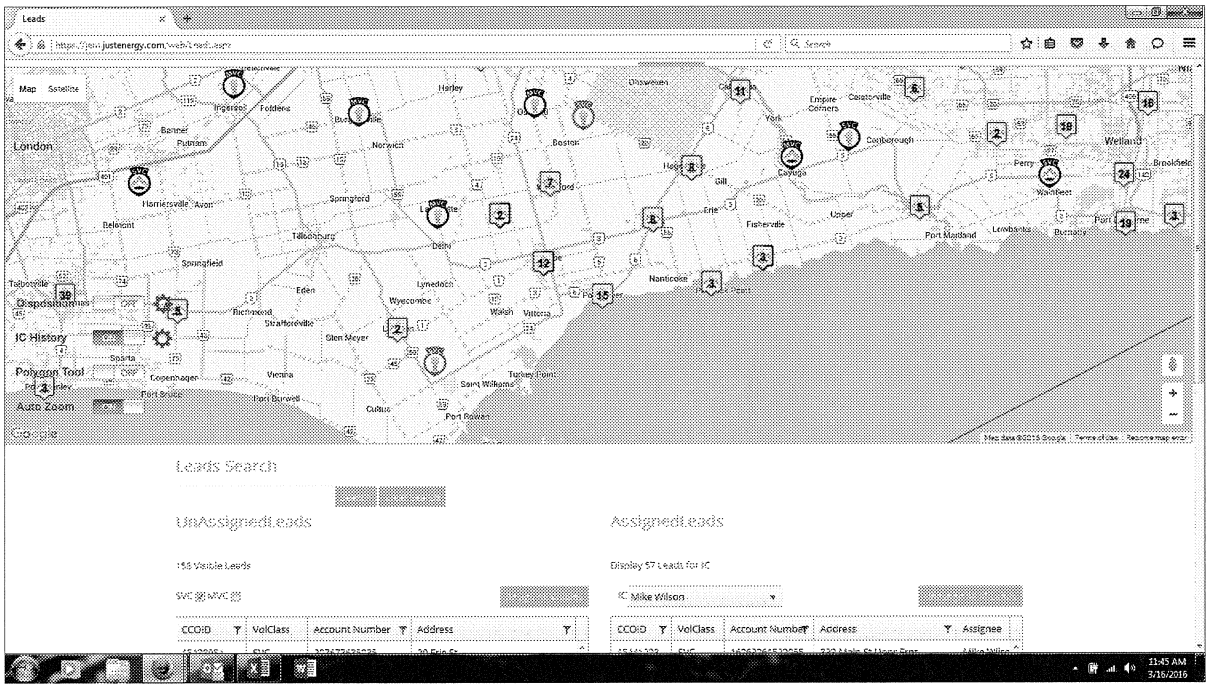
THIS IS EXHIBIT "116" REFERRED TO IN THE
AFFIDAVIT OF MICHELLE ALEXANDER
SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018

A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.


Leads
Map
Satellite
London
Harley
Ingersoll
Foldens
Banner
Putnam
Norwich
Boston
Dunnville
Empire Corners
Casselville
York
Caledonia
Cayuga
Cockburn
Wainfleet
Welland
Broadfield
Perry
Gill
Erie
Fisherville
Upper
Port Maitland
Lewiston
Burnaby
Port Colborne
Harrietsville
Avon
Springford
Beleimt
Talbotville
Springfield
Delhi
Lynedoch
Eden
Wyecombe
Richmond
Strathorneville
Glen Meyer
Walsh
Vittoria
Nanticoke
Talbotville
Qispdsmdmnes
JC History
Polygon Tool
Auto Zoom
Sparta
Copenhagen
Vienna
Port Burwell
Port Bolster
Saint Wilkens
Tyrrell Point
Cultus
Leads Search
UnAssignedLeads
156 Visible Leads
SVC MVC
CCOID
VolClass
Account Number
Address
AssignedLeads
Display 57 Leads for JC
Mike Wilson
CCOID
VolClass
Account Number
Address
Assignee
11:45 AM
3/16/2015

THIS IS EXHIBIT "117" REFERRED TO IN THE AFFIDAVIT OF MICHELLE ALEXANDER SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018

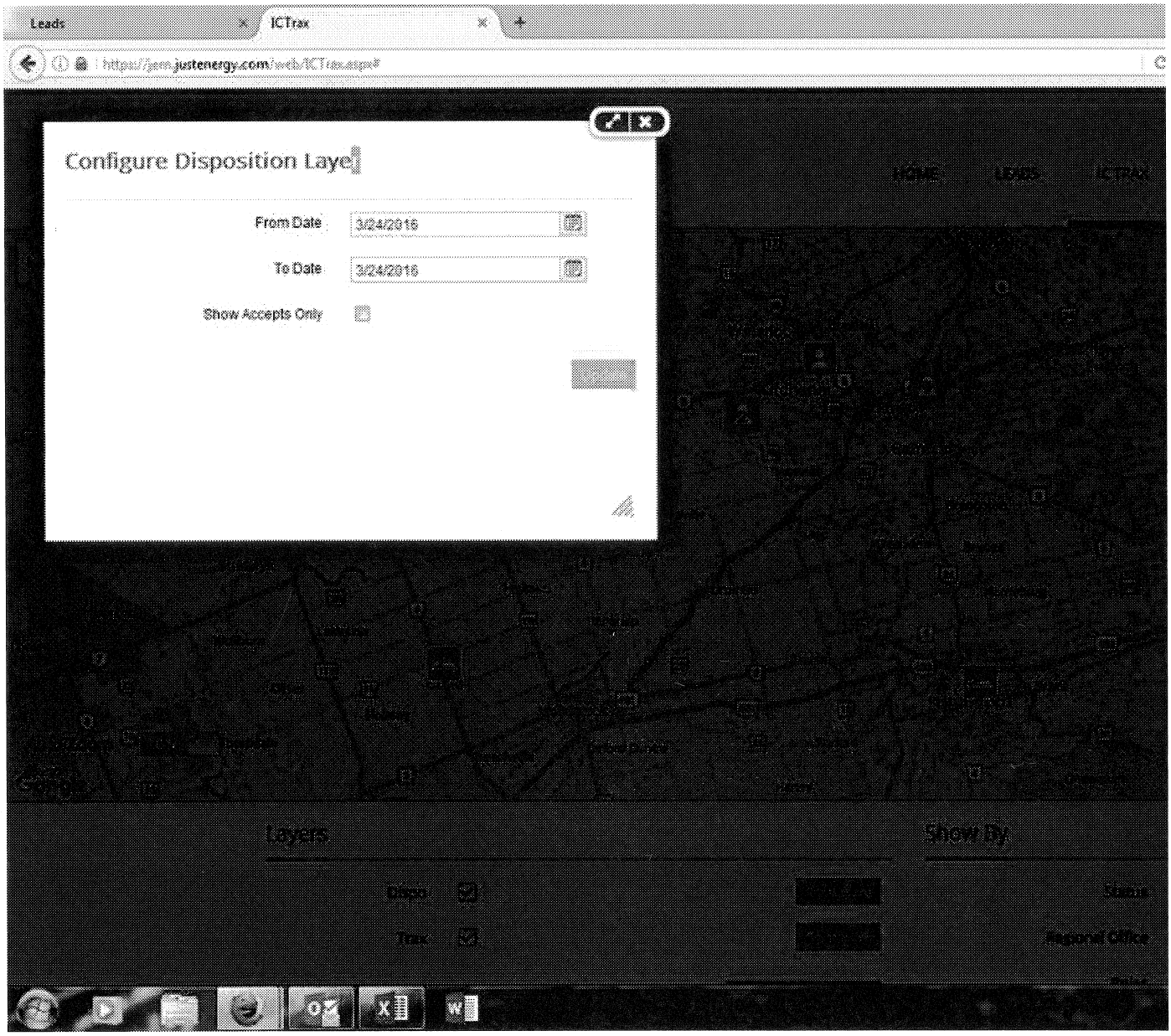
A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.

To: Anna Dec[adec@justenergy.com]
Cc: Victor Sousa[vsousa@justenergy.com]; Ravi Maharaj[rmaharaj@justenergy.com]; Steve Weber[SWeber@justenergy.com]; Regional Edmonton South (Richard)[rmartinovic@edmontons.justenergysales.com]
From: Daniel Gadoua
Sent: Fri 25/03/2016 3:17:26 PM
Importance: Normal
Subject: RE: JEM Outstanding Items
MAIL_RECEIVED: Fri 25/03/2016 3:17:26 PM

More:

•□□□□□□□ Zoom to leads (not world-map) and Standard map (not hybrid) default when on the map screen (previously reported but I didn't see when it was scheduled for release)

•□□□□□□□ IC Trax isn't working anymore:

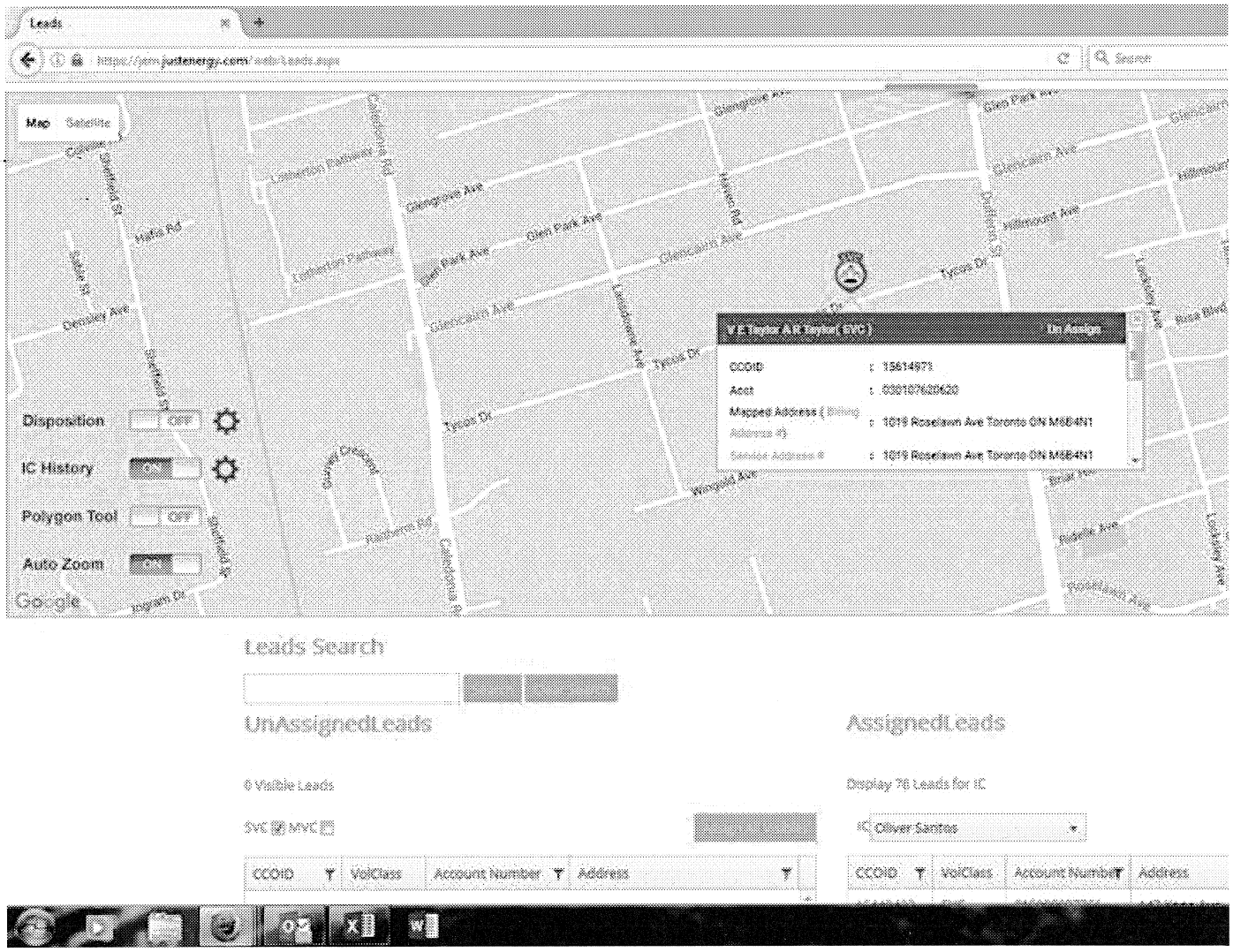


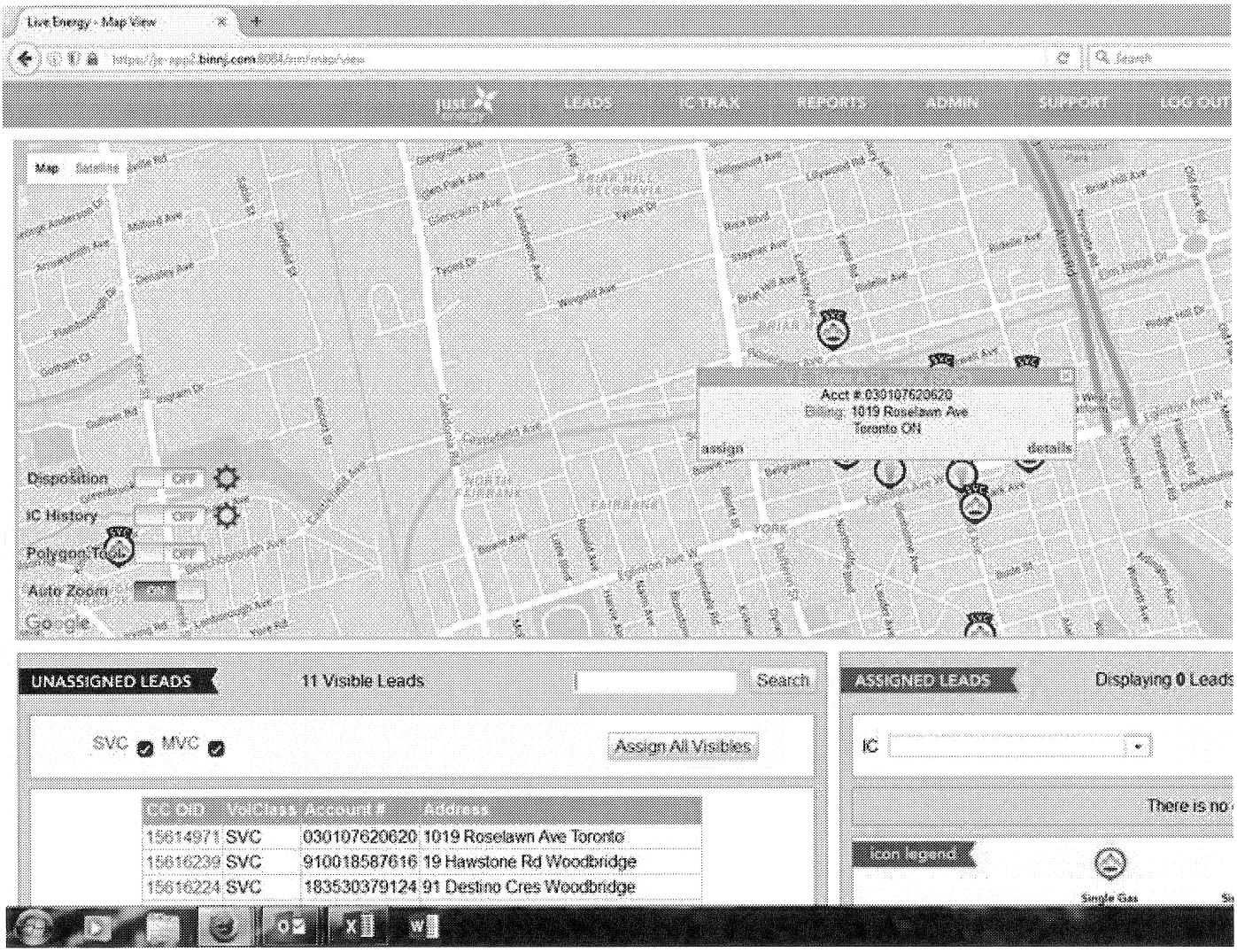
From: Daniel Gadoua
Sent: Wednesday, March 23, 2016 4:39 PM
To: Anna Dec
Cc: Victor Sousa; Ravi Maharaj; Steve Weber
Subject: RE: JEM Outstanding Items

More:

•□□□□□□□□ Mismaps/remaps are inconsistent on JEM. Not sure what's going on with these but the same address is in Binnj/JEM for all 3 (Bill/Serv/Sign) but JEM is mapping it to a completely different area altogether.

•□□□□□□□□ Also, when is that address box getting bigger on JEM?

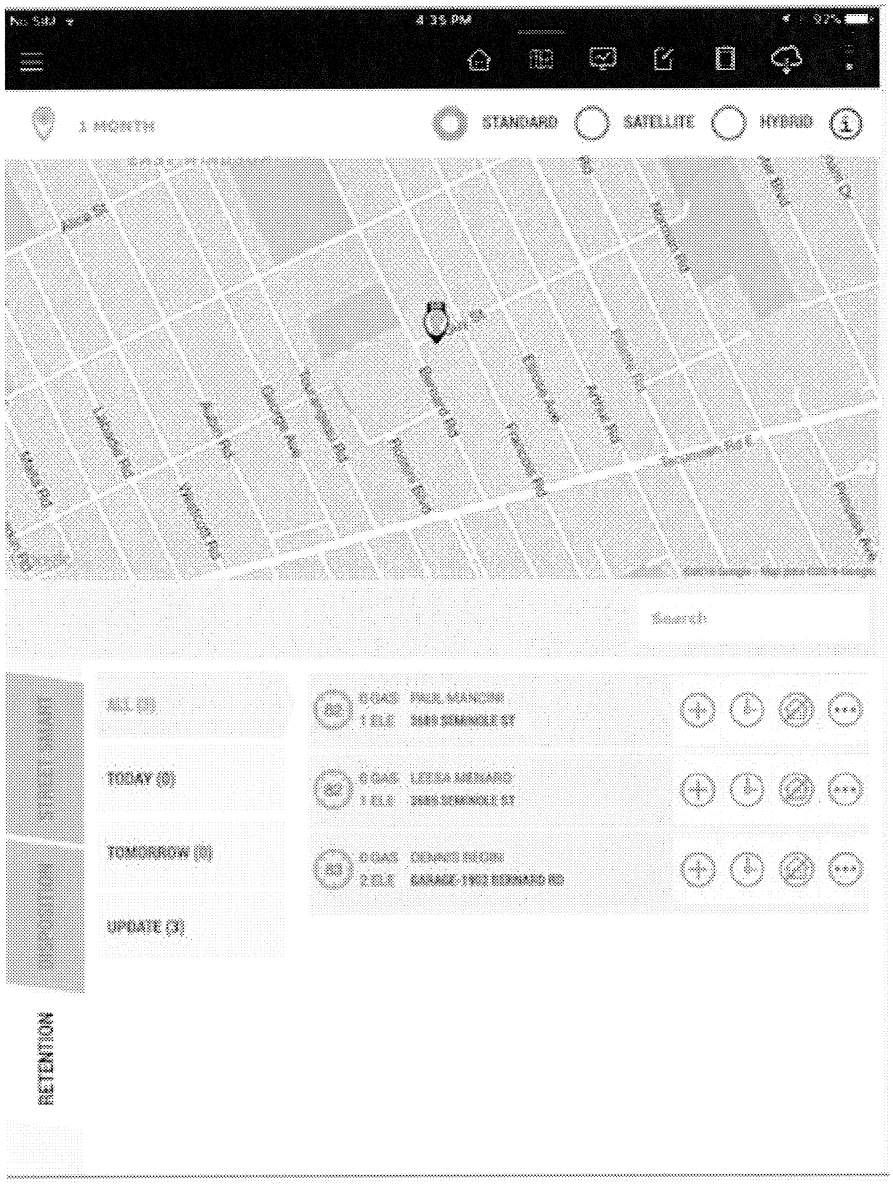


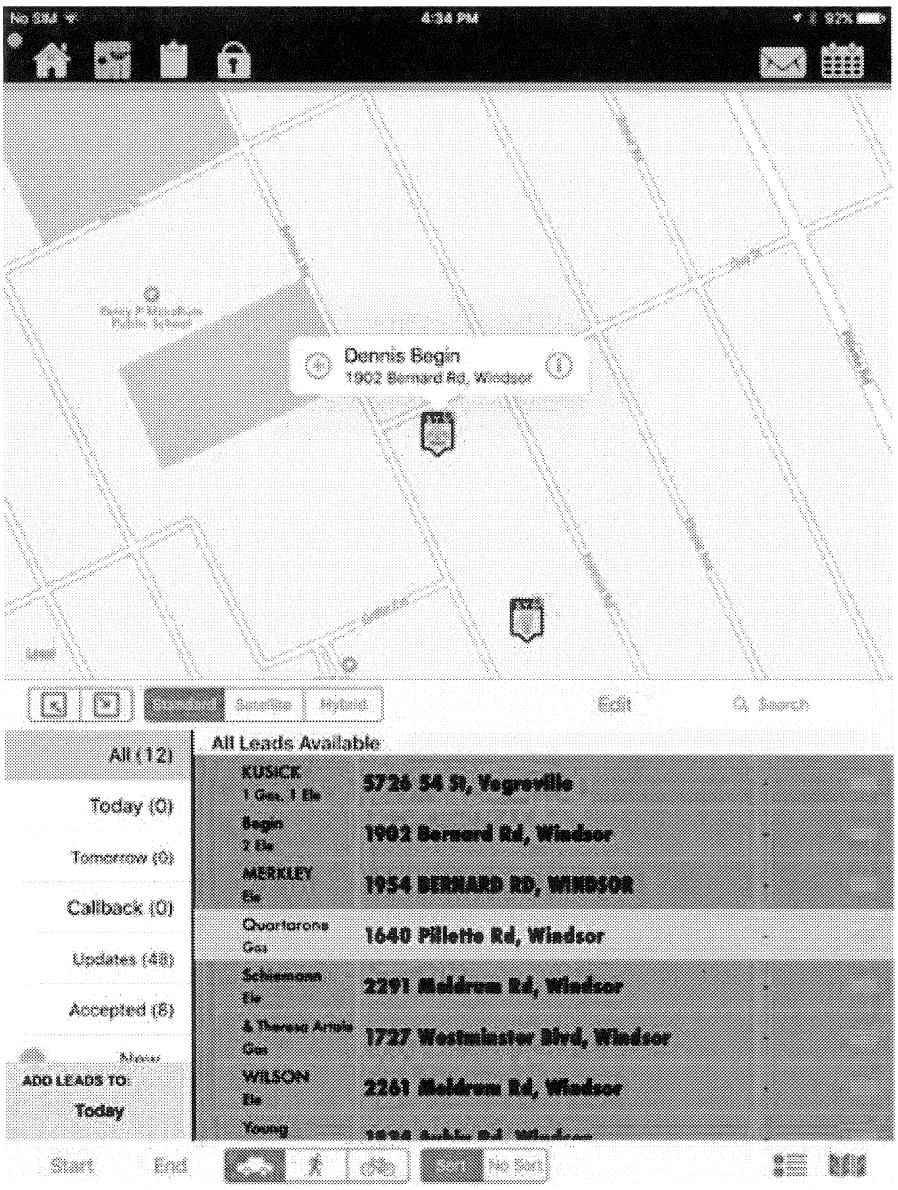


•□□□□□□□□ Question: When dispositioning duals/multis, does the dispo for emailed renewal packages and resend renewal packages cover all linked accounts? Ie. If it's a dual and we email renewal package, will it send both gas/ele AND mark them as sent on iPad/CS vendor?

•□□□□□□□□ Dispositions on pitch page/pre-pitch page need to result in app going back to map screen – might be previously reported.

•□□□□□□□□ Multiple accounts need to be shown properly on JEM. Duals show the gas/ele combined icon, but multis of the same commodity just show like singles (binnj shows them as duals):


4:35 PM
1 MONTH
STANDARD
SATELLITE
HYBRID
Search
ALL (3)
TODAY (0)
TOMORROW (0)
UPDATE (3)
RETENTION



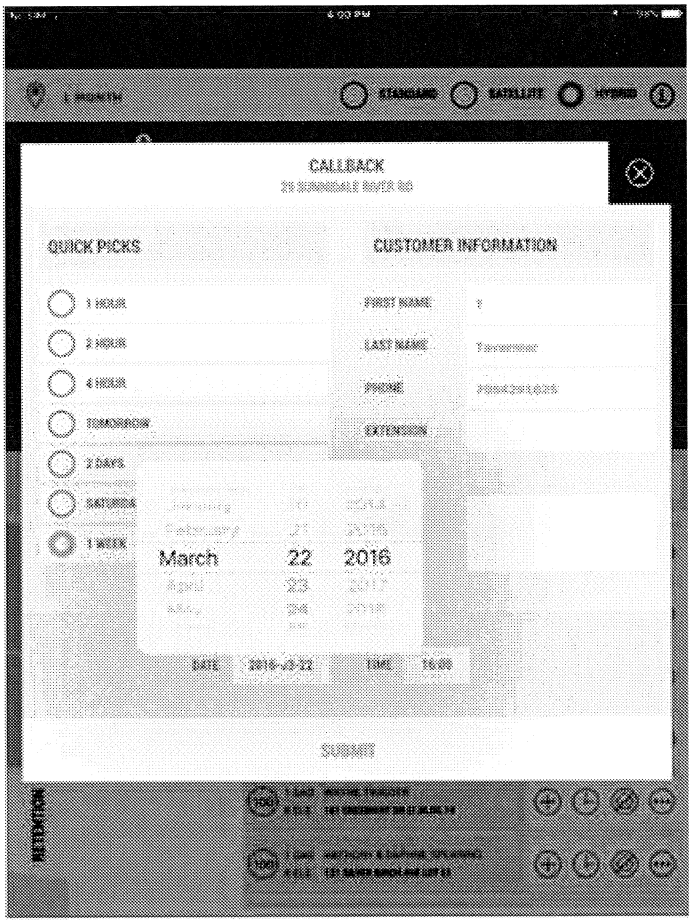
-Dan

From: Daniel Gadoua
Sent: Tuesday, March 22, 2016 4:03 PM
To: Anna Dec
Cc: Victor Sousa; Ravi Maharaj; Steve Weber

Subject: RE: JEM Outstanding Items

More:

•□□□□□□□□ Need the ability to set date of callback past 1 week. I thought if you selected "1 week" you could still move the date forward for 10 days, or 2 weeks or whatever, but you can't. It's locked at 1 week on the upper end. We need that to be open to set whenever



-Dan

From: Daniel Gadoua
Sent: Tuesday, March 22, 2016 11:07 AM
To: Anna Dec
Cc: Victor Sousa; Ravi Maharaj; Steve Weber
Subject: RE: JEM Outstanding Items

You're right on those, I see the green indicator. Just remove the green amendment from the ones without green. Do we know if these blank ones were emailed to customers too?

-Dan

From: Anna Dec
Sent: Tuesday, March 22, 2016 11:02 AM
To: Daniel Gadoua
Cc: Victor Sousa; Ravi Maharaj; Steve Weber
Subject: RE: JEM Outstanding Items

I believe that the commodity highlighted in green has green, like the 2 ele records in the screen shot.

Are you saying the 2 highlighted in green don't actually have green?

We'll create a ticket for the green form showing up for all accounts.

Thanks,

Anna Dec (x. 71347)

From: Daniel Gadoua
Sent: Tuesday, March 22, 2016 10:59 AM
To: Anna Dec
Cc: Victor Sousa; Ravi Maharaj; Steve Weber
Subject: RE: JEM Outstanding Items

More:

•□□□□□□□□ The ACPT folder still doesn't show whether or not the contract has green (previously reported) but now they show a green amendment with EVERY deal, whether it had green or not, just blank if they didn't.

GREEN AMENDMENT

JustGreen Gas and JustGreen Electricity Customer Agreement

SVC

80 Courtneypark Drive West, Units 3 & 4, Mississauga, Ontario L5W 0E3
1.866.587.8674 · 1.888.548.7690 · justenergy.com · cs@justenergy.com

You are a valued Just Energy Ontario L.P. ("Just Energy") customer! We are proud to offer you our JustGreen Program as a complement to your existing Just Energy natural gas and/or electricity program (your "Agreement"). When you complete this form and sign below, your Agreement with Just Energy will be amended to reflect your JustGreen enrolment. Please retain this Amendment for your records. If you change your mind, simply contact us in writing or by telephone within 20 days from the date of this Amendment to rescind your consent, in which case, the original terms and conditions will continue to apply without additional cost or penalty to you.

Customer Information

JustGreen Gas Program

% Offset Gas	JustGreen Price (¢/m³)	Authorization
____ %	____ ¢/m³	Customer Signature

Gas Contract ID

JustGreen Electricity Program

% Renewable Energy	JustGreen Price * (¢/kWh)	Authorization
____ %	____ ¢/kWh	Customer Signature

* If you are on the RateFlex product and accept participation in our JustGreen Electricity Program your 1¢/kWh Program Fee Charge will be waived

Electricity Contract ID

Independent Contractor Information

Customer Service Information

Customer acknowledges receiving a signed copy of this Agreement (including the Terms and Conditions).

Customer Signature: ____________ **Signing Date:** ____________

-Dan

From: Anna Dec
Sent: Monday, March 21, 2016 12:04 PM
To: Daniel Gadoua
Cc: Victor Sousa; Ravi Maharaj
Subject: FW: JEM Outstanding Items

Hi Dan,

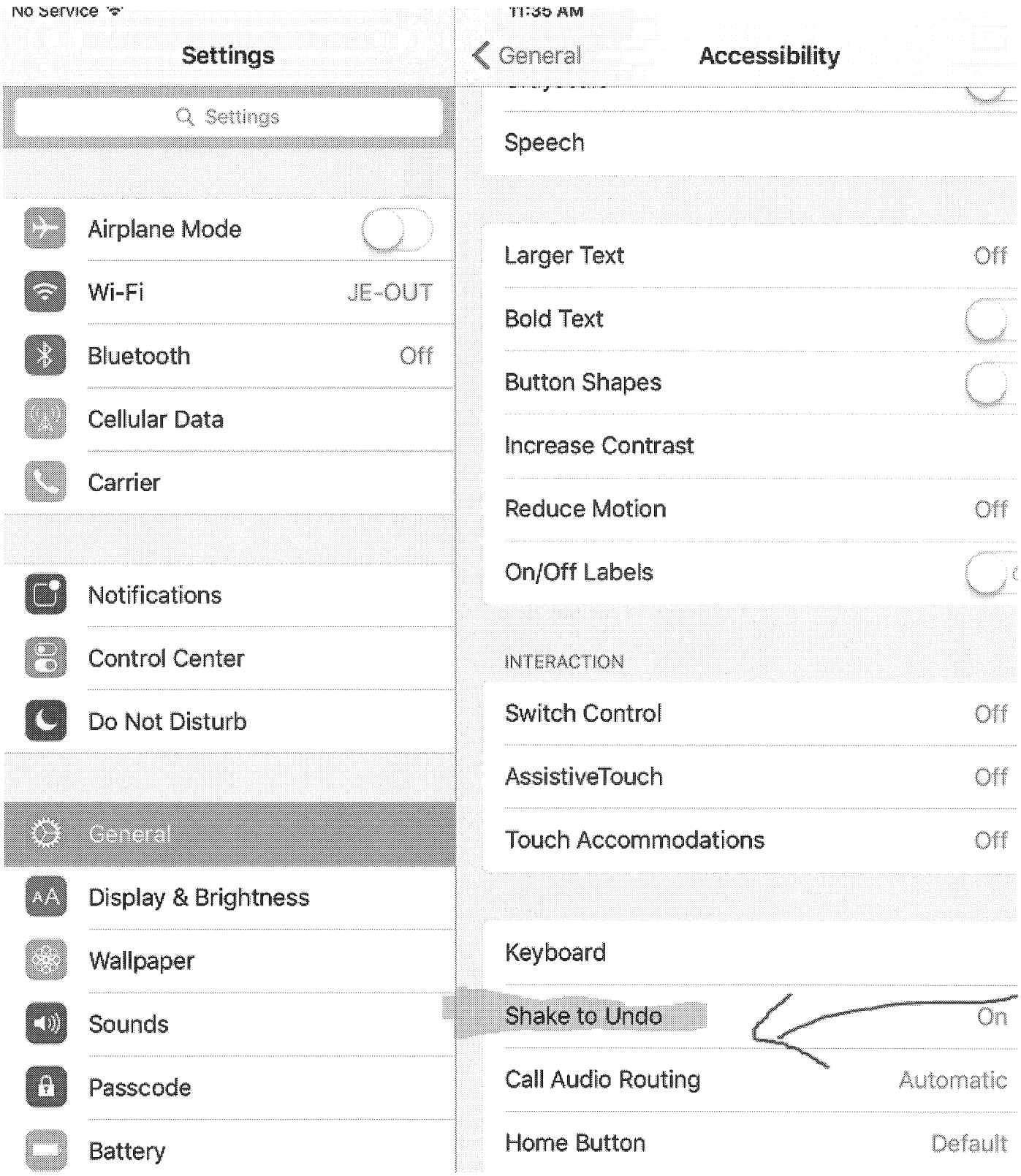
The shake to undo feature is part of iOS; it can be disabled from the Accessibility settings with iOS 9 and up.

We also checked this report and see the green price displaying where green is available on current contract:

•□□□□□□□□ Additionally for renewal team: Need to display Current Green Price the customer is on for the last term. This is crucial to our ability to sell green at a higher level.

It should display Current Price + Green price --- green part will only appear if green exists on current contract.

•□□□□□□□□ For time when call back was set today you can check the Disposition tab for this info, we'll add it in lead dispo history also


No Service
11:35 AM
Settings
Settings
Airplane Mode
Wi-Fi
JE-OUT
Bluetooth
Off
Cellular Data
Carrier
Notifications
Control Center
Do Not Disturb
General
Display & Brightness
Wallpaper
Sounds
Passcode
Battery
General
Accessibility
Speech
Larger Text
Off
Bold Text
Button Shapes
Increase Contrast
Reduce Motion
Off
On/Off Labels
INTERACTION
Switch Control
Off
AssistiveTouch
Off
Touch Accommodations
Off
Keyboard
Shake to Undo
On
Call Audio Routing
Automatic
Home Button
Default

Thanks,

FH

From: Daniel Gadoua
Sent: Sunday, March 20, 2016 8:40 PM
To: Anna Dec; Henna Baig
Cc: Ravi Maharaj; Steve Weber; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

More:

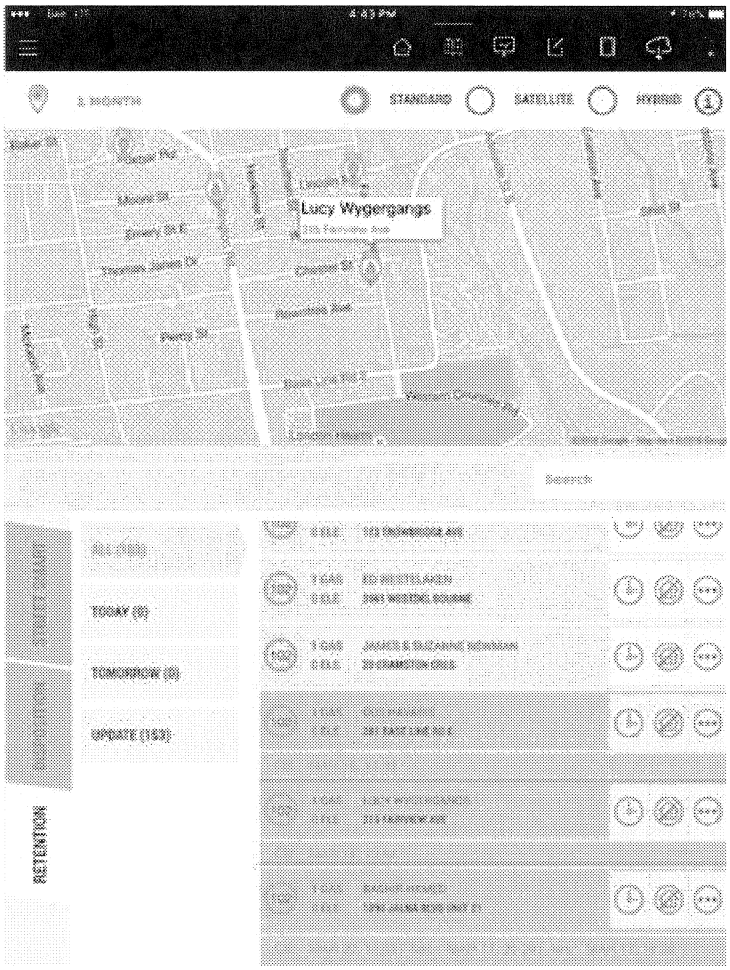
•□□□□□□□ I think this has previously been reported but after setting callbacks, the leads on the map and on the list only show the time the callback was set, not the time it was set for (which is the only important date to know). Even if you click on the disposition itself, it only brings up the time it was set. The only way to see the time you set it for is to dig through your calendar for it.

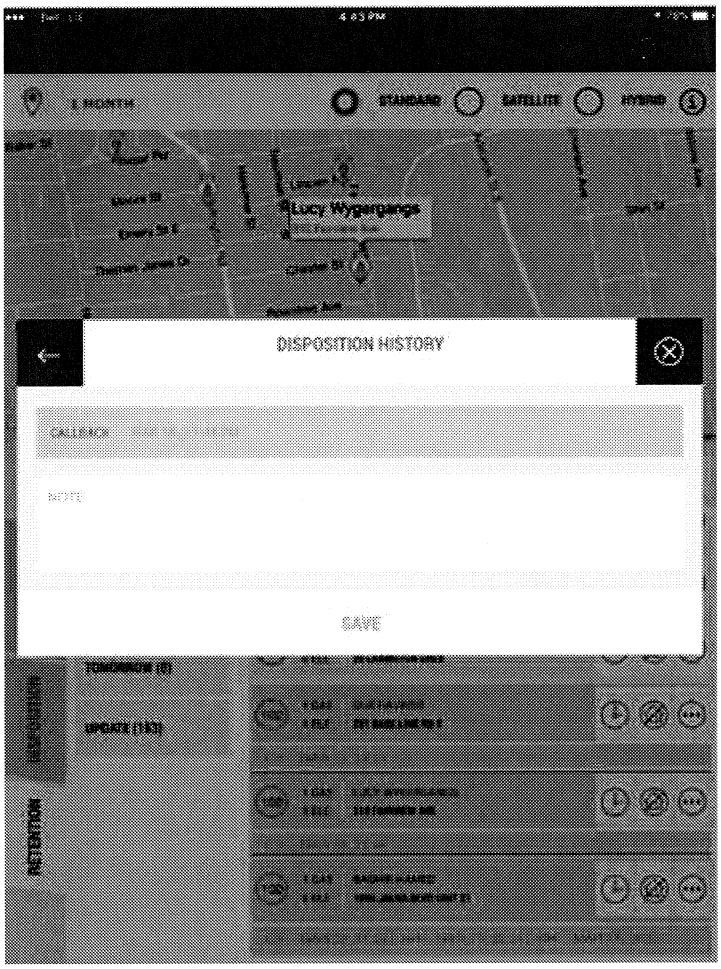
We'll open a ticket.

https://justenergy.atlassian.net/browse/JEMR-1948

btw, we can also see call back time in the disposition tab.(right above the retention tab)

4604

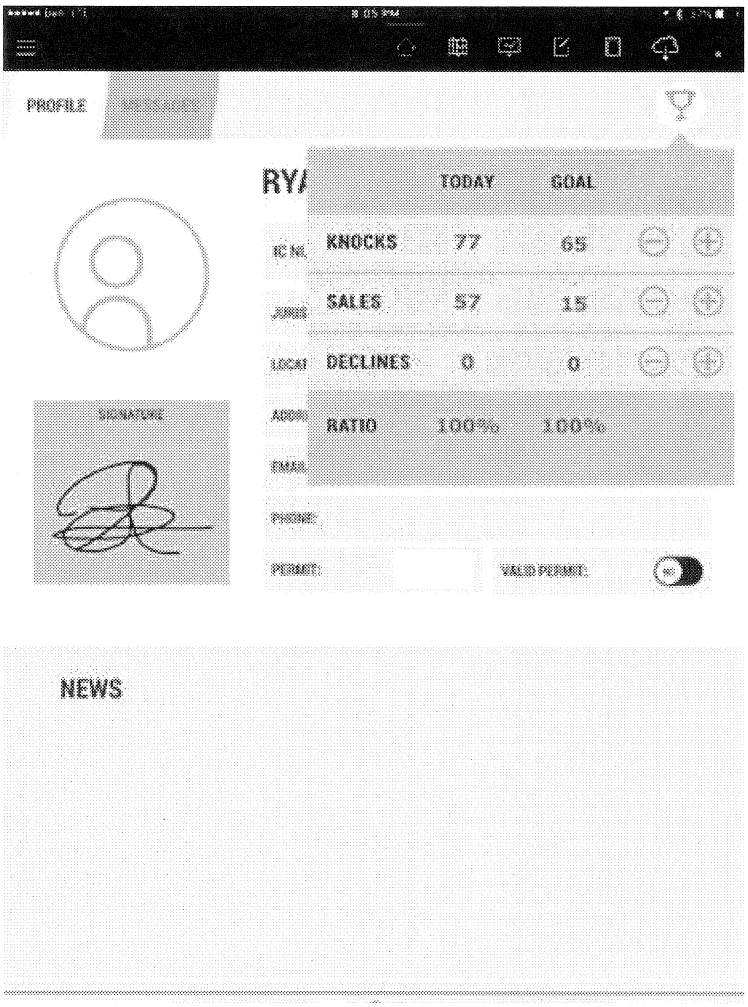




•□□□□□□□ This has previously been brought up but it's happening on AB leads in a different way: In ON after hitting Checkout->Send to HQ, the app will sometimes freeze on the "Is the customer wanting to do new business" popup. In AB it freezes on the "Send to HQ" popup. Both result in the same issue, that everytime you hit an option while it's frozen, it adds a deal into your accepted folder and on the goal tracker (see below). The only way to move past it is to close the app and restart. You lose all info and signatures.

The original issue is fixed in today's release.

We'll open a new ticket to see if additional changes are needed for this use case.



That's a great day! Unfortunately, its only 1 deal 57 times. This needs a hotfix ASAP

https://justenergy.atlassian.net/browse/JEMR-1949

•□□□□□□□□ The app is crashing periodically and it's a complete shutdown crash. It reboots the iPad to the apple logo without choice. It's happened to Sorin Bradea last week a few times and Ryan LeCraw yesterday. After the crash, Ryan hit "Send Logs" yesterday March 18. Lets track this down quickly and release a hotfix ASAP

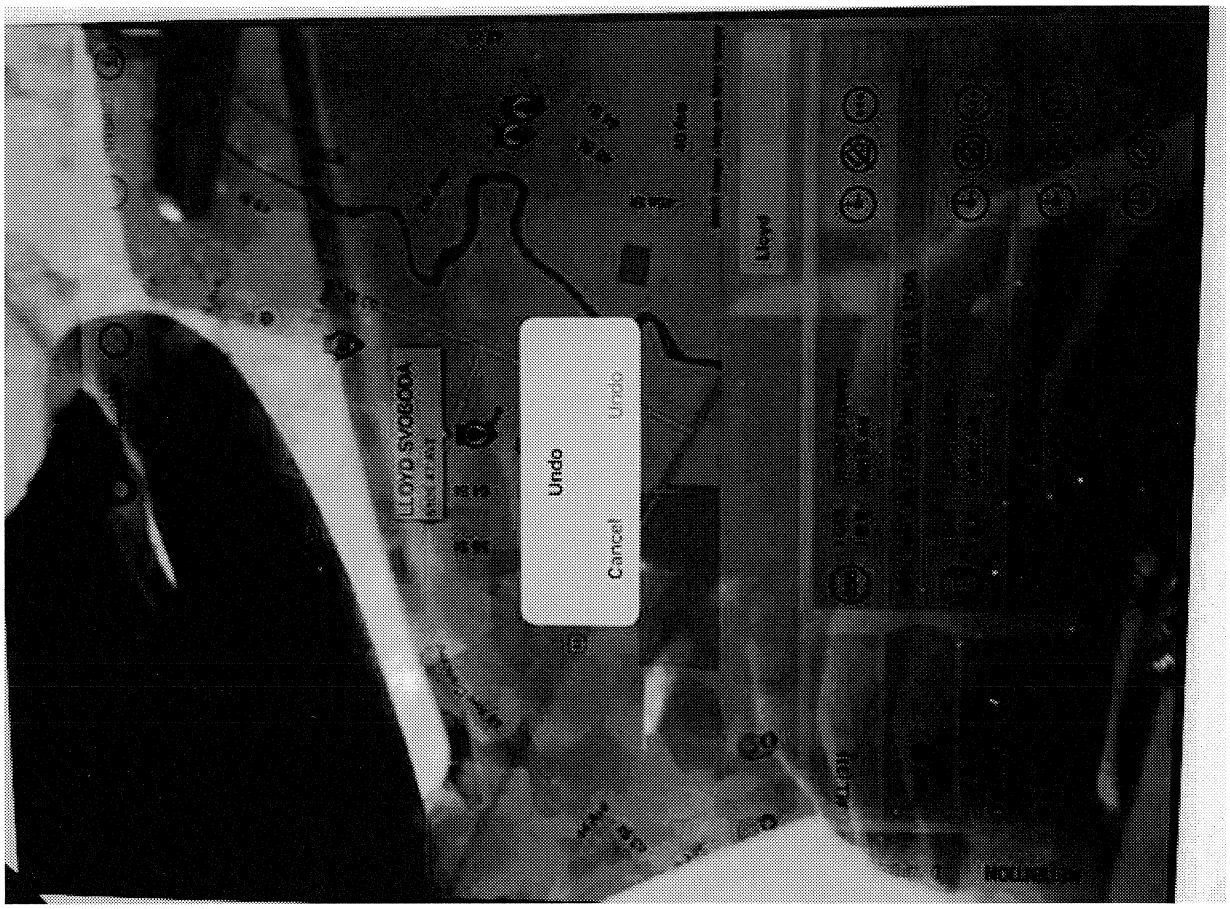
We'll open a ticket.

https://justenergy.atlassian.net/browse/JEMR-1950

•□□□□□□□□ The app apparently has a weird Shake-To-Undo feature. Please remove as it pops up at the slightest jostle:

We'll open a ticket.

https://justenergy.atlassian.net/browse/JEMR-1951



•□□□□□□□□ Please add city name on to leads in list and map like binnj (might be already reported)

We have a ticket to add city name to dispositions, 1933 – we'll add this to that ticket. ADDED

•□□□□□□□□ More for renewal team: Need AB leads to Default the Program/Term to PPP/5-years, instead of the current PAB/4-years

We'll open a ticket.

https://justenergy.atlassian.net/browse/JEMR-1952

•□□□□□□□□ Additionally for renewal team: Need to display Current Green Price the customer is on for the last term. This is crucial to our ability to sell green at a higher level.

It should display Current Price + Green price --- green part will only appear if green exists on current contract. I'll ask QA to double check this is working.

Checked couple leads with green set up, works fine.

- Need to have e-billing and budget billing toggle switches to default to what the customer ALREADY has, otherwise we're flipping them on either without knowing sometimes.

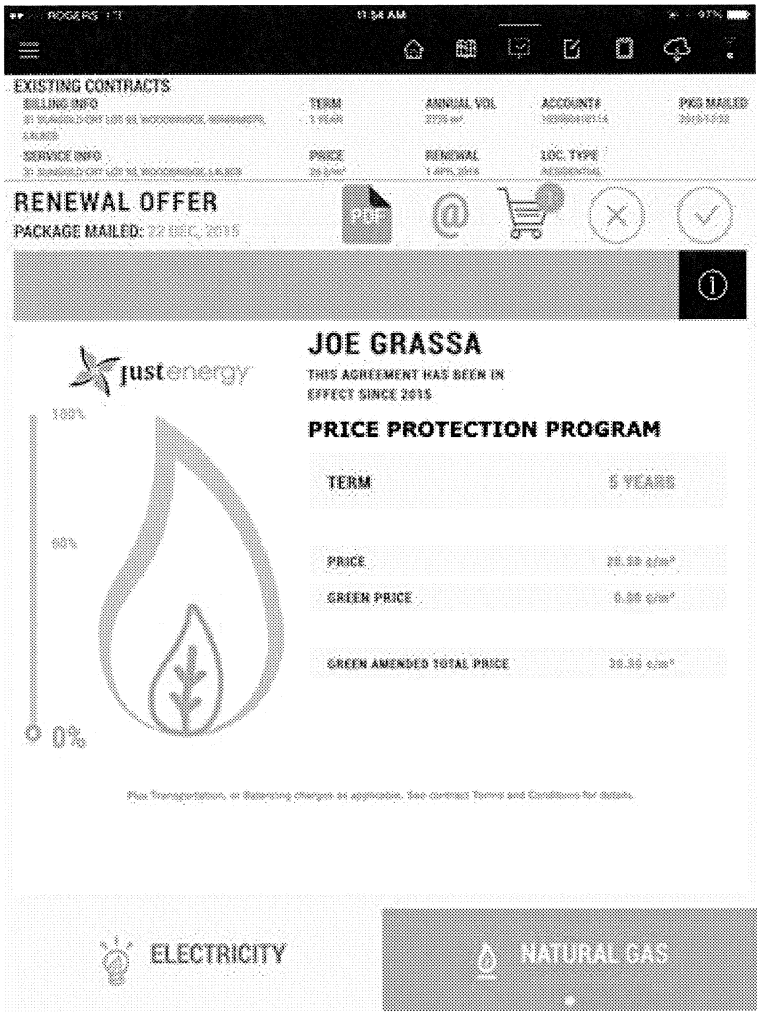
Today CMS, our system source doesn't have these flags, this is something new we'd need to look at but it's not a short term fix as it requires changes in multiple systems.

- Savings calculator on some leads isn't functional:

  - Eg. 26c going to 20.5c should have a savings QA pls verify if savings for PPP is working ok ?

  - Checked for ecoid 15524479, savings shows correctly.

  - Can you provide example which isn't functional?



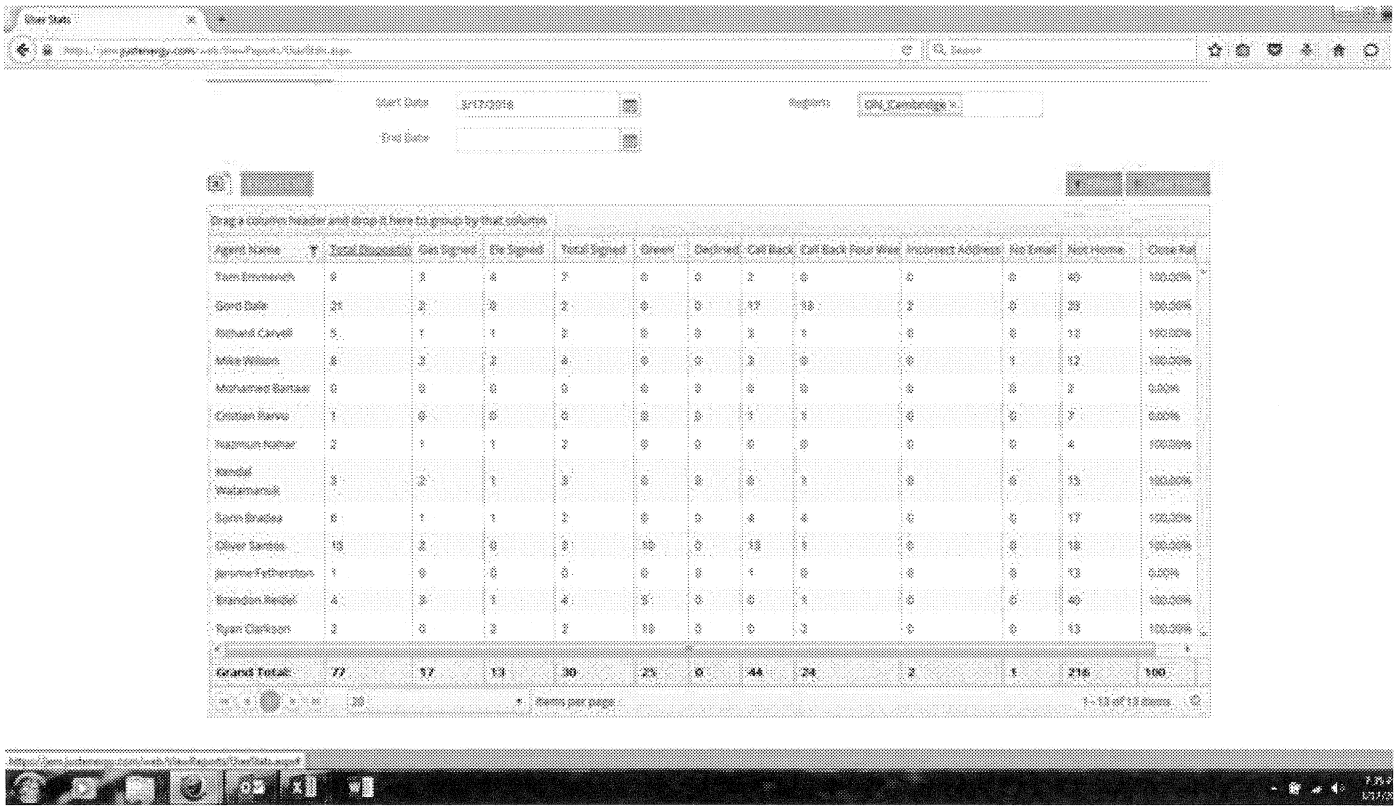
More to come:

-Dan

From: Daniel Gadoua
Sent: Thursday, March 17, 2016 7:43 PM
To: Anna Dec; Henna Baig
Cc: Ravi Maharaj; Steve Weber; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

More:

•□□□□□□□□ Total Disposition column totals everything EXCEPT not homes. It needs to total all dispositions



•□□□□□□□□ Declines on the goal tracker include Resend Renewal Package and emailed renewal package dispositions when it should just be 4-week callbacks and Declines.

-Dan

From: Daniel Gadoua
Sent: Wednesday, March 16, 2016 11:48 AM
To: Anna Dec; Henna Baig
Cc: Ravi Maharaj; Steve Weber; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

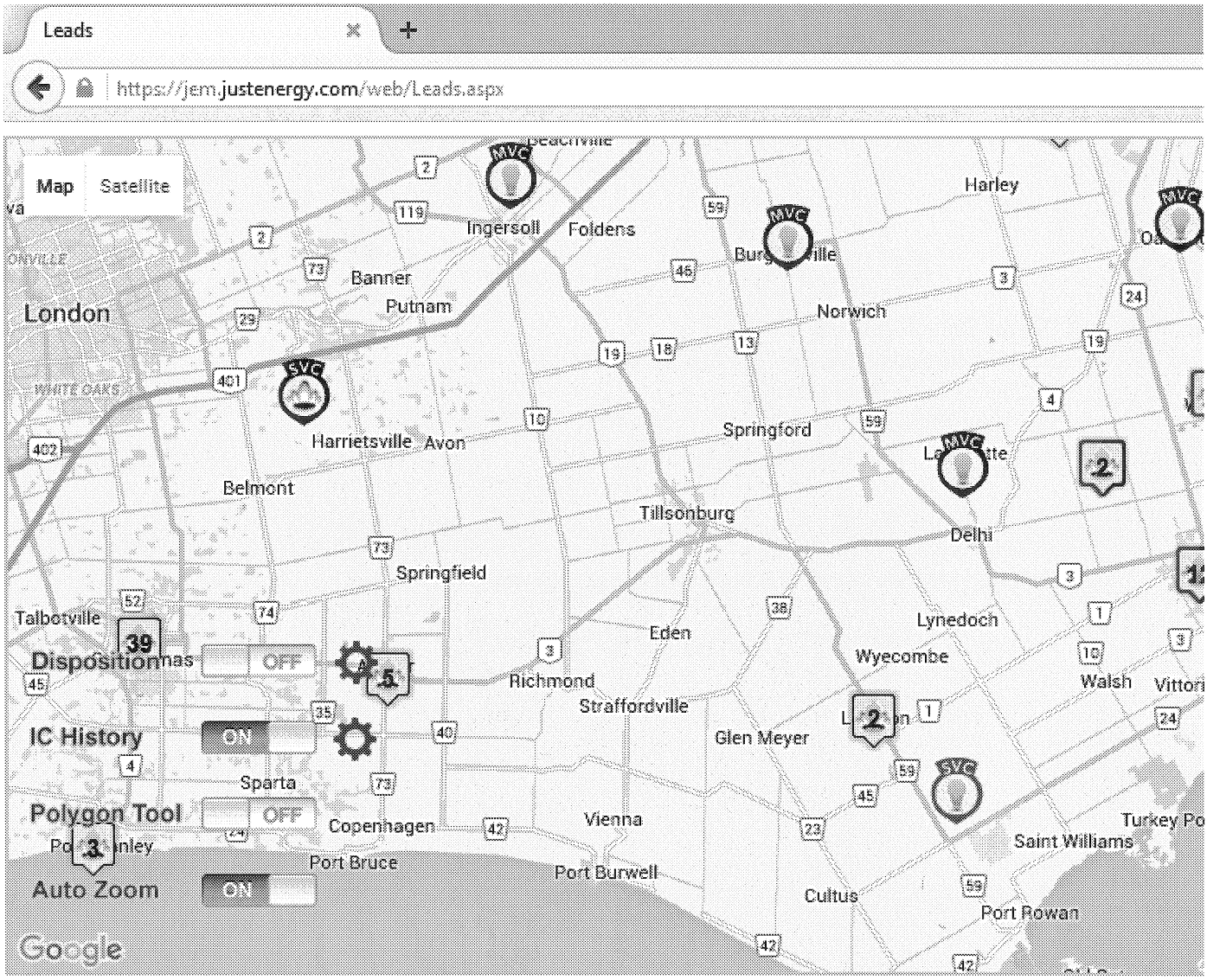
Context for pic: SVC – on, MVC- off, yet MVCs are still visible on map.

-Dan

From: Daniel Gadoua
Sent: Wednesday, March 16, 2016 11:48 AM
To: Anna Dec; Henna Baig
Cc: Ravi Maharaj; Steve Weber; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

One old one that I think is done but keeps giving us problems:

•□□□□□□□□ SVC/MVC toggles not working properly



Leads Search

Search | Clear Search

UnAssignedLeads

158 Visible Leads

SVC ☑ MVC ☐

Add Entry

CCOID	VolClass	Account Number	Address
15429054	SVC	207677625035	20 Erie St

From: Anna Dec
Sent: Wednesday, March 16, 2016 10:18 AM
To: Daniel Gadoua; Henna Baig
Cc: Ravi Maharaj; Steve Weber; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

Dan,

See in line.

Thanks,

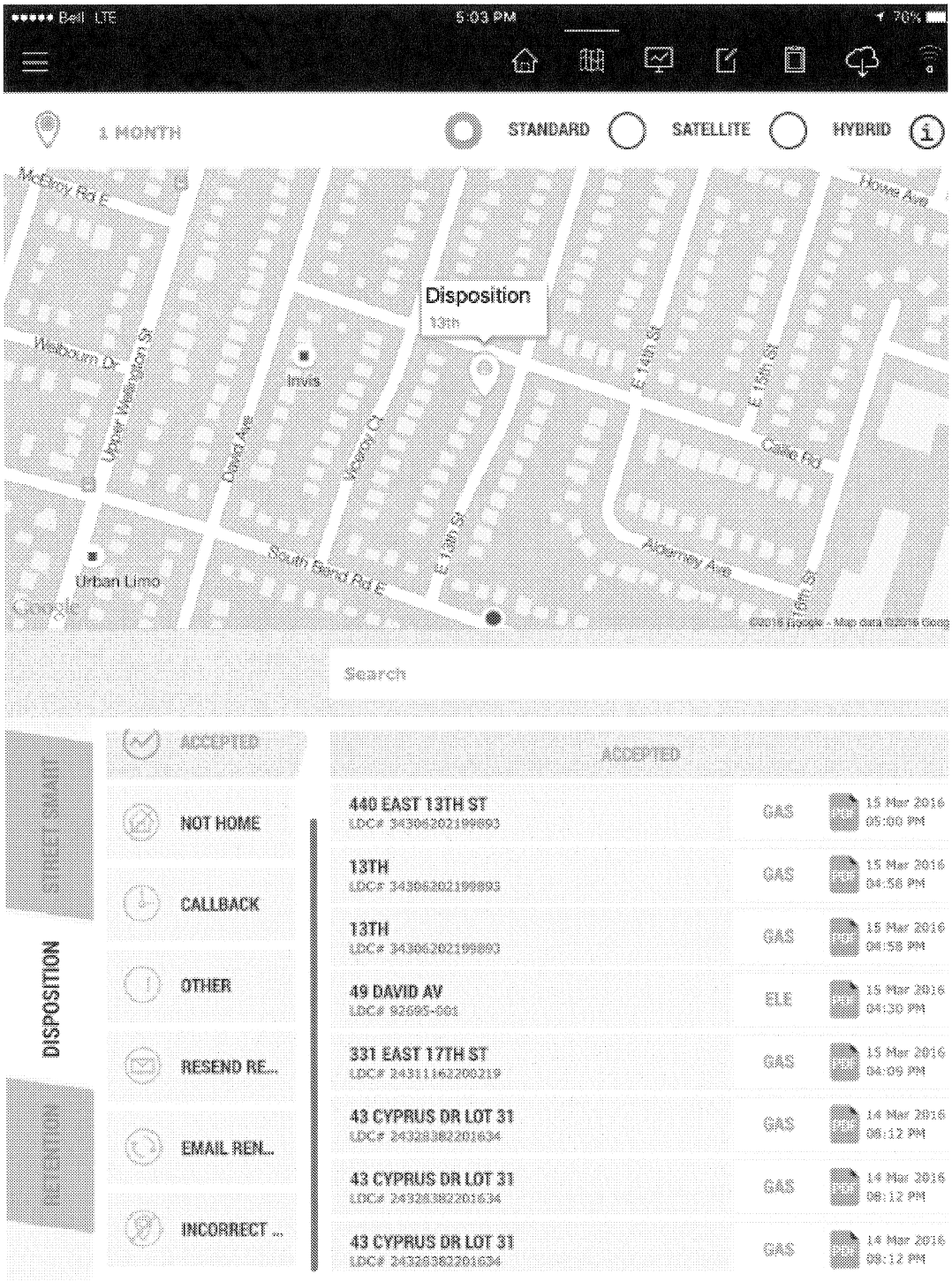
Anna Dec (x. 71347)

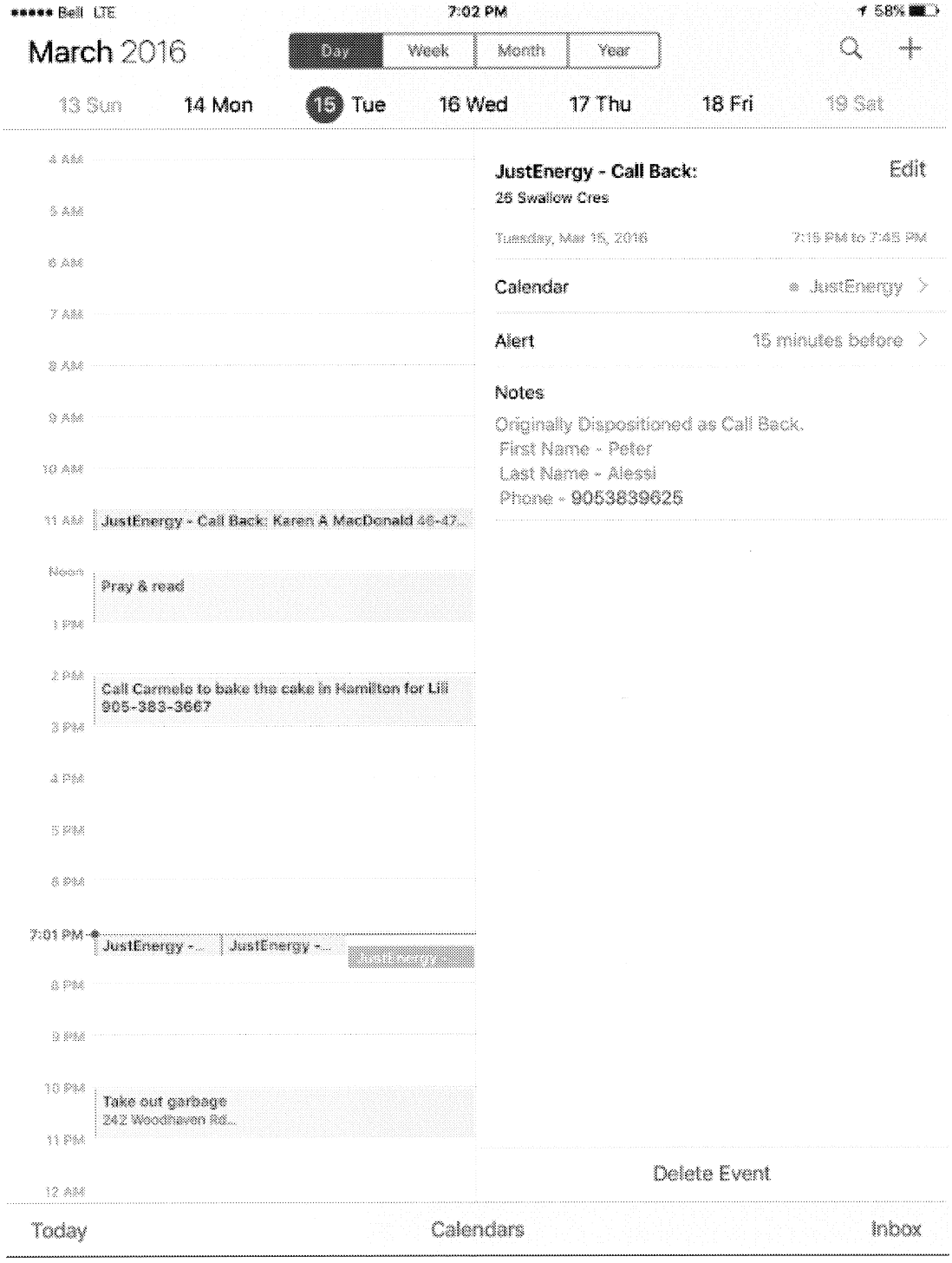
From: Daniel Gadoua
Sent: Wednesday, March 16, 2016 2:03 AM
To: Anna Dec; Henna Baig
Cc: Ravi Maharaj; Steve Weber; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

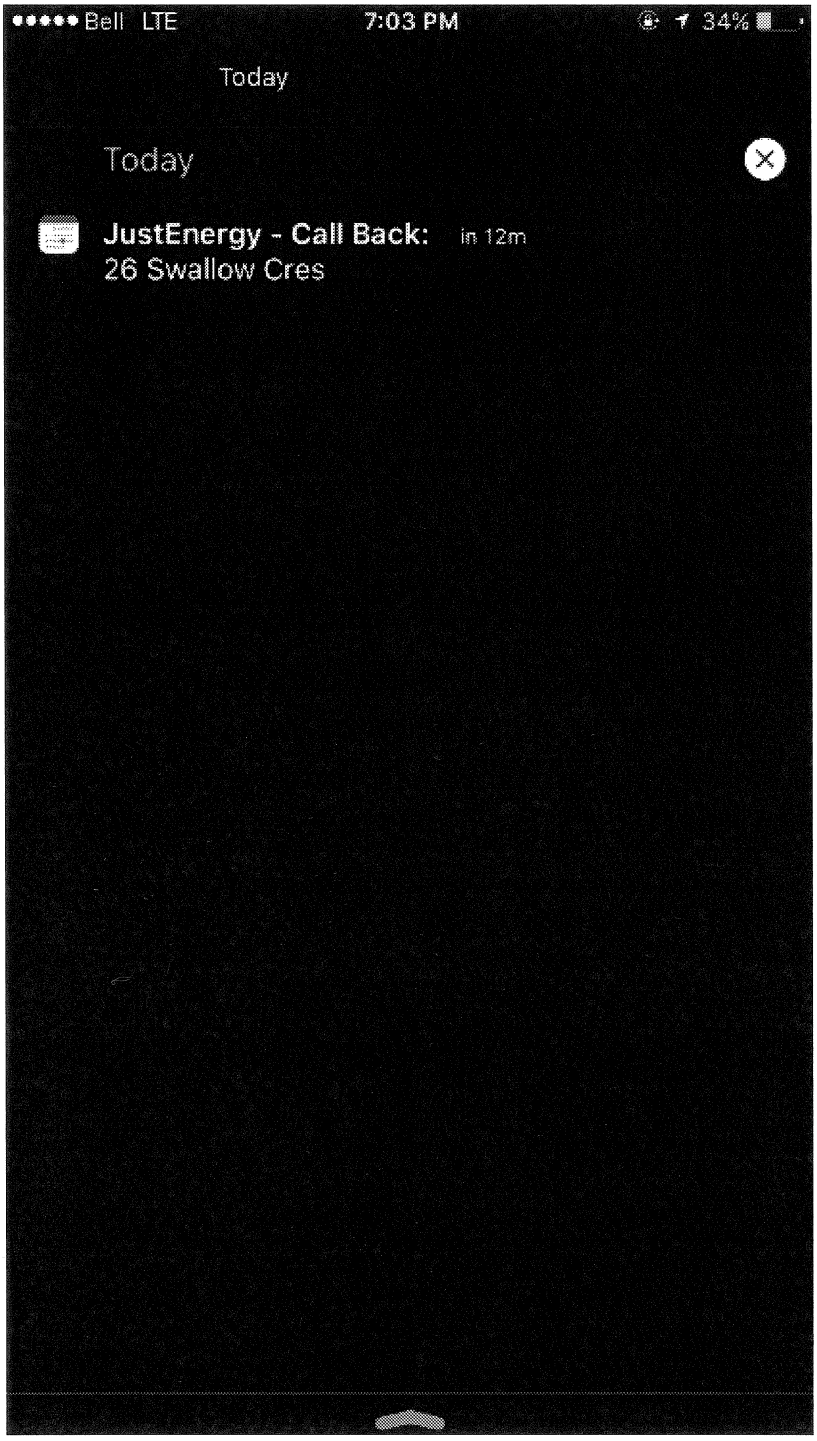
Sore more:

•□□□□□□□ Incorrect Address disposition removes the lead from ICs iPad, but then it comes back within the hour every time. Then the IC hits Incorrect Address again and now the lead is fully deactivated. FOREVER. We brought this up before and it's not good. Need fix ASAP
This was previously reported. A fix is in current release – planned for ~Monday.

•□□□□□□□ There's no city name on dispositions. Not good for finding leads between cities, cross-referencing accepted deals for payroll, or even knowing where to go for a callback. Eg:
We'll open a ticket for future release.


Bell LTE
5:03 PM
70%
1 MONTH
STANDARD
SATELLITE
HYBRID
McElroy Rd E
Howe Ave
Disposition
13th
Welbourn Dr
Upper Washington St
David Ave
Invis
Vesey Ct
E 14th St
E 15th St
Castle Rd
Urban Limo
South Bend Rd E
E 13th St
Aldermere Ave
15th St
Google
Search
ACCEPTED
NOT HOME
CALLBACK
OTHER
RESEND RE...
EMAIL REN...
INCORRECT ...
DISPOSITION
ACCEPTED
440 EAST 13TH ST
LDC# 3430620219893
GAS
15 Mar 2016
05:00 PM
13TH
LDC# 3430620219893
GAS
15 Mar 2016
04:58 PM
13TH
LDC# 3430620219893
GAS
15 Mar 2016
04:58 PM
49 DAVID AV
LDC# 92695-501
ELE
15 Mar 2016
04:30 PM
331 EAST 17TH ST
LDC# 2431116220021?
GAS
15 Mar 2016
04:09 PM
43 CYPRUS DR LOT 31
LDC# 2432383220163?
GAS
14 Mar 2016
08:12 PM
43 CYPRUS DR LOT 31
LDC# 2432383220163?
GAS
14 Mar 2016
08:12 PM
43 CYPRUS DR LOT 31
LDC# 2432383220163?
GAS
14 Mar 2016
08:12 PM


●●●●● Bell LTE
7:02 PM
58%
March 2016
Day
Week
Month
Year
13 Sun
14 Mon
15 Tue
16 Wed
17 Thu
18 Fri
19 Sat
JustEnergy - Call Back:
Edit
26 Swallow Cres
Tuesday, Mar 15, 2016
7:15 PM to 7:45 PM
Calendar
JustEnergy
Alert
15 minutes before
Notes
Originally Dispositioned as Call Back.
First Name - Peter
Last Name - Alessi
Phone - 9053839625
11 AM
JustEnergy - Call Back: Karen A MacDonald 46-47...
Noon
Pray & read
2 PM
Call Carmelo to bake the cake in Hamilton for Lili
905-383-3667
7:01 PM
JustEnergy -...
JustEnergy -...
10 PM
Take out garbage
242 Woodhaven Rd...
Delete Event
Today
Calendars
Inbox



•□□□□□□□□ Whenever you edit something on a lead, like a phone number, but then you leave the pitch/order page, it reverts back to the wrong/old information. The changes to the leads are supposed to stay on the client iPad until the leads are removed or reloaded. We'll open a ticket and add to a future release planning.

•□□□□□□□□ Default for Marketing Opt out seems to be "Yes" when they should definitely be defaulting "No" We'll open a ticket.

-Dan

From: Anna Dec
Sent: Tuesday, March 15, 2016 11:26 AM
To: Daniel Gadoua; Henna Baig
Cc: Ravi Maharaj; Steve Weber; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

My comments in blue.

>> Henan/ Victor can you review the savings calculator comment, verify if there is an issue for this example and if so let us know what the calc should be. There are many rules for savings calculator it may be that this record does not meet one of those rules.

Thanks,

Anna Dec (x. 71347)

From: Daniel Gadoua
Sent: Tuesday, March 15, 2016 11:15 AM
To: Anna Dec; Henna Baig
Cc: Ravi Maharaj; Steve Weber; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

Replies in Green

-Dan

From: Anna Dec
Sent: Tuesday, March 15, 2016 11:02 AM
To: Daniel Gadoua; Henna Baig
Cc: Ravi Maharaj; Steve Weber; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

Hi Dan,

Thanks for the feedback. See my comments in line.

Henan/ Victor can you review the savings calculator comment, verify if there is an issue for this example and if so let us know what the calc should be. There are many rules for savings calculator it may be that this record does not meet one of those rules.

Thanks,

Anna Dec (x. 71347)

From: Daniel Gadoua
Sent: Tuesday, March 15, 2016 9:51 AM
To: Anna Dec
Cc: Ravi Maharaj; Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

Here's the lowdown from today after launching it with everyone on ON SVC Renewals:

•□□□□□□□ I thought the business names were on the leads but I was immediately corrected in the meeting. Not good. Need ASAP fix.

Fix is expected in prod on ~Monday. We are working on a datafix workaround for now, but it's not working in production for some reason. We are looking into it.

•□□□□□□□ The inability to zoom in every part of the pitch screen was a hangup. This feature was rolled out a while back. What is the problem? Can we get screen shots? - My mistake. Added this one in error. Great!

•□□□□□□□ Each non-sale disposition (not home, decline, callback) from the pitch/order pages needs to send the app back to the map screen (as per binnj). Ticket opened – added to April release.

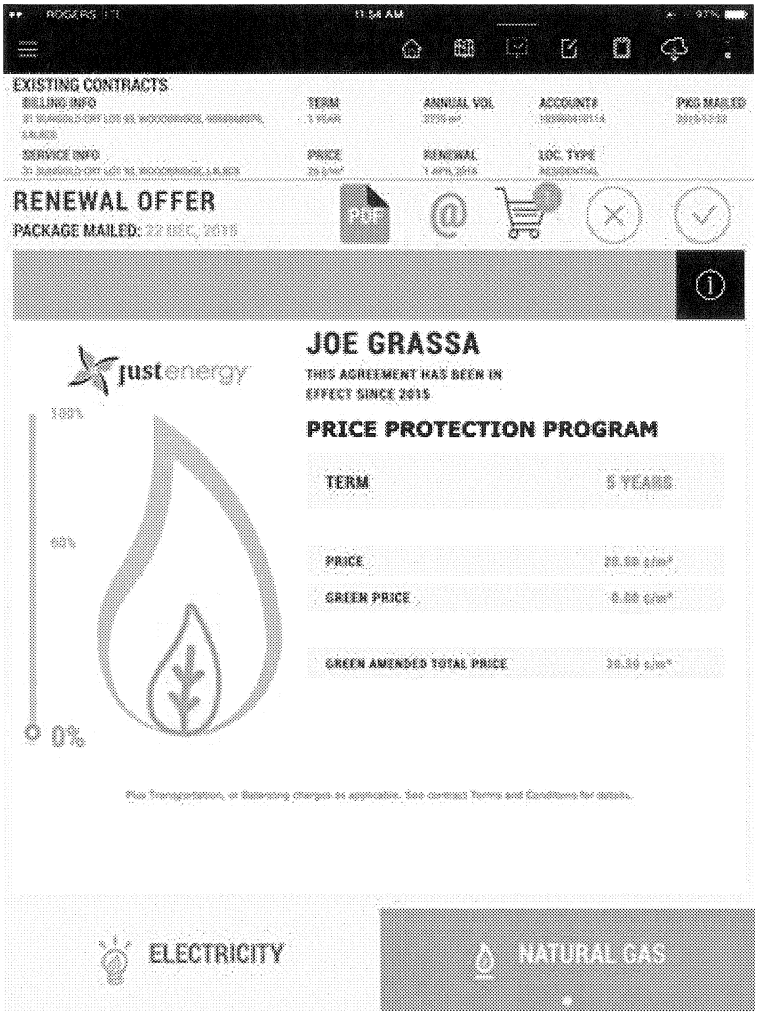
•□□□□□□□ Blue dot tracker keeps disappearing throughout the day (reported by Brandon, Cristian, Tom, Sorin and a few more). Not Good. Need ASAP fix. Can we get a screen shot? Are the agents connected to the internet? – You want a pic of the dot NOT appearing? It looks like the same map, but without a blue dot. All ICs were actively using the iPad and connected to internet. The above ICs reported it periodically throughout the day. Yes, as the dot seems to always appear for us. Maybe the antenna is a diff colour or something else is up… we'll be able to see in screen shot.

•□□□□□□□ There's a minor discrepancy to the lead count based on geographical error between binnj and JEM; ie. When you assign leads by area on JEM and binnj you get different totals. I'll provide examples. Minor inconsistencies are expected due to incorrect address dispo, or geo coding. – Ok, but if the lead count is the same and the same incorrect addresses are on those leads. shouldn't they be mapped the same as binnj? Incorrect address dispo is not shared between binnj and JEM. You/Agents also remap leads – we don't know how many were remapped between jem and binnj. The two will never be in exact # – should be close.

•□□□□□□□ Savings calculator on some leads isn't functional:

- Eg. 26c going to 20.5c should have a savings

Henna / Victor – can you guys pull the info list for this account and break down what the savings should be? If there should be savings let us know and we'll investigate further.



•□□□□□□□□ It was pointed out that we cannot add leads to today/tomorrow manually, and that you can't remove them from either bucket (they just go from one to the other), and that even if you do add them graphically, they are not highlighted in any way to identify them specifically compared to the rest of the leads. Not good. Need ASAP fix.

Previously reported. Fix is in next release ~Monday. After that release please confirm if there are other changes needed.

•□□□□□□□□ The glitch reported earlier wherein an IC clicks "No" on the "Would Cx like to sign up for new business?" multiple times because it won't disappear and then it shows up as a bunch of ACPTs in the Accepted tab eg. Not good. Need ASAP fix. Previously reported. Fix is in next release.

•□□□□□□□□ Everyone figured out quickly that all remapped leads get pushed to Lake Ontario instead of being mapped properly. Not good. Need ASAP fixPreviously reported. Fix is in next release.

•□□□□□□□□ Unanimous request to allow rotating of the map for driving Previously reported. Fix is planned for April release.

There's more but I can't remember it right now. I'll copy them to this email as I recall it.

Cheers,

-Dan

From: Anna Dec
Sent: Monday, March 14, 2016 2:16 PM
To: Daniel Gadoua
Cc: Ravi Maharaj; Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

Hi Dan,

We reviewed the release and we anticipate we can have these fixes in prod next Monday morning.

Thanks,

Anna Dec (x. 71347)

From: Daniel Gadoua
Sent: Monday, March 14, 2016 1:37 PM
To: Anna Dec
Cc: Ravi Maharaj; Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

We need to bump it and the business name issue up.

I have every SVC IC over to JEM now and it's impacting the office's ability to find and close these customers.

-Dan

From: Anna Dec
Sent: Monday, March 14, 2016 1:35 PM
To: Daniel Gadoua
Cc: Ravi Maharaj; Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

Hi Dan,

This ticket is already in current sprint.

It will be in prod by end of this month.

Thanks,

Anna Dec (x. 71347)

From: Daniel Gadoua
Sent: Monday, March 14, 2016 1:27 PM
To: Anna Dec
Cc: Ravi Maharaj; Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

Hey all,

Leads are still mapping to the lake which, when I moved everybody today, was a massive downer when guys tried to remap leads on their ipads and they were going to lake Ontario.

Please add this as a hotfix because it's deeply impactful.

-Dan

From: Anna Dec
Sent: Sunday, March 13, 2016 11:48 AM
To: Daniel Gadoua
Cc: Ravi Maharaj; Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: Re: JEM Outstanding Items

Hi, we can open tickets for these.

For the lake leads, they will all be listed in the unassigned list at the bottom, you can access details one by one then and update the address /reassign.

Try it and let me know if it works.

Thanks,

Anna Dec

On Mar 12, 2016, at 1:00 PM, Daniel Gadoua <DGadoua@cambridge.justenergysales.com> wrote:

> Specifically, no matter what office I select there I get the same number.

-Dan

From: Daniel Gadoua
Sent: Saturday, March 12, 2016 2:00 PM
To: Anna Dec
Cc: Ravi Maharaj; Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

Also,

Can't filter lead count by office:

<image001.jpg>

From: Daniel Gadoua
Sent: Saturday, March 12, 2016 1:58 PM
To: Anna Dec
Cc: Ravi Maharaj; Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

Here's another item re: 2 issues we've posted a long time ago.

I can't remap the 30-60 leads that populate in Lake Ontario because the lead box is too small to get to the "details" section so I can change the address.

See below:

<image002.jpg>

From: Daniel Gadoua
Sent: Friday, March 11, 2016 12:41 PM
To: Anna Dec
Cc: Ravi Maharaj; Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

Not sure why you can't reproduce. I just did it on this iPad 2 (settings below). It was connected to wifi but I've reproduced it on data and new biz and renewal ICs accounts and iPads.

I have a video of me doing it but it's 150 Mb so I can't upload, but all I did was go out of the app back to home screen and into safari, googled and searched stuff, zoomed in/out of webpages, for about 5 min then back to home screen and into JEM and I had to log in again.

-Dan

<image003.jpg>

<image004.jpg>

From: Anna Dec
Sent: Friday, March 11, 2016 11:30 AM
To: Daniel Gadoua
Cc: Ravi Maharaj; Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

We are having a hard time replicating this.

Can we also get the iPad model and iOS version?

Please ensure everyone is on latest iOS.

Thanks,

Anna Dec (x. 71347)

From: Anna Dec
Sent: Friday, March 11, 2016 10:47 AM
To: Daniel Gadoua
Cc: Ravi Maharaj; Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

Can you send us a screen shot of the settings for Brandon and yourself.

Any other users report timeouts?

Example: http://prntscr.com/adxmrh

Thanks,

Anna Dec (x. 71347)

From: Daniel Gadoua
Sent: Wednesday, March 09, 2016 3:46 PM
To: Anna Dec

Cc: Ravi Maharaj; Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

Brandon is getting it again today. If he's in another app and locks the iPad manually (clicks the button in top-right) or even leaves it on completely for 3-4 min, when he goes back into it is asks to login in everytime. I just tried it too and it asked me to login again after 2-3 min and I was on wifi.

-Dan

From: Anna Dec
Sent: Wednesday, March 09, 2016 12:51 PM
To: Daniel Gadoua
Cc: Ravi Maharaj; Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

Thanks Dan.

Please ask the agents to report any instances today and send us a summary of all the instances please.

I'd like to get an understanding of how frequent this occurs, if it is truly just REN, and if it always happens under the same scenario you just described or under different ones also.

I am happy to hear at least it seems to be an improvement over the timeout reports before the release.

Thanks,

Anna Dec (x. 71347)

From: Daniel Gadoua
Sent: Wednesday, March 09, 2016 12:27 PM
To: Anna Dec
Cc: Ravi Maharaj; Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: Re: JEM Outstanding Items

This was happening between customers while the app was open but went into standby mode(off) while driving between customers,

Only occurring in these cases for renewal ICs. New biz JECP ICs not reporting timeouts at all.

It's better for sure.

-Dan

On Mar 9, 2016, at 12:20 PM, Anna Dec <adec@justenergy.com> wrote:

> Dan can you explain how the app timed out?
>
> Was the app minimized at the time and agent was using another app?
>
> Or the app was still open, but agent was busy talking with customer
>
> What screen was the app on?
>
> Also, are you seeing fewer reports of time out at all with the last release or is it still occurring at the same rate?

Thanks,

Anna Dec (x. 71347)

From: Daniel Gadoua
Sent: Wednesday, March 09, 2016 12:14 PM
To: Anna Dec; Ravi Maharaj
Cc: Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

Its defaulted ON on iPads/iPhones and it allows apps that are running in the background to pull data and refresh content even when they're not actively open and being used. Most guys turn it off to save battery, but Brandon did have it on yesterday.

-Dan

From: Anna Dec
Sent: Wednesday, March 09, 2016 12:09 PM
To: Ravi Maharaj; Daniel Gadoua
Cc: Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

I am not familiar with this feature. Why do you use this?

Thanks,

Anna Dec (x. 71347)

From: Ravi Maharaj
Sent: Wednesday, March 09, 2016 11:59 AM
To: Anna Dec; Daniel Gadoua
Cc: Steve Weber; Henna Baig; Truman Leung; Victor Sousa

Subject: RE: JEM Outstanding Items

iPad Feature: Settings – General – Back Ground App Refresh

Just thinking out loud if that's a variable.

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Anna Dec
Sent: Wednesday, March 09, 2016 11:55 AM
To: Daniel Gadoua; Ravi Maharaj
Cc: Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

What do you mean by background app refresh?

Thanks,

Anna Dec (x. 71347)

From: Daniel Gadoua
Sent: Wednesday, March 09, 2016 11:50 AM
To: Ravi Maharaj; Anna Dec
Cc: Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

Most guys have it off for that reason, but Brandon had it on and it still timedout.

-Dan

From: Ravi Maharaj
Sent: Wednesday, March 09, 2016 11:49 AM
To: Daniel Gadoua; Anna Dec
Cc: Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

Thanks DG – I assume the background app refresh is not used in field due to practical battery issues?

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Daniel Gadoua
Sent: Wednesday, March 09, 2016 11:41 AM
To: Ravi Maharaj; Anna Dec
Cc: Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

LTE Data.

And background App Refresh should make less likely to timeout.

-Dan

From: Ravi Maharaj
Sent: Wednesday, March 09, 2016 11:32 AM
To: Daniel Gadoua; Anna Dec
Cc: Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

Hey,

Are we testing on wifi or data?

Can the background app refresh be the issue?

Just thinking out loud ☺

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Daniel Gadoua
Sent: Wednesday, March 09, 2016 11:25 AM
To: Anna Dec; Ravi Maharaj
Cc: Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

Heatmap looks fine. Different than binnj, but still a good job.

Timeout was still occurring for Brandon last night, he reported, but only after 10-15 min. He had Background App Refresh -> ON and was NOT in Low Power mode, so not sure why it's still occurring.

Either way, he did report that it was better that before.

-Dan

From: Anna Dec
Sent: Wednesday, March 09, 2016 11:10 AM
To: Ravi Maharaj; Daniel Gadoua
Cc: Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

Hi Dan,

Please provide feedback today on timeout issues and heat map.

Thank you!

Thanks,

Anna Dec (x. 71347)

From: Ravi Maharaj
Sent: Monday, March 07, 2016 5:39 PM
To: Anna Dec; Daniel Gadoua
Cc: Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

Great news!

I am a bit concerned we were not able to replicate the issue that crosses all three (3) channels and that I observed for myself as well.

Hopefully the fix is the fix ☺

Dan – let's map out next steps; give me a call when you're free.

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Anna Dec
Sent: Monday, March 07, 2016 11:02 AM
To: Daniel Gadoua; Ravi Maharaj
Cc: Steve Weber; Henna Baig; Truman Leung; Victor Sousa
Subject: RE: JEM Outstanding Items

Hi Team,

We have some good news!

There was a release this morning and we were able to include a fix for the time out issue. We were not able to replicate the timeout issue in test by minimizing the app, opening a different app and going back to the JEM app, it never timed out for us.

We also left the app open/ not used for 45 min and it never timed out.

Dan, can you have your team upgrade to the newest app.

If you get any report of time out, we need to confirm agent is on latest app and if so we need the exact steps of what the agent is doing to get the time out please.

Thanks,

Anna Dec (x. 71347)

From: Victor Sousa
Sent: Thursday, March 03, 2016 9:58 AM
To: Anna Dec; Daniel Gadoua; Truman Leung; Ravi Maharaj
Cc: Steve Weber; Henna Baig
Subject: RE: JEM Outstanding Items

Hey Anna,

Thanks for the quick replies!

Sticking to your outlined timelines, is there *any* way that we can address the **timeout** issue (JEMR-1810) as a hotfix for this/early next week?

This issue is causing a lot of, "across the board" challenges when using the app, and it's one of the final sticking points to flipping all our ICs over to JEM, so we are

hesitant to leave it to end of month; we feel it would cause a bad experience for ICs, some AB ICs reverted back to Binnj due to this issue and how frustrating it was.

Thank You,
<image001.gif>

<image002.png>
Victor Sousa
Business Analyst - Regional Canada – Corporate
Office: 905.670.4440 ext: 74261
Cell: 416.708.6448

80 Courtneypark Dr W, Mississauga, ON L5W 0B3
E-mail vsousa@justenergy.com | **Web** justenergy.com
<image003.gif>
<image004.gif>

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From: Anna Dec
Sent: Thursday, March 03, 2016 9:17 AM
To: Daniel Gadoua; Victor Sousa; Truman Leung; Ravi Maharaj
Cc: Steve Weber; Henna Baig
Subject: RE: JEM Outstanding Items

Hi Dan,

Sprint 3 dev is done already and sprint 4 dev is in progress – we are just doing some final testing for sprint 3 and release is planned for ~Monday.

The tickets you highlighted will all be in sprint 4, so that we don't delay the fixes that are ready for release.

Thanks,

Anna Dec (x. 71347)

From: Daniel Gadoua
Sent: Wednesday, March 02, 2016 11:29 PM
To: Anna Dec; Victor Sousa; Truman Leung; Ravi Maharaj
Cc: Steve Weber; Henna Baig
Subject: RE: JEM Outstanding Items

If the 2 scheduled for Sprint 4 in the table below, and the 3 below that (#9, 10, 11), are all moved up to Sprint 3 then I feel confident that we can cut over to JEM once those are in production with minimal IC/sales interference.

-Dan

From: Anna Dec
Sent: Wednesday, March 02, 2016 10:05 AM
To: Daniel Gadoua; Victor Sousa; Truman Leung; Ravi Maharaj
Cc: Steve Weber; Henna Baig
Subject: RE: JEM Outstanding Items

Hi Dan,

Really appreciate your feedback!

As you see below each ticket is assigned to a sprint.

Sprint 3 will be in prod early next week.

Sprint 4 is planned for prod release by end of March – we'll add the new issues you brought up to this sprint.

Sprint 5 is yet to be planned – April sometime.

All the issues you highlighted except for the 2 below are planned to be in prod by end of March.

Since you agree there is a workaround, I think we can leave those 2 in sprint 5. Please let us know if you cannot wait for these. We would need to find an extra resource to address these sooner.

[REN] After update lead address need to refresh lead page to see change

and

REN: Update geo coding logic for leads - PO box not in lake --- Requirement change

How does that sound to you?

Please let me know if you have any questions,

Displaying **31** issues at **23/Feb/16 10:36 AM**.

Issue Type	Key	Summary	Labels	Assignee	Reporter	Priority	Status	Sprint	Created	Updated	Due Date	Original Estimate	Remaining Estimate
Story	JE MR-1846	app: save the map mode preference on leads/ street smart pages	App, PROD	Konstantin Pashura	anna	Trivial	In Progress	Mixed Sprint 4	2/18/2016 9:07	2/22/2016 5:09			
Story	JE	ON - Account	App,	Shevch Truman	M	Open		Mixed	2/18/	2/19/			

y	MR-1847	Holder Expand Direct Billing options	ON	enko	Leung	ajor	n	d Sprint 4	2016 17:40	2016 9:04		
Story	JEMR-1810	App: session time outs	App, PROD	Oleg	anna	Major	Open	Mixed Sprint 4	2/5/2016 9:04	2/22/2016 9:55		
Bug	JEMR-1844	lead on IPAD should change to Grey when selected.	App, PROD	Anastasiya Berestovaya	judy	Minor	Open	Mixed Sprint 4	2/17/2016 12:38	2/23/2016 10:36		
Bug	JEMR-1816	[Prod] Lead page is available for IC level	Lead, PROD	Frank He	Frank He	Major	Verified	Mixed Sprint 3	2/8/2016 12:35	2/22/2016 9:38		
Story	JEMR-1821	ON: new THK ECO email template	ON	Vrutant Raval	anna	Major	Resolved	Mixed Sprint 3	2/9/2016 10:28	2/18/2016 4:10		
Story	JEMR-1820	ON PAD photo taking	ON	Oleg	anna	Major	In Progress	Mixed Sprint 3	2/9/2016 10:15	2/23/2016 10:07	20160 0	201 600
Bug	JEMR-1807	IC should see the leads on IPAD at real - time	ON, REN	Oleg	judy	Major	Open	Mixed Sprint 3	2/4/2016 16:13	2/22/2016 13:14		
Story	JEMR-1763	Lead page - Auto-Zoom toggle doesn't work	PROD, REN, Website	judy	judy	Major	Waiting for QA	Mixed Sprint 3	1/25/2016 16:56	2/22/2016 9:26		
Story	JEMR-1767	Heatmap on JEM is turbo-aggressive	PROD, REN, Website	Abdur Rahman	judy	Major	Resolved	Mixed Sprint 3	1/26/2016 11:01	2/23/2016 10:25		
Story	JEMR-1856	server error from Dan G - flurry error related to training documents	PROD	Oleg	anna	Minor	In Progress	Mixed Sprint 4	2/22/2016 9:32	2/23/2016 6:07		
Story	JEMR-1641	Using Octopus to deploy future builds	PROD	Marios Kimonos	Truman Leung	Major	Open	Mixed Sprint 3	12/14/2015 10:38	2/3/2016 10:53		

Story	JEMR-1789	Create popup for Disposition tags in IC trax	PROD, REN	Vrutant Raval	Frank He	Major	Open	Mixed Sprint 4	2/1/2016 10:47	2/17/2016 11:03
Story	JEMR-1770	REN: Update geo coding logic for leads - PO box not in lake	PROD, REN	Vrutant Raval	anna	Major	Open	Mixed Sprint 5	1/26/2016 14:25	2/17/2016 11:44
Story	JEMR-1843	IC trac page: "Refresh IC Location" shouldn't reload the page	PROD, Website	Vrutant Raval	judy	Minor	Open	Mixed Sprint 4	2/17/2016 12:07	2/23/2016 10:35
Bug	JEMR-1806	The subject of Commerce Energy Welcome email should be 'Welcome to Commerce Energy'	PROD	judy	judy	Major	In QA Review	Mixed Sprint 3	2/4/2016 15:48	2/22/2016 14:37
Bug	JEMR-1740	UpdateStreetSmartDataWinService: Partial street address passed to Google Geocoding service	PROD, SPLUNK	Frank He	pdorney	Major	Waiting for QA	Mixed Sprint 4	1/18/2016 16:33	2/19/2016 9:34
Bug	JEMR-1774	/Rest/api/MobileDocuments/DownloadFile related error recorded in Splunk	PROD, SPLUNK	Frank He	pdorney	Major	Waiting for QA	Mixed Sprint 3	1/26/2016 18:49	2/22/2016 14:37
Bug	JEMR-1815	[Prod][REN] Email is not included in SendRenewalPackage Disposition xml	PROD, REN	Frank He	Frank He	Major	Waiting for QA	Mixed Sprint 3	2/8/2016 11:27	2/22/2016 14:36
Bug	JEMR-	REN (WEB) Can't delete	PROD, REN,	judy	Alexander	Maj	Waiting	Mixed	2/2/2016	2/23/2016

	1792	IC users from User Accounts website page	Website		Rozhmanov	or	for QA	Sprint 3	8:32	10:30	
Bug	JEMR-1786	PDF Mapper not working in IE11	PROD, website	Vrutant Raval	Frank He	Minor	Open		1/29/2016 10:24	2/3/2016 13:52	
Bug	JEMR-1768	lead with valid address is mapped to lake Ontario on JEM	PROD, REN, Website	Vrutant Raval	judy	Major	Open	Mixed Sprint 4	1/26/2016 13:18	2/17/2016 11:03	
Bug	JEMR-1788	FindZipCodeByCoordinates: Check for null postCodeByAddressModel argument	PROD, SPLUNK	Sergey	pdorney	Major	Open		1/30/2016 15:43	2/17/2016 11:43	
Bug	JEMR-1447	UI Display Messages for Password Change	PROD, Website	Vrutant Raval	Frank He	Trivial	Open		10/14/2015 13:08	2/17/2016 11:43	4-Nov-15
Bug	JEMR-1837	IC can see info for override as well as overridEe	PROD, Website	Vrutant Raval	Frank He	Major	Open	Mixed Sprint 4	2/12/2016 9:51	2/18/2016 9:26	
Bug	JEMR-1854	Check for Nulls from Geocode results	PROD, SPLUNK	*Unassigned*	Marios Kimonos	Major	Open		2/19/2016 19:07	2/19/2016 19:07	
Bug	JEMR-1853	Log Failure XML reason from Sales Channel	PROD, SPLUNK	*Unassigned*	Marios Kimonos	Minor	Open		2/19/2016 18:58	2/19/2016 18:58	
Bug	JEMR-1819	[prod][ren]Renewal package report should not contain any AB or Inactive Leads	PROD, REN	Abdur Rahman	Frank He	Minor	Open	Mixed Sprint 4	2/9/2016 9:58	2/23/2016 10:34	
Story	JE	[REN] - Sales	REN,	Frank	Simon	Mi	Verifi	Mixe	12/3/	2/22/	

y	MR-159 4	channel response to include all the lead information	Server	He	Shao	no r	ed	d Sprint 3	2015 10:45	2016 11:13
Story	JEMR-165 5	Monitoring when services are not running	REN, SPLUNK, Server	Anastasiya Beresto vaya	anna	Major	Open	Mixed Sprint 4	12/16 /2015 9:49	2/18/ 2016 3:46
Bug	JEMR-164 2	[REN] After update lead address need to refresh lead page to see change	REN, Website	Abdur Rahman	Vivien Yang	Minor	Open	Mixed Sprint 5	12/14 /2015 14:43	2/23/ 2016 10:22

Thanks,

Anna Dec (x. 71347)

From: Daniel Gadoua
Sent: Tuesday, March 01, 2016 10:43 PM
To: Anna Dec; Victor Sousa; Truman Leung; Ravi Maharaj
Cc: Steve Weber
Subject: RE: JEM Outstanding Items

See below: Again, as I've said before, if we ported over right now would we be able to write deals? Yes. But it would be worse than right now and the sales/salespeople would suffer (even if it's minutely in some cases).

From: Anna Dec
Sent: Tuesday, March 01, 2016 5:18 PM
To: Daniel Gadoua; Victor Sousa; Truman Leung; Ravi Maharaj
Cc: Steve Weber

Subject: RE: JEM Outstanding Items

Hi Dan,

Thanks!

Let us focus on orange. From my perspective few of these are actual blockers, maybe you can enlighten me.

See my comments and potential workarounds. Please review and let me know if we can proceed with moving more agents to JEM after heat map is fixed.

1. App: session time outs

Workaround: user can log back in. I understand these time outs are happening if agent changes screens/ is not using app for a while not mid pitch – is it really a blocker? – This time-out occurs whenever your iPad goes into standby mode, which it did for me 3 times in a new-biz presentation as we're not looking at the iPad the entire time. Sometimes we're showing a customer what's going on with their bills, building rapport, etc. It's very disruptive and causes unnecessary pauses in a presentation that often hinges on the feeling that this process is simple and painless for the customer.

2. [Prod] Lead page is available for IC level

Should be fixed in next release – next week. I doubt that agents are messing with lead assignment. Blocker? – Yes. Right now no one is on it because only a couple people are on JEM. Once everyone's on JEM even if they're not knowing how to use it we've pushed them to the site when their accounts were setup. I've had a few people already tell me that they've poked around on it and that it should be locked.

3. IC should see the leads on IPAD at real -time

Workaround - When you do new lead assignment – all agent has to do is log out and log in to get the update. Blocker? – Yes. If leads fall off throughout the day or I move

an IC, they need to see it immediately. Otherwise they're going to leads they don't have and wasting time. Not to mention, as I'm moving multiple people (like this Friday) it could result in multiple ICs appearing to have the same working area and creating collisions with themselves and/or CS.

4. Heatmap on JEM is turbo-aggressive

Working on fix now.

5. Create popup for Disposition tags in IC trax

How does this block agents? this is on manager site not on app. – Without it the RDs cannot see the timestamp/info of each dispo. Prevents us from using Trax effectively.

6. REN: Update geo coding logic for leads - PO box not in lake

. Last we discussed there was about 30-40 leads for you to re-map --- this should be manageable for you until fix is in place. Should not be a blocker for agents. Blocker? - If that's all that gets mapped there on my side, not a blocker, but ICs were reporting that when they remapped leads with PO Boxes on their iPads they would move to the lake as well. Not good.

7. lead with valid address is mapped to lake Ontario on JEM

This was an issue for 1 lead – should not be a blocker – again you can remap on Leads page. – same as above?

8. [REN] After update lead address need to refresh lead page to see change

Workaround – refresh page. This is on manager site. It does not impact agents. Blocker? – Not a blocker I guess, just annoying.

9. Business name field not on JEM

Impacts MVC agents – all SVC agents should be able to go to JEM – Except this isn't SVC/MVC specific. This is any customer with a business name, and there are more SVCs like this than MVCs (see example I provided earlier). We can't have a portion of leads we can't work properly. Also, why would we move the SVC agents over in a hurry but leave the MVC agents?

10. **Incorrect Address disposition removes lead from iPad but then the next day it comes back on the ICs iPad (without me reassigning it to them). Not good because if they IA it twice it inactivates the lead.**

This is probably the biggest issue I see here so far – we'll work on a fix. How many incorrect address do we typically get? Can agents track them manually for now so we ensure we don't revisit or mark them as a 4 week call back? - I guess we could change their process for these, but then I wouldn't know which was a callback or IA and I couldn't fix the wrong addresses.

11. **On top of leads not moving from today to tomorrow in the list properly (already mentioned), the leads in any specific grouping are not highlighted or identified in any way. On binuj it would make the lead outline red so you knew which were which.**

Why is this a blocker? If you open today tomorrow tab you see all leads in that tab even though it may not be clear where they are on the map. We'll work on a fix but is this a blocker? – Because that's the whole point of this feature: to be able to separate what leads you'll work on what day and to be able to identify them as such. If it doesn't work then ICs will not do this and route management will become inefficient.

Thanks,

Anna Dec (x. 71347)

From: Daniel Gadoua
Sent: Tuesday, March 01, 2016 4:45 PM
To: Anna Dec; Victor Sousa; Truman Leung; Ravi Maharaj
Cc: Steve Weber
Subject: RE: JEM Outstanding Items

See attached and below:

Orange severely impacts sales, yellow impacts sales indirectly but is workable, and blue is annoying.

Below as well, plus, Business name field not on JEM, Dynamic Text sizing, Leads that go inactive just disappear, they should go like binnj and have a red minus symbol on them so we know what fell off.

-Dan

From: Anna Dec
Sent: Tuesday, March 01, 2016 3:56 PM
To: Daniel Gadoua; Victor Sousa; Truman Leung; Ravi Maharaj
Cc: Steve Weber
Subject: RE: JEM Outstanding Items

Hi Dan,

Great feedback. Thank you.

Please see in line.

What I need from you is a list of the deal breakers – what is preventing you right now from moving All the agents from Binnj to JEM?

1. **Heat map**

2. **Any others?**

I would like to plan another dedicated release for those issues so that we can get users off Binnj ASAP.

I do not want to get into a position where Binnj is not available and we are rushing with emergency fixes in JEM or your team can't sell on JEM due to some undiscovered issue.

Thanks,

Anna Dec (x. 71347)

From: Daniel Gadoua
Sent: Tuesday, March 01, 2016 3:38 PM
To: Anna Dec; Victor Sousa; Truman Leung; Ravi Maharaj
Cc: Steve Weber
Subject: RE: JEM Outstanding Items

Ok,

I've leveraged the few people we have on JEM and I went out these past few days in the field myself with the app on renewal and new biz, so here's the most recent feedback (some might be repeated):

•□□□□□□□ Incorrect Address disposition removes lead from iPad but then the next day it comes back on the ICs iPad (without me reassigning it to them). Not good because if they IA it twice it inactivates the lead.

Ok. Will open ticket.

•□□□□□□□ On top of leads not moving from today to tomorrow in the list properly (already mentioned), the leads in any specific grouping are not highlighted or identified in any way. On binnj it would make the lead outline red so you knew which were which.

Ok. Will open ticket

•□□□□□□□□ If you click on a lead on the list, it should find it on the map and open the little name/address flag (like on binnj). Right now it just straight-opens the pre-pitch page over top of everything. Please revert to Binnjs way. ---

Click on the date counter to open the name.

Click on the lead info to open the pre-pitch page.

•□□□□□□□□ Need to see whether or not a deal in ACPT has green (like binnj)

Already have a ticket for this.

•□□□□□□□□ On the new biz side, I had to hit "Pre-Authorized Debit" button on the Order page before it would let me PreData the info. Not sure why that's the case since these customers aren't going on a PAD.

Victor can explain this better.

That's it for now.

-Dan

From: Anna Dec
Sent: Friday, February 26, 2016 10:37 AM
To: Daniel Gadoua; Victor Sousa; Truman Leung; Ravi Maharaj; Henna Baig
Cc: Steve Weber
Subject: RE: JEM Outstanding Items

Sounds good

Rather than stumbling upon issues, I think it would be worth a while for you to do an end to end review and provide feedback based on what you find. Could you find some time for that?

Thanks,

Anna Dec (x. 71347)

From: Daniel Gadoua
Sent: Friday, February 26, 2016 10:18 AM
To: Anna Dec; Victor Sousa; Truman Leung; Ravi Maharaj; Henna Baig
Cc: Steve Weber
Subject: RE: JEM Outstanding Items

We are sending the feedback as we get it but these things only pop up when we double back to Binnj to see what it is supposed to do. We would have never caught this if I pushed everyone over to JEM because only by having that lead on both apps was I able to see that it was missing on JEM.

-Dan

From: Anna Dec
Sent: Friday, February 26, 2016 9:38 AM
To: Daniel Gadoua; Victor Sousa; Truman Leung; Ravi Maharaj; Henna Baig
Subject: RE: JEM Outstanding Items

Dan,

We'll open a ticket.

Can you and Rick please do an end to end sweep of the website and tablet and provide us all the feedback you have.

This way we can log the tickets and get them addressed at once.

Thanks,

Anna Dec (x. 71347)

From: Daniel Gadoua
Sent: Friday, February 26, 2016 12:45 AM
To: Anna Dec; Victor Sousa; Truman Leung; Ravi Maharaj; Henna Baig
Subject: RE: JEM Outstanding Items

More Feedback:

JEM doesn't display business names. – High Priority for SVCs, deal breaker for MVCs

<image005.jpg>

<image006.jpg>

From: Anna Dec
Sent: Tuesday, February 23, 2016 10:50 AM
To: Victor Sousa; Truman Leung; Daniel Gadoua; Ravi Maharaj; Henna Baig
Subject: RE: JEM Outstanding Items

Hi Victor,

See attached, and let us know if we are missing anything.

Sprint 3 is planned for first week of March.

Sprint 4 will be planned tomorrow – likely delivery end of march.

Sprint 5 will be planned after that - we discussed AB new business being the possible focus of that sprint.

Thanks,

Anna Dec (x. 71347)

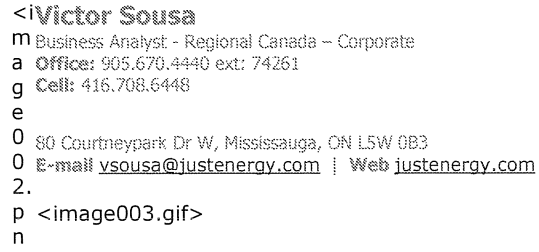
From: Victor Sousa
Sent: Tuesday, February 23, 2016 9:30 AM
To: Anna Dec; Truman Leung; Daniel Gadoua; Ravi Maharaj; Henna Baig
Subject: JEM Outstanding Items
Importance: High

Hey Anna/Truman,

Can I please have a list of the JEM items/concerns which are pending fixes (as far as you're aware), and dates for when these items will be fixed?

We've had a lot of emails back and forth and I just want to confirm we have the needed items covered, or in the pipeline.

Thank You,
<image001.gif>



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AFFIDAVIT OF MICHELLE ALEXANDER
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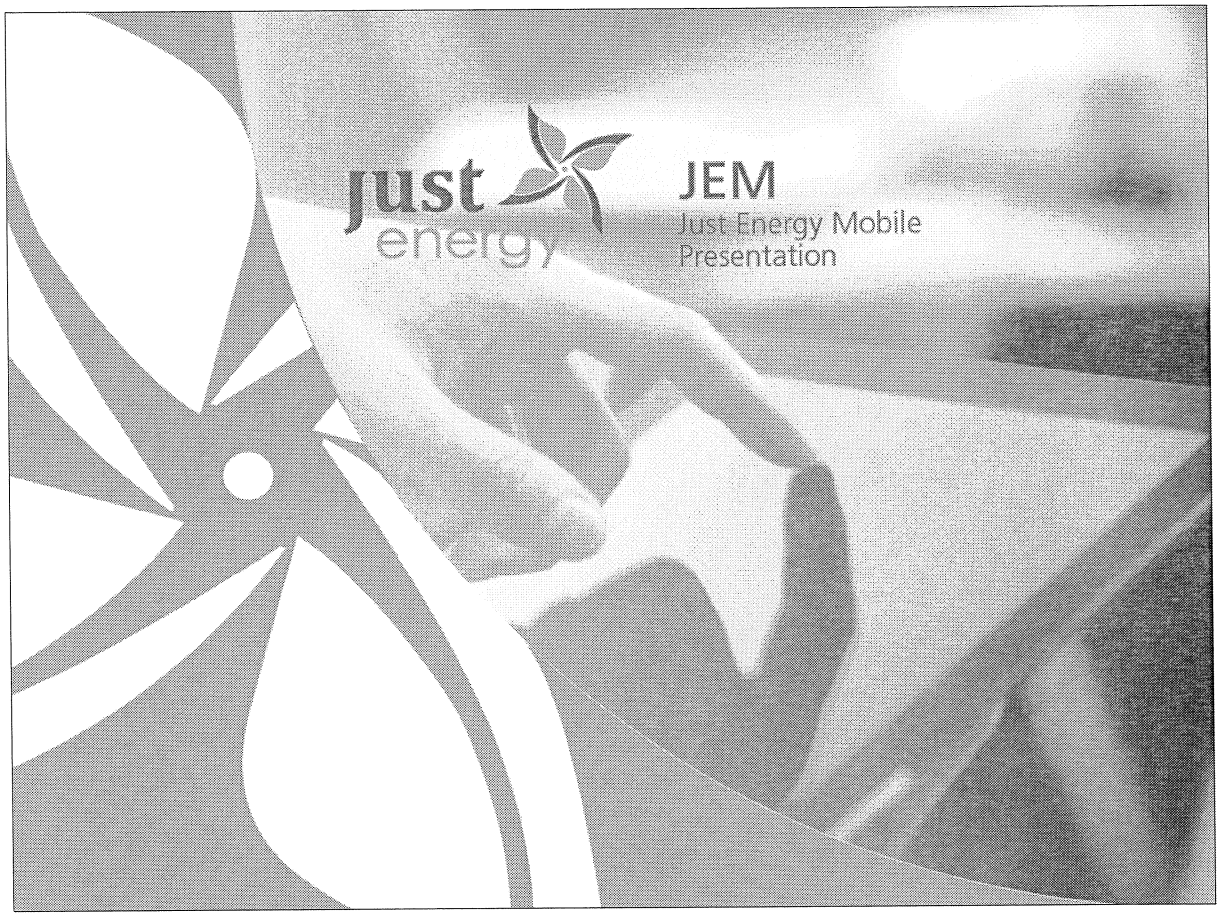
A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.


just energy
JEM
Just Energy Mobile
Presentation

Agenda

- Getting Started
- Logging In
- Using JEM
- Troubleshooting Tips

Getting Started

- The Just Energy Mobile (JEM) app provides our Sales team with the ability to enter sales on a mobile tablet instead of paper.

- Eliminating the need to use paper helps to support our green mission and makes the enrollment for our customers a simpler, more environmentally-friendly experience.

Common Terms

App

- Also known as a "mobile device app", it is a software application that runs on an iPad. Apps include software to run a calculator, display weather and news, play games, and to run programs such as the JEM app.

App Store

- A central library of all available apps compatible with an iPad run by Apple. There is no cost to create an account to the App Store.

Common Terms

Home Button

- The Home button is the large round button at the bottom of your mobile device. It is used to close an app and return to the home page of your iPad.

Lightning Connector

- This is a small opening at the bottom of your mobile device to insert the power cord to charge it when the battery runs low.

Sleep/Wake Button

- This is a small rectangular button at the top of your mobile

Common Terms

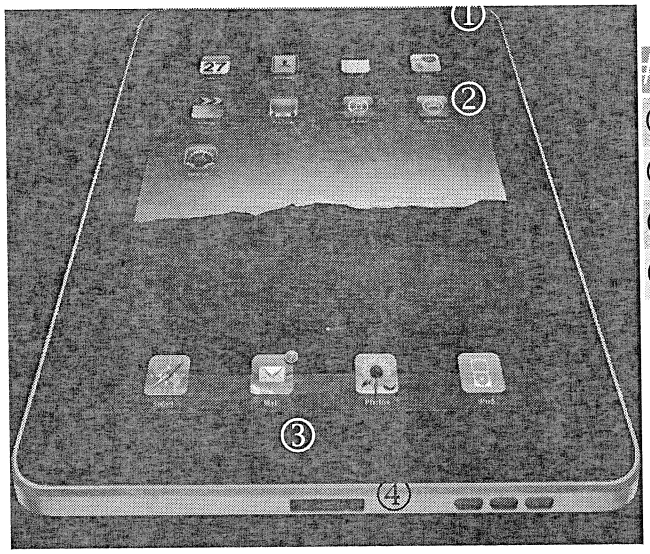
Swipe

- To swipe, use your finger in a quick, continuous motion to navigate between pages.

Taps

- Clicks using an iPad are done by a single finger pressed onto the screen. Tap the screen to open the app and to navigate within your iPad.

Quick Tour of Your Mobile Device



#	Description
①	Sleep/Wake button
②	App Store
③	Home
④	Lightning Connector

General Guidelines for Mobile Devices

Safeguard Your Device

- Never leave your device unattended and protect it as you would other valuables against theft.

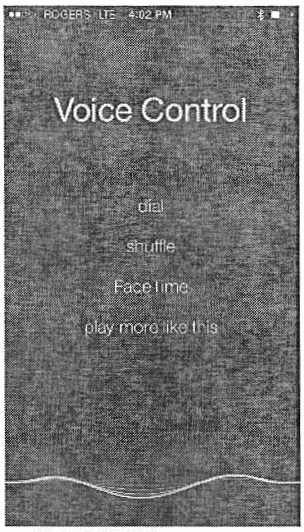
Security Password

- Consider adding a password that you will remember easily to protect your device from unauthorized use.

Protect Your Device

- Consider purchasing a protective case and stylus pen to protect your device from weather and other damage.

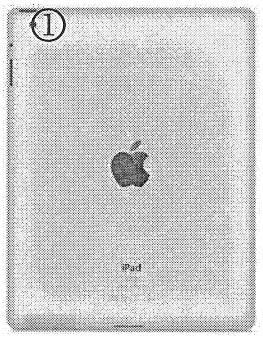
Siri: Your Personal Assistant

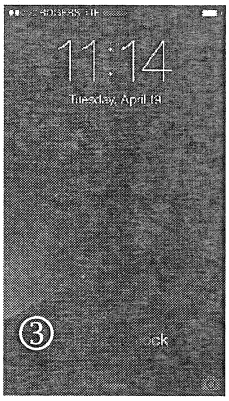


- Use Siri to:
  - Schedule Events
  - Set Reminders
  - Internet Searches
- Siri uses voice commands to perform tasks on your iPad.
- To activate Siri, press the home button until Siri speaks and the Voice Control screen appears.

Powering Up Your Mobile Device

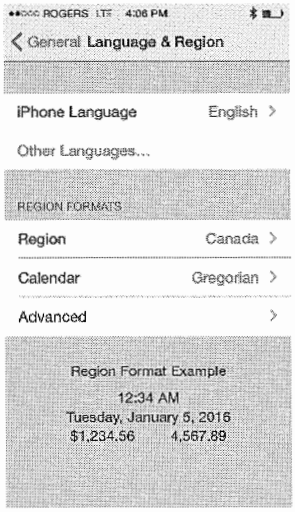
1. Press the On/Off button on the top left corner of your device.
2. Allow the device to power up until you reach the screensaver page.
3. Swipe the screen to either unlock or open the password page of the mobile device.





JEM: Just Energy Mobile Presentation

First-Time Set-Up



1. Choose Your Language
2. Choose Your Country/Region
3. Choose your WiFi Network
4. Enable Location Services
5. Select Set-Up as New
6. Enter / Create a New Apple ID
7. Agree to Terms and Conditions
8. Decline iCloud
9. Activate Find My iPad
10. Decline iMessage/Facetime
11. Activate Siri
12. Decline Diagnostics

JEM: Just Energy Mobile

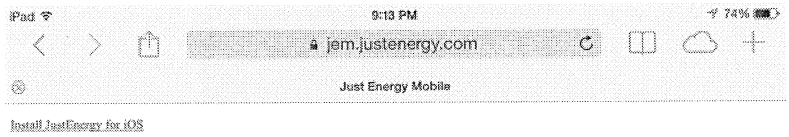
- You can download the JEM app to use your mobile device in the field to:
  - View Binder Sheets and Marketing Collateral.
  - Enroll customers on Just Energy products.
- The iOS (Apple) compatible JEM app offers a sleek, fast, user interface to enroll customers and retrieve sales information.
- JEM is continuously updated to keep information up-to-date.

JEM: Just Energy Mobile Presentation

Download JEM

1. Visit *https://jem.justenergy.com/mobileapp/*

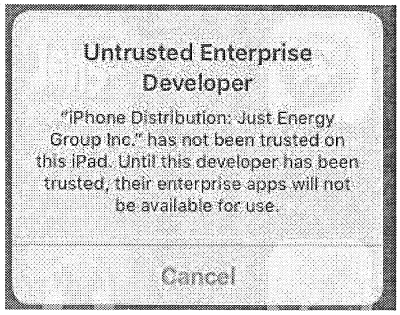
- For iPads, select **Install JustEnergy IOS**.



2. Wait until the download completes:

Download JEM

3. Make Just Energy a Trusted Developer (if required):



If you see this message, go to:

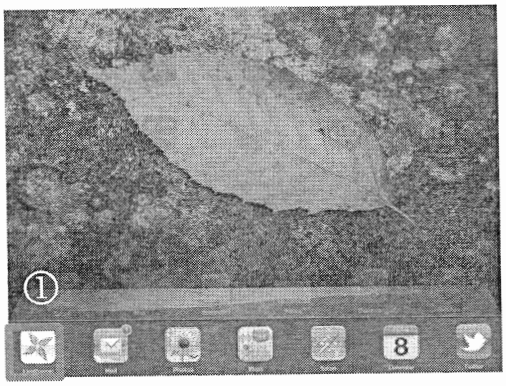
Settings > General > Profiles or Device Management

Tap the profile for **JustEnergy** to trust the app.

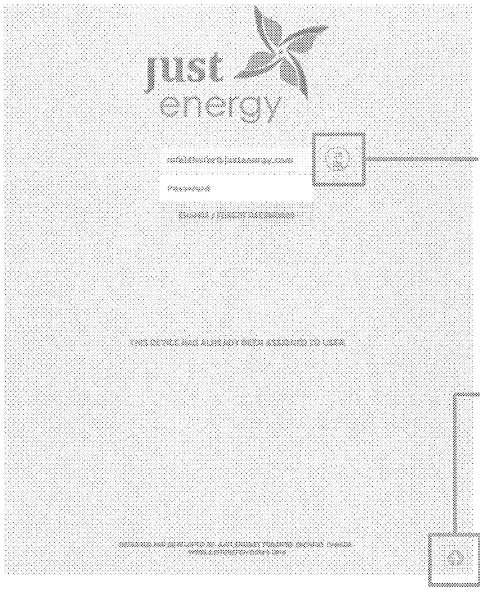
JEM: Just Energy Mobile Presentation

Logging into JEM

1. Tap the app.
2. Register your device/login.



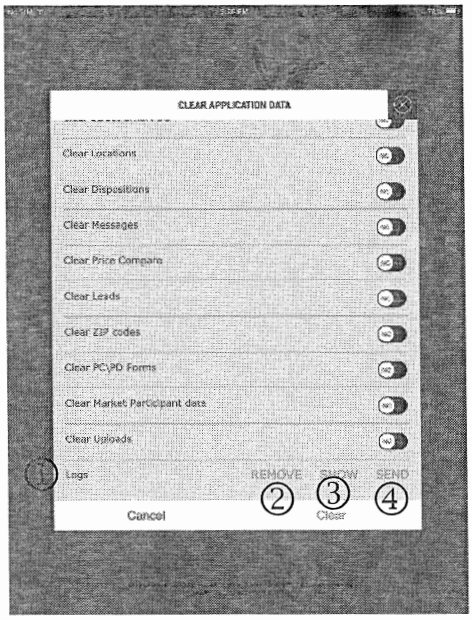
Switching Users / Troubleshooting



Switch User
Press to switch the user currently signed into JEM.

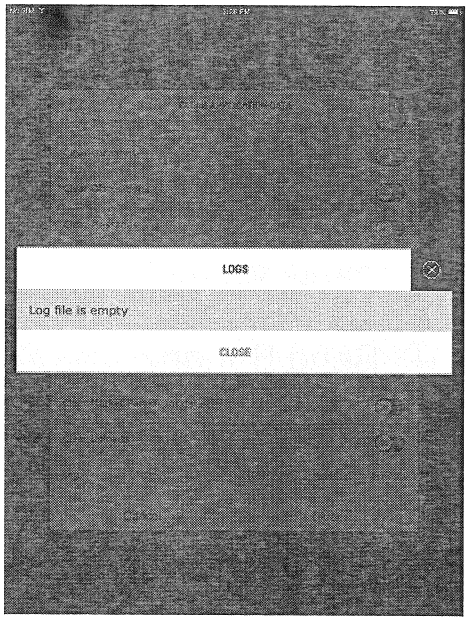
View/Send Logs Button
Send logs if you encounter errors with the app.

Switching Users / Troubleshooting



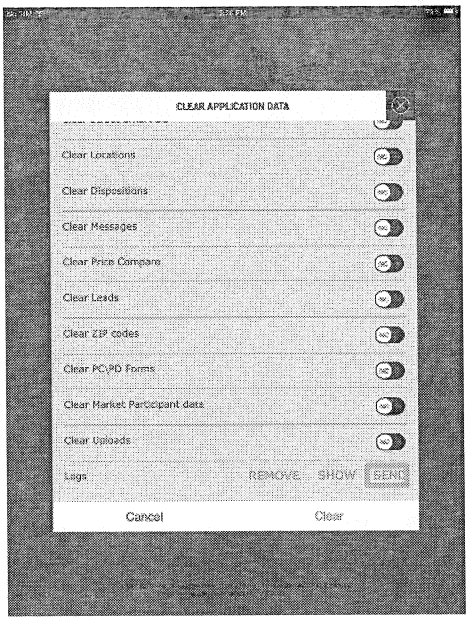
#	Description
①	**Logs** Contains the error log.
②	**Remove Button** Deletes current error logs.
③	**Show Button** Shows current error logs.
④	**Send Button** Sends error logs to Just Energy Head Office.

Switching Users / Troubleshooting



Logs Pop-Up
Shows the Log File whenever the **Show** button is tapped.

Switching Users / Troubleshooting

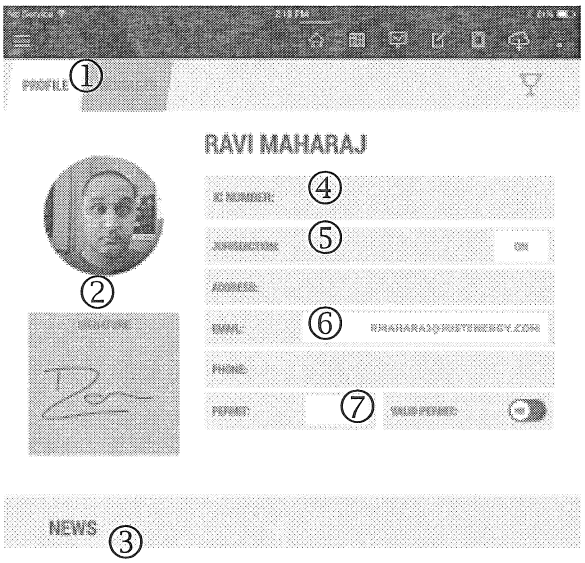


Sending Error Logs

Error logs are sent to Just Energy Head Office whenever the **Send** button is tapped.

JEM Home Page

Upon login, you will land on the JEM home page.



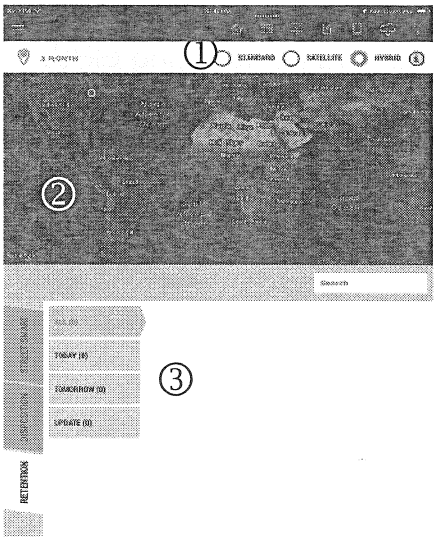
#	Description
①	Navigation Tabs
②	IC Photo/Signature
③	News Item PDFs
④	IC Number
⑤	Jurisdiction
⑥	Contact Information
⑦	Permit Information

JEM Home Page Navigation

Home Page	Starting point for navigating through JEM.
Maps	Shows maps of the community using GPS.
Pitch Page	Shows available offers to customers in the area.
Order	Allows for electronic capture of new Agreements.
News/Training	Provides quick/easy access to updates / training.
Cloud	When blue, click the icon to update JEM.

Maps Page

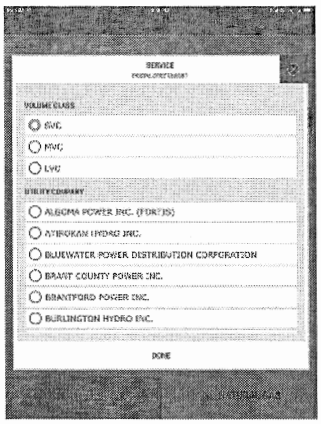
- Retrieves a map of where you are using GPS.
- Filter allows you to change your data point view.



#	Description
①	**Data Filters** Choose from Standard, Satellite, or Hybrid
②	**Map**
③	**Walking List** For those with a walking list, this section contains a list of the places to visit.

Pitch Page

- Enter a postal/zip to retrieve a list of available offers.
- If multiple utilities service the postal/zip code, JEM asks users to select the correct one as well as customer class and zone.



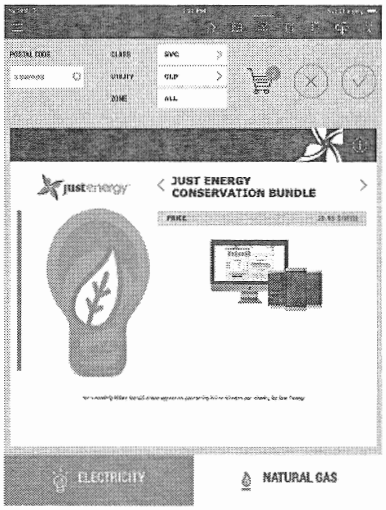
SVC Small volume consumers.
MVC Medium volume consumers.
LVC Large volume consumers.

Utility Company Choose utility.

Zone Select utility zone.

Pitch Page

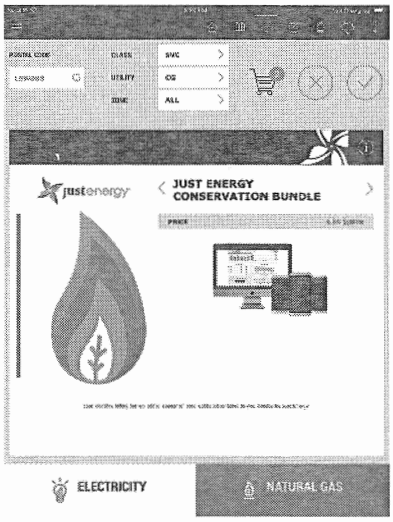
- The Pitch page will then show available offers.



Options / disposition tools.

View offer details.

Product toggle buttons.

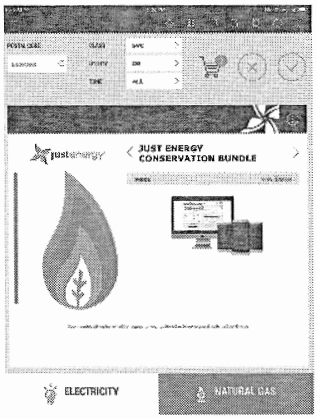


Pitch Page - Navigation

- The Pitch page will then show available offers.

Change service details.

View product info.



Toggle between product types.

Disposition pitch.

Tap arrow to change offer.

Pitch Page - Navigation

- 4 additional icons are shown at the top right of the pitch page:

Disposition

Add Customer Information

Cart

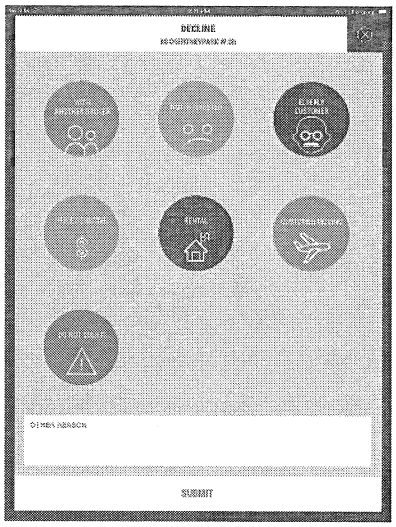
Pitch Page - Disposition

If the xit icon is tapped, a pop-up box will appear to add a disposition.

CALLBACK Prospect would like a callback.
NOT HOME Prospect was not home.
DECLINE Prospect declined the offer.

Pitch Page – Decline Disposition

If "Decline" is selected, a new pop-up window appears with a list of decline dispositions to select:



WITH ANOTHER BROKER Prospect is with another retailer.

NOT INTERESTED Prospect was not interested in the offer.

CUSTOMER MOVING Prospect is moving and declined the offer.

PRICE SENSITIVE Prospect declined the offer due to price.

RENTAL Prospect rents the property.

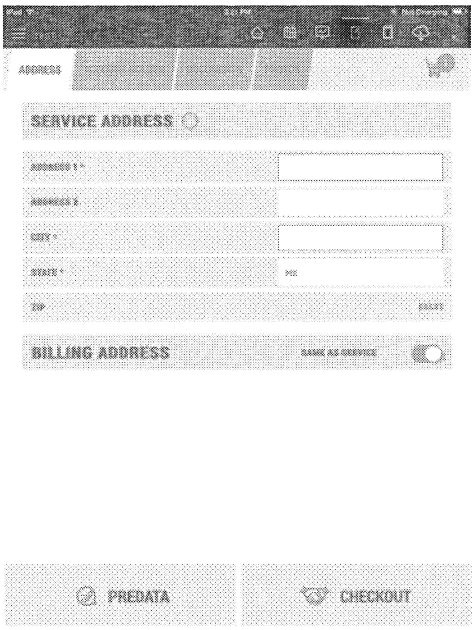
DO NOT SOLICIT Prospect asks us not to solicit their business further.

OTHER Enter details for prospect decline.

Pitch Page – Accept Disposition

If the checkmark icon is tapped, you will navigate to the Order page. You will need to select basic offer details as your first step.

Pitch Page – Address Tab

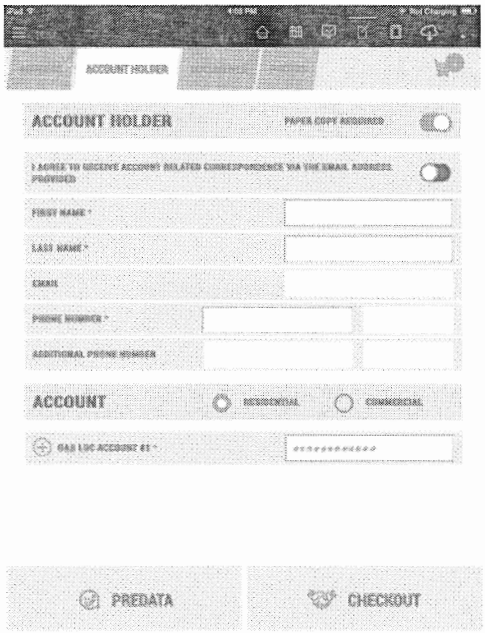


SERVICE ADDRESS Enter the service address for the new Agreement.

SAME AS SERVICE Slide the button if the service address and billing address are the same.

BILLING ADDRESS Enter the billing address for the new Agreement. (if different from the service address).

Pitch Page – Account Holder Tab



Enter the following data for the customer's account:

- Email or paper copy of the Agreement
- First Name
- Last Name
- Email Address
- Phone Number(s)
- Account Type (Residential or Commercial)
- LDC Account Number

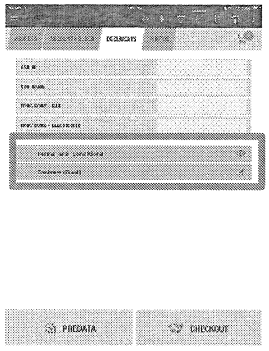
Press the **PREDATA** button.

Pitch Page – Documents Tab

The **PREDATA** function sends the customer's information to Just Energy. Once sent, a pop-up box appears:

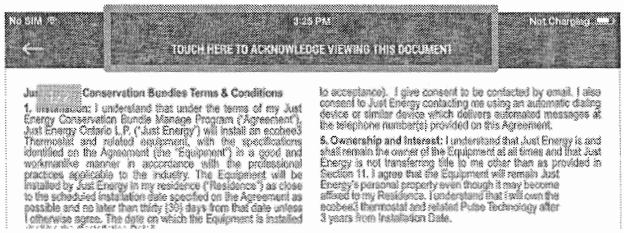
Once the pre-data is sent, it is time to:

1. Ask the customer to acknowledge the Terms and Conditions.
2. Ask the customer to review and sign the Agreement.



Pitch Page – Documents Tab

- When the **Eye** icon is in grey , the document has not been viewed.



- The customer must acknowledge the Terms and Conditions.
  - Ask the customer to tap the **TOUCH HERE TO ACKNOWLEDGE VIEWING THIS DOCUMENT** icon on the top of the page.
- Once done, a button will appear highlighted in green:

Pitch Page – Documents Tab

Once your back on the Order page, have the customer review the Agreement.

Residential Gas Customer Choice Variable Rate Contract

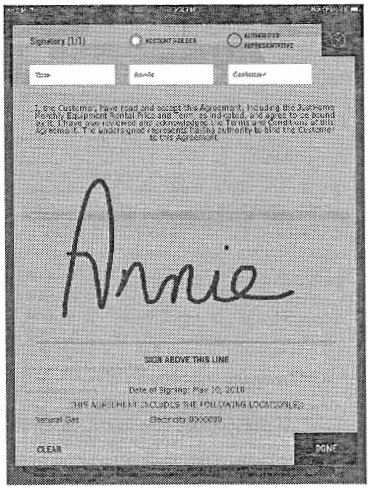
Customer Information

Essential Contract Information

Natural Gas Rate Flex Program

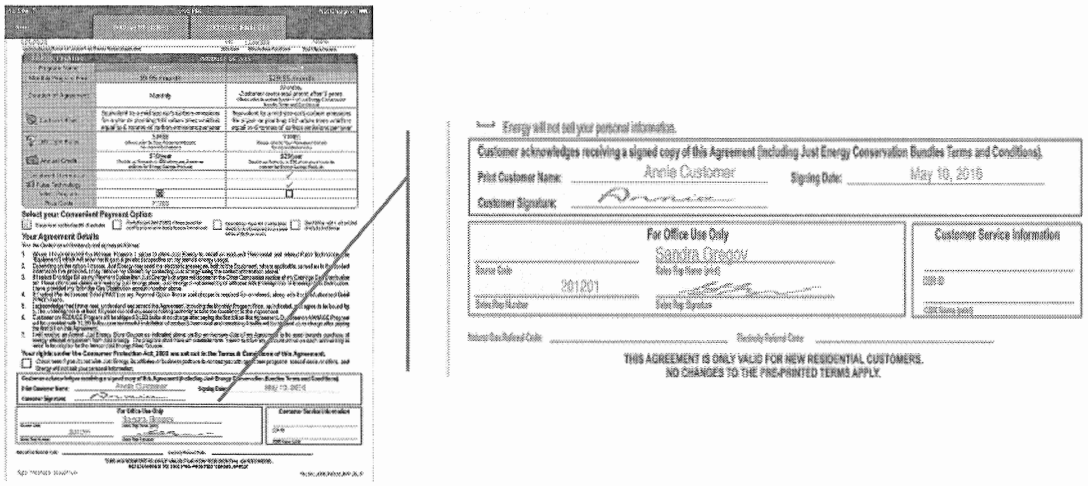
Pitch Page – Documents Tab

- Once the customer has reviewed the Agreement, tap **SIGN DOCUMENT** at the top and the signature pad will pop-up for the customer to sign.



Pitch Page – Documents Tab

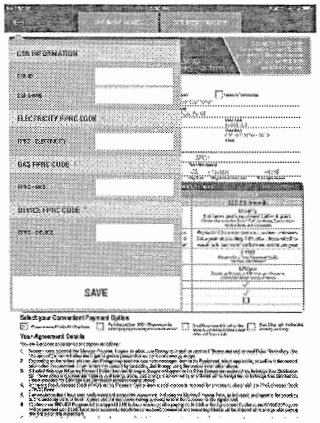
- Once customer signs, tap the **DONE** button.
- The signature will automatically populate on the contract PDF wherever it is required:



Pitch Page – Documents Tab

Click the back arrow ← to return to the Order Page. The system will prompt you to enter:

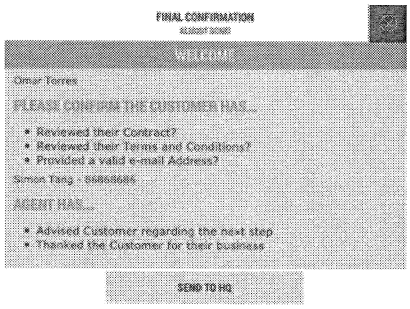
- CSR ID
- CSR Name
- FPRC Number



After entering all the requested information in this page, tap **SAVE** and the back arrow ← to return to the Order page.

Pitch Page – Checkout

- Once all required forms are viewed/signed the Checkout icon becomes green.
- Tap the Checkout icon to submit the Agreement to JE head office.
- A confirmation screen will then appear. Review the page and press the SEND TO HQ button to complete the transaction:



Troubleshooting Tips

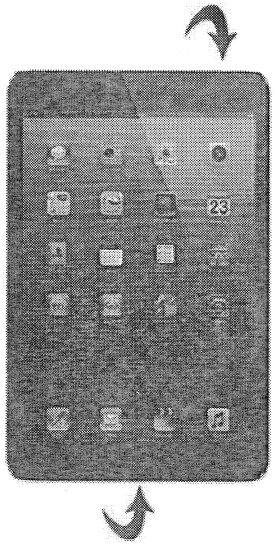
- When experiencing issues, you will need to contact the right person to resolve it:

Contact	Issue
Apple	iTunes issues, general issues with your iPad
Your Internet Service Provider (ISP)	Internet connectivity issues (i.e. network is down).
Just Energy	JEM-related issues.

- A good place to start for JEM-related issues is with your Regional.

Troubleshooting – Restart Your iPad

- If your device freezes, you may need to restart your iPad.



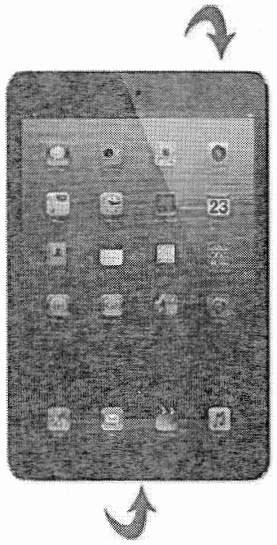
Standard Reset

- Press and hold the **Home** and **On/Off** buttons at the same time until the slider bar appears.
- Use the slider bar to run off the device and turn it back on and allow it to restart.

Hard Reset

- Press and hold the **Home** and **On/Off** buttons at the same time until the device turns off completely.
- Turn your device back on and allow it to restart.

Troubleshooting – Screenshots



- For JEM issues, you may need to take screenshots from your iPad.

Single Screenshot

- Press the **Home** and **On/Off** buttons at the same time until you see a flash.

Multiple Screenshots (Same Page)

- For pages longer than the screen area of your iPad, you may need to take multiple screenshots (such as of the Agreement).
- Press the **Home** and **On/Off** buttons at the same time until you see a flash.
- Use your finger to scroll down.
- Press the **Home** and **On/Off** buttons again.

Troubleshooting – Reporting Bugs

- The Just Energy Mobile app is an ever-evolving platform and like any software it will act up sometimes.
- You should report any bugs if you experience them (such as documents are missing, the app is stuck on a page, or information is not loading correctly)
- If something is not behaving like you expect it, send a bug report to:

Canada: DIST_CANADA_BA@justenergy.com
US East: EAST_BA@justenergy.com
US MidWest: DIST_MidWest_BA@justenergy.com

Troubleshooting –Reporting Bugs

1. Find out what version of the app you are running by clicking on the **Blue Cloud** icon.
2. What time did the bug happen?
3. Take a screenshot of the issue so that Just Energy Head Office can see what you're seeing.
4. Send an email to the correct team:

Canada: DIST_CANADA_BA@justenergy.com
US East: EAST_BA@justenergy.com
US MidWest: DIST_MidWest_BA@justenergy.com

Troubleshooting –Reporting Bugs

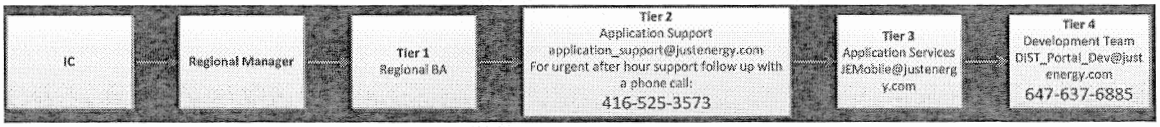
If the deal has been signed by the customer and you are stuck and unable to submit the deal, take 2 screenshots

– one (1) covering the top of the contract; and

– one (1) of the bottom of the contract.

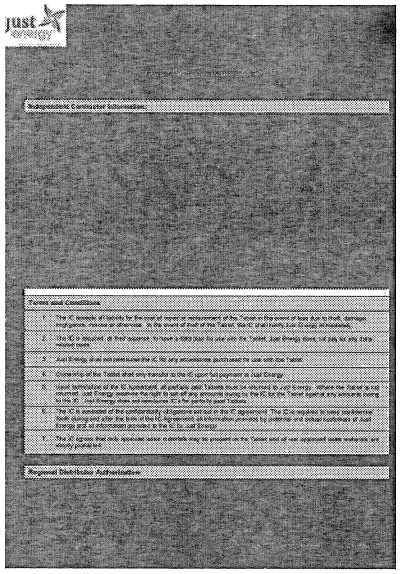
Using this JE Head Office can compile a complete contract image and submit the deal on your behalf.

Troubleshooting – Support Process

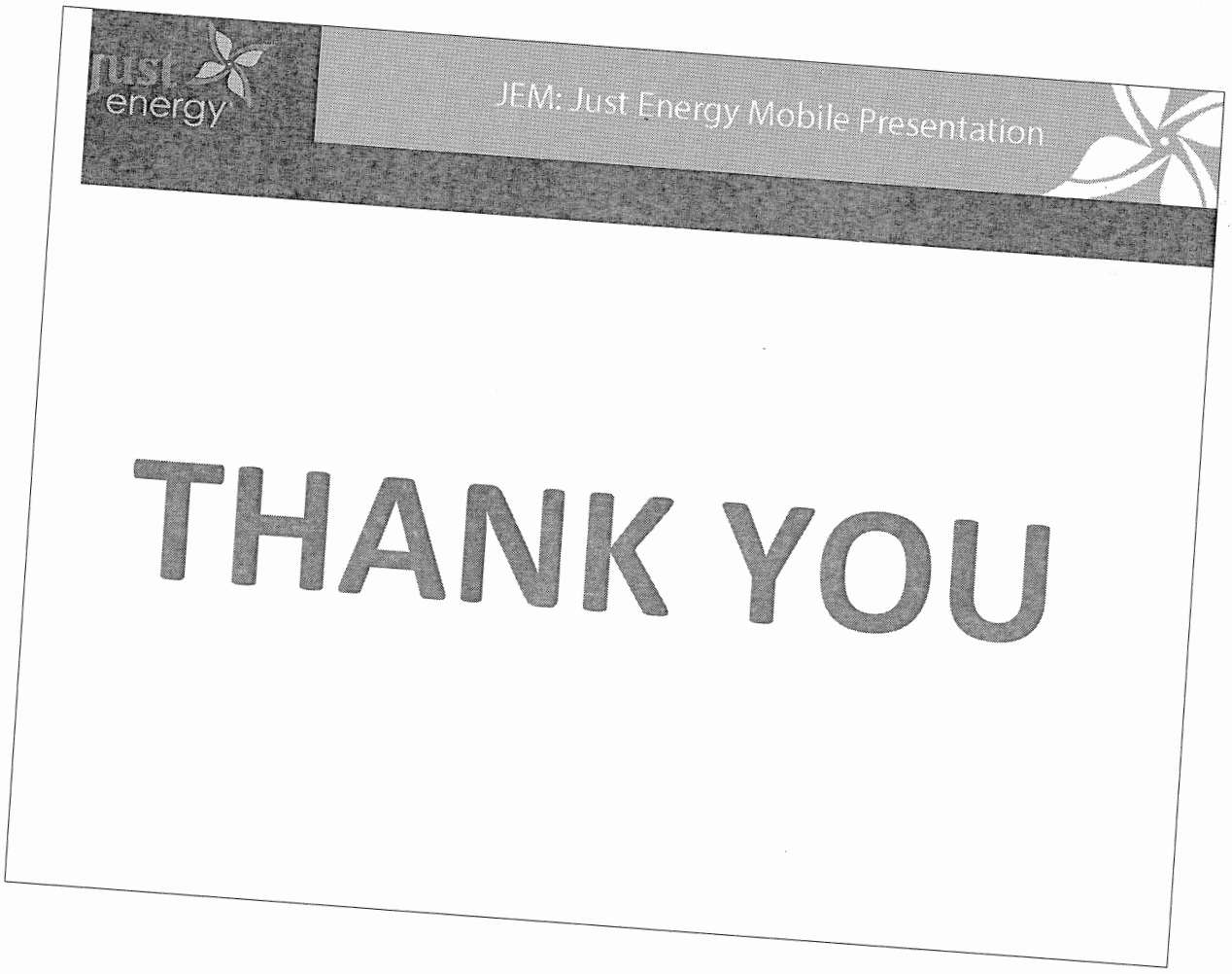


JEM: Just Energy Mobile Presentation

iPad Order Form*

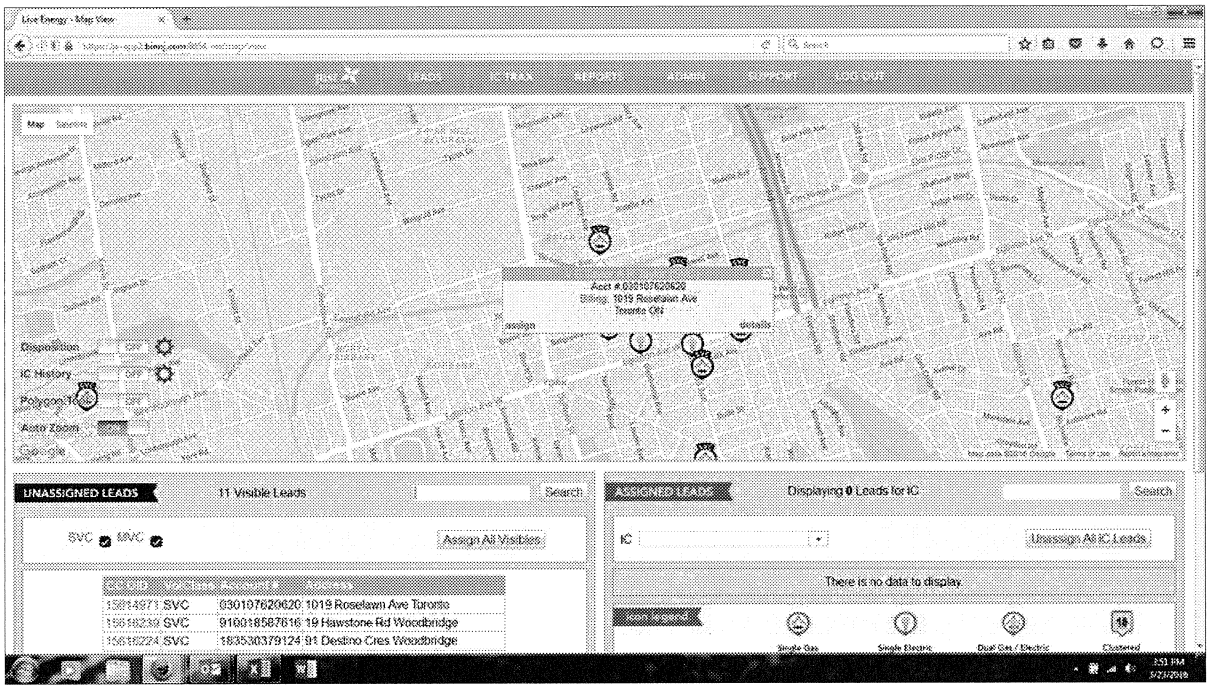


*Form may differ by region/market.


just energy
JEM: Just Energy Mobile Presentation
THANK YOU

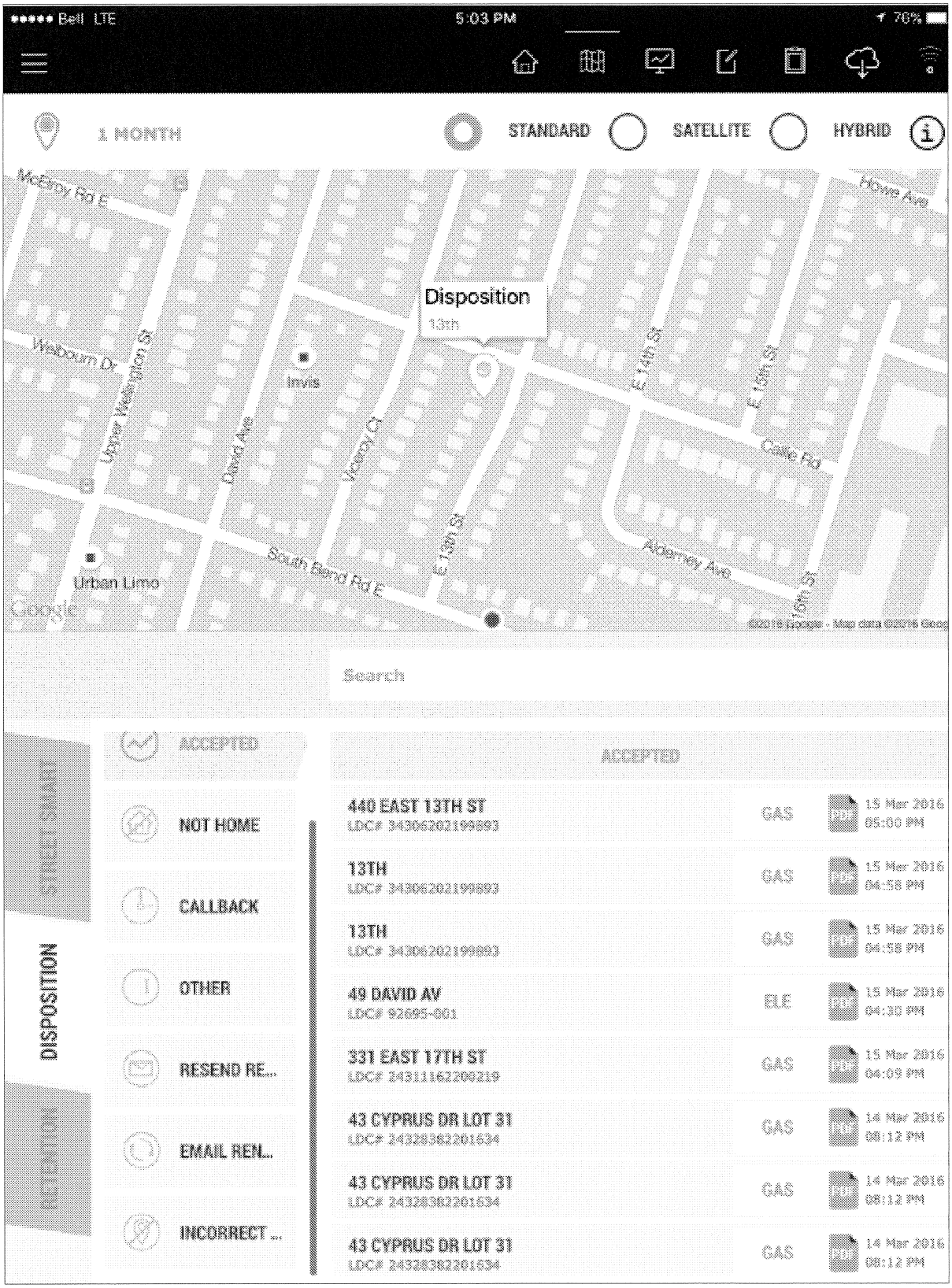
THIS IS EXHIBIT "119" REFERRED TO IN THE
AFFIDAVIT OF MICHELLE ALEXANDER
SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018

A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.


Live Energy - Map View
Map
Satellite
Acct #:030197620620
Billing: 1019 Roselawn Ave
Toronto ON
Disposition
IC History
Polygon Tool
Auto Zoom
UNASSIGNED LEADS
11 Visible Leads
Search
SVC
MVC
Assign All Visibles
15814971 SVC 030197620620 1019 Roselawn Ave Toronto
15818239 SVC 916018587616 19 Hawstone Rd Woodbridge
15818224 SVC 183530379124 91 Destino Cres Woodbridge
Displaying 0 Leads for IC
IC
Unassign All IC Leads
There is no data to display
Single Gas
Single Electric
Dual Gas / Electric
Clustered

THIS IS EXHIBIT "120" REFERRED TO IN THE AFFIDAVIT OF MICHELLE ALEXANDER SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018

A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.


Bell LTE
5:03 PM
70%
1 MONTH
STANDARD
SATELLITE
HYBRID
McEvoy Rd E
Disposition
13th
Howe Ave
Westbourne Dr
Upper Washington St
David Ave
Invis
Victory Ct
E 14th St
E 15th St
Cable Rd
E 13th St
Alderney Ave
16th St
Urban Limo
South Bend Rd E
Google
Search
ACCEPTED
NOT HOME
CALLBACK
OTHER
RESEND RE...
EMAIL REN...
INCORRECT ...
STREET CHART
DISPOSITION
DESCRIPTION
ACCEPTED
440 EAST 13TH ST
LDC# 34306202199893
GAS
15 Mar 2016
05:00 PM
13TH
LDC# 34306202199893
GAS
15 Mar 2016
04:58 PM
13TH
LDC# 34306202199893
GAS
15 Mar 2016
04:58 PM
49 DAVID AV
LDC# 92695-001
ELE
15 Mar 2016
04:30 PM
331 EAST 17TH ST
LDC# 24311162200219
GAS
15 Mar 2016
04:09 PM
43 CYPRUS DR LOT 31
LDC# 24328362201634
GAS
14 Mar 2016
08:12 PM
43 CYPRUS DR LOT 31
LDC# 24328362201634
GAS
14 Mar 2016
08:12 PM
43 CYPRUS DR LOT 31
LDC# 24328362201634
GAS
14 Mar 2016
08:12 PM

THIS IS EXHIBIT "121" REFERRED TO IN THE
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SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018

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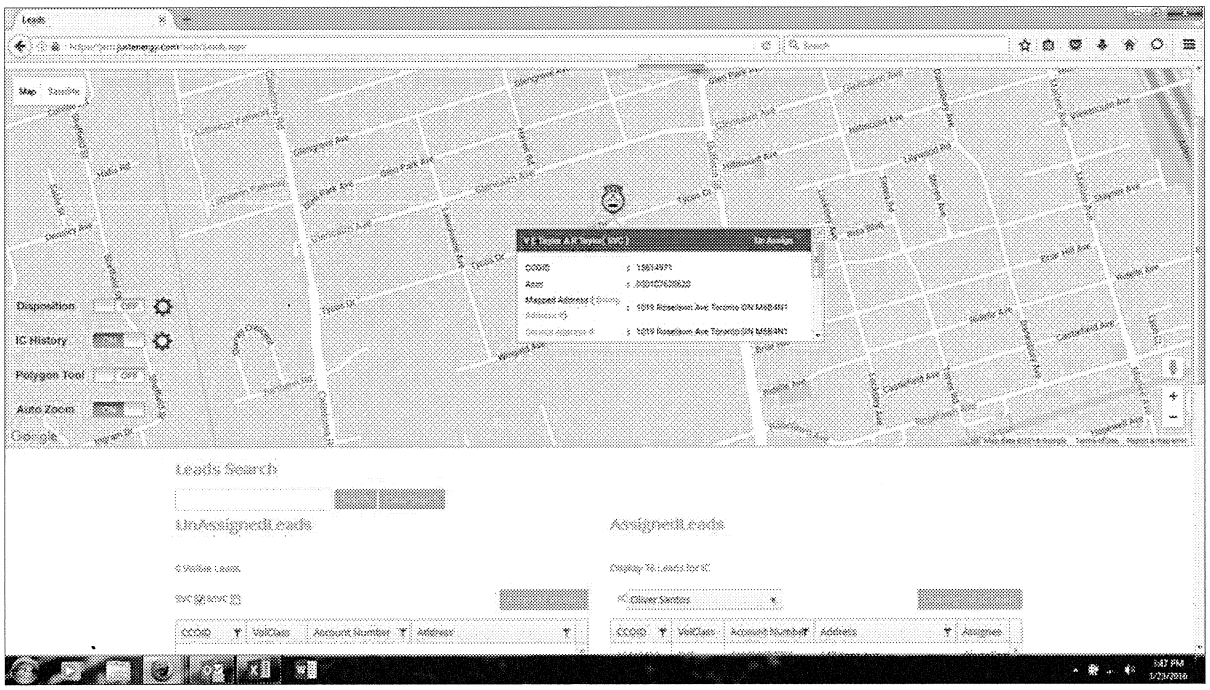
Leads
Map
Satellite
Disposition
IC History
Polygon Tool
Auto Zoom
Google
Leads Search
UnAssigned Leads
Assigned Leads
CCCID
VolClass
Account Number
Address
Assignee

THIS IS EXHIBIT "122" REFERRED TO IN THE
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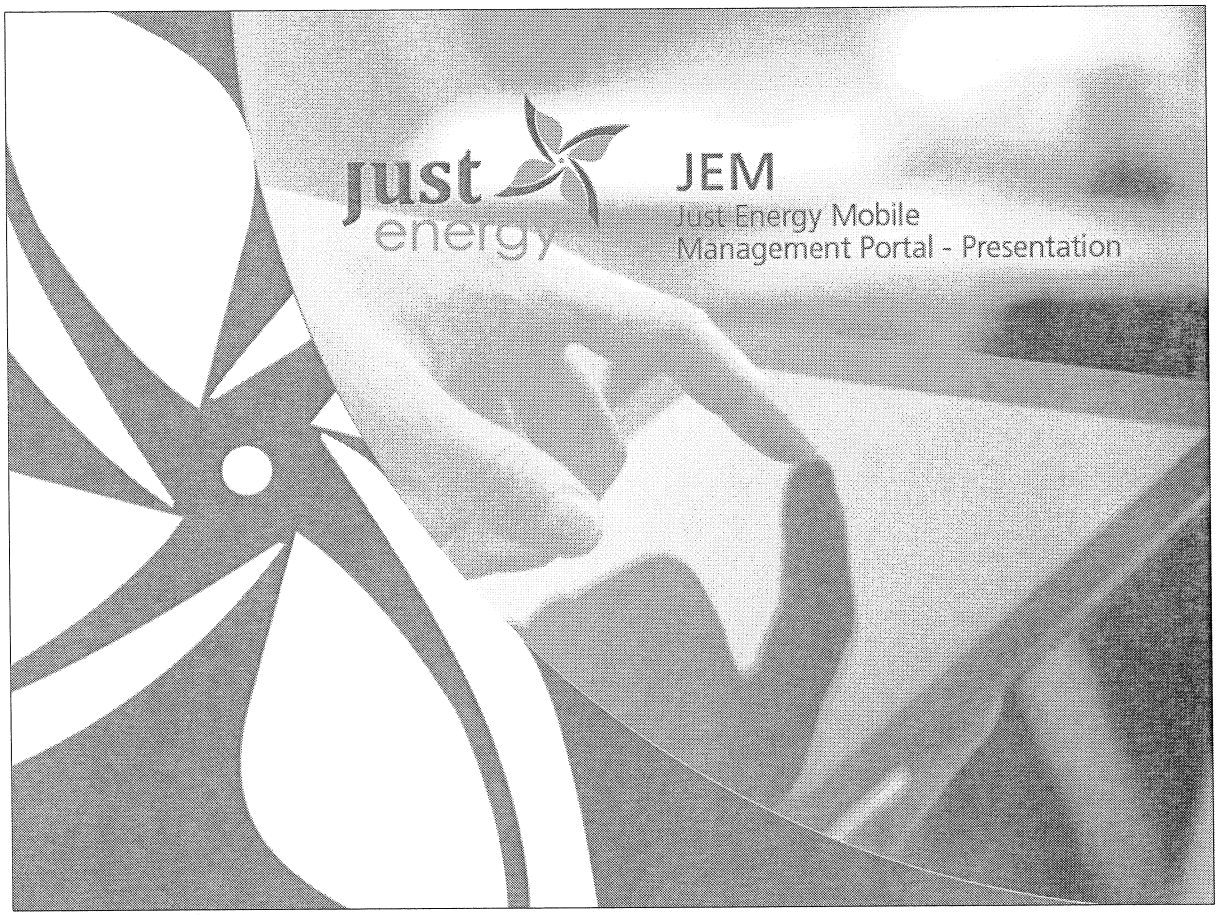

just energy
JEM
Just Energy Mobile
Management Portal - Presentation

JEM: Just Energy Mobile Managment Portal Presentation

Agenda

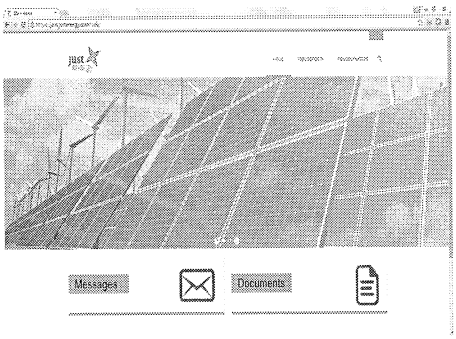
- Live Energy Website
- User Account Set-Up
- User Account Deactivation
- JEM Reports

JEM: Just Energy Mobile Managment Portal Presentation

Live Energy Website

JEM is supported by a management portal that is:

- Internet Explorer and Google Chrome compatible.
- Able to track current leads and disposition history.



https://jem.justenergy.com/

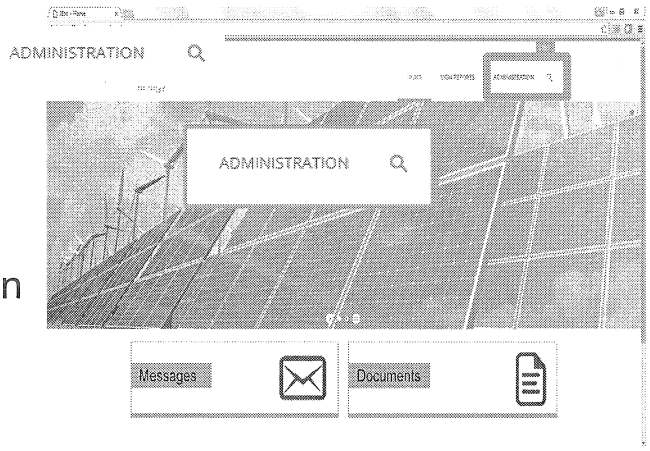
JEM: Just Energy Mobile Managment Portal Presentation

User Account Set-Up

You will need to set-up a new user account whenever an Independent Contractor/Sales Representative activates a new mobile device.

You will need to:

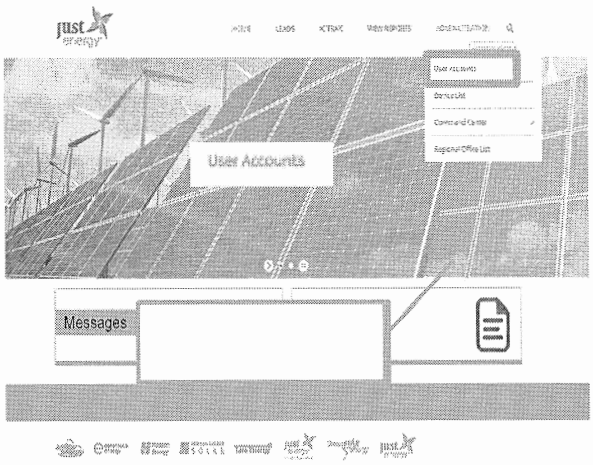
1. Log into the Management Portal.
2. Choose **ADMINISTRATION** from the top navigation bar.



JEM: Just Energy Mobile Managment Portal Presentation

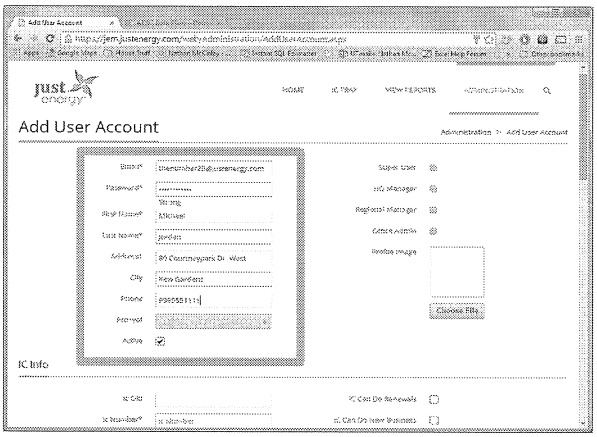
User Account Set-Up

3. Choose **User Accounts**.



User Account Set-Up

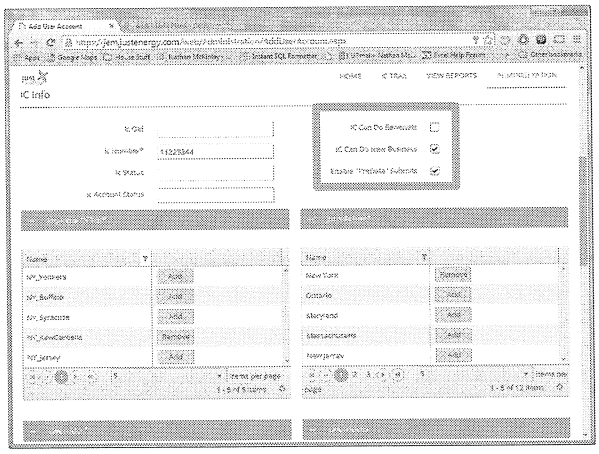
4. Populate data fields:
   - Email
   - Password
   - Name
   - Address
   - IC Details
5. Check **Active.**



User Account Set-Up

You will need to:

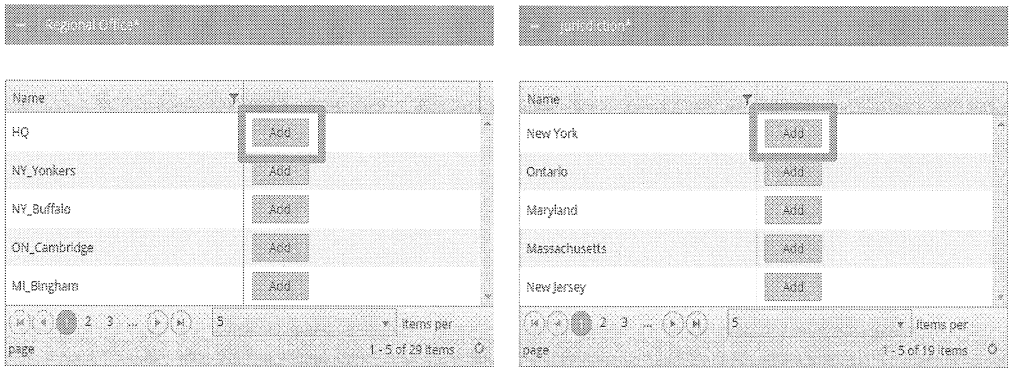
6. Check the following boxes:
   - Active
   - IC Can Do New Business
   - Enable "Pre-Data" Submits
   - If the agent performs renewal actions, select "IC Can Do Renewals"



JEM: Just Energy Mobile Managment Portal Presentation

User Account Set-Up

8. Select the Sales Office and Jurisdiction.
   - Press the **Add** button to select the Office and Jurisdiction for the new account.
9. Press the **Save** button.



JEM: Just Energy Mobile Managment Portal Presentation

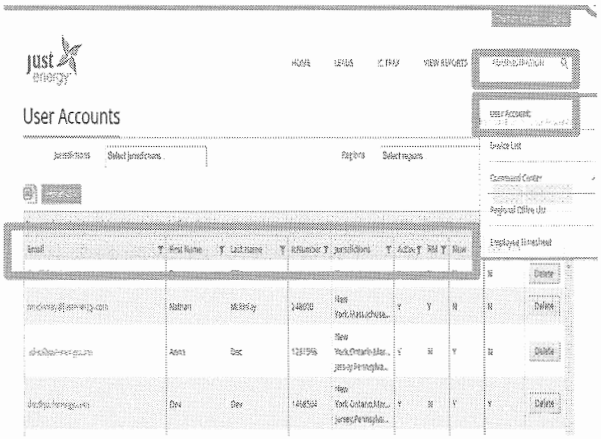
User Account Deactivation

To deactivate an account, you must complete two (2) tasks:

- Remove devices associated to the account.
- Mark the account inactive.

You will need to:

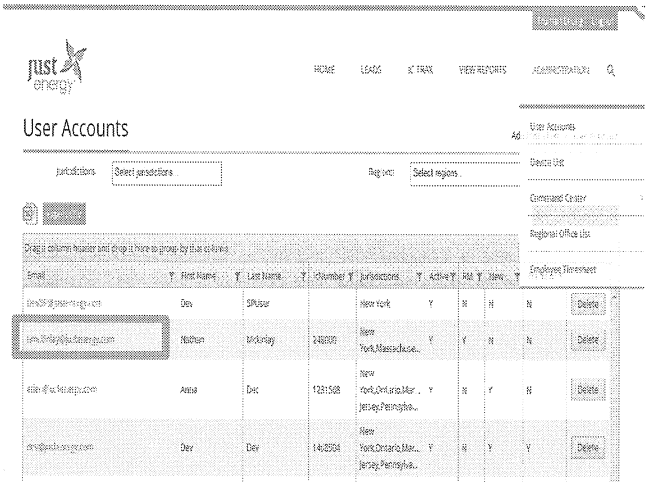
1. Log into the portal.
2. Select **Administration**.
3. Select **User Account**.
4. Search for the account using filters.



JEM: Just Energy Mobile Managment Portal Presentation

User Account Deactivation

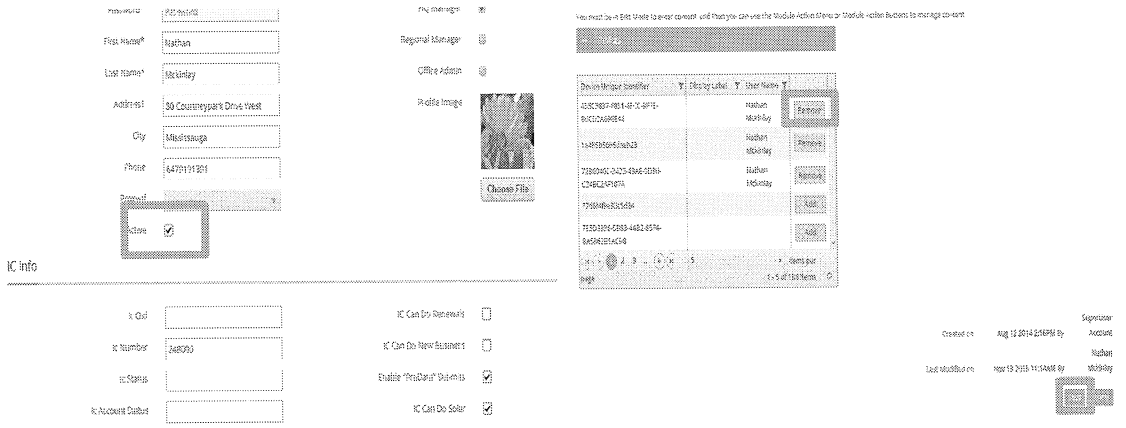
5. Click the email address of the account to open the user profile.



JEM: Just Energy Mobile Managment Portal Presentation

User Account Deactivation

6. Uncheck the **Active** checkbox.
7. Locate the mobile device to delete and press the **Remove** button.
8. Press the **Save** button.



JEM Reports

There are three (3) JEM reports that help to track agent performance:

- Dispositions

http://jem.justenergy.com/web/ViewReports/Dispositions.aspx

- User Stats

https://jem.justenergy.com/web/ViewReports/AgentDispositionsSummary.aspx

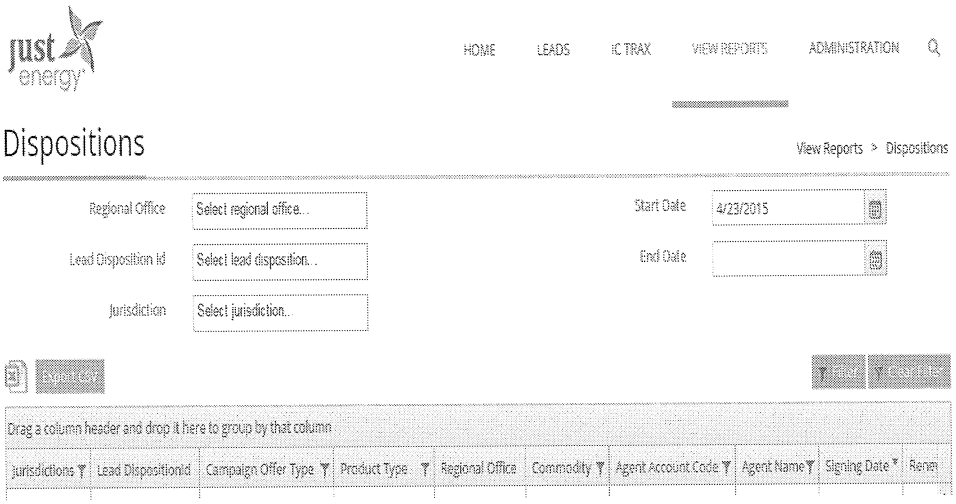
- IC Trax / Dispo

https://jem.justenergy.com/web/ICTrax.aspx

JEM: Just Energy Mobile Managment Portal Presentation

JEM Reports - Dispositions

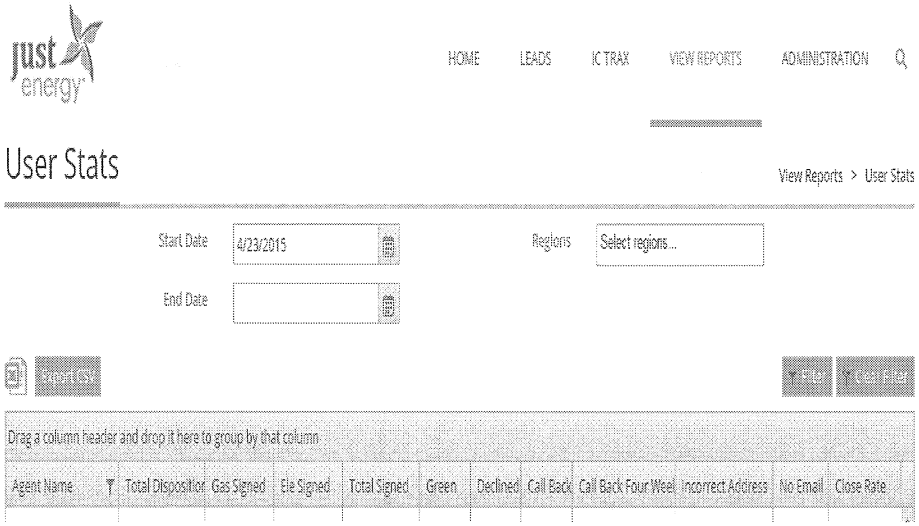
The **Dispositions Report** provides the ability to search and view all previous dispositions (including details).



JEM: Just Energy Mobile Managment Portal Presentation

JEM Reports – User Stats

The **User Stats** report provides an overview of the total number of deals actioned per disposition.



JEM: Just Energy Mobile Managment Portal Presentation

JEM Reports – IC Trax

The IC Trax tab shows the route and disposition results for yourself and any agents that report to you.

There are two (2) views:

- Dispo
- Trax

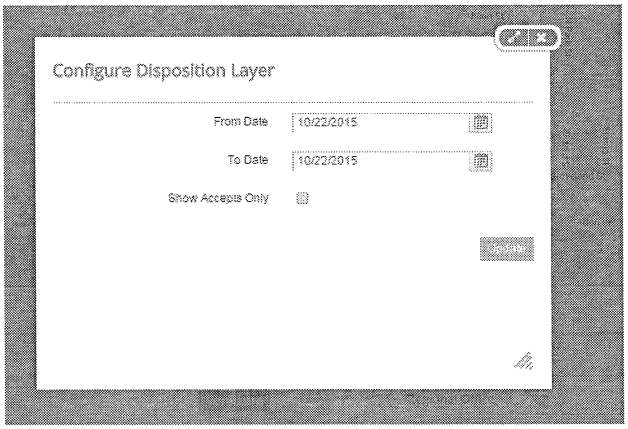
JEM Reports – Trax

The **Trax** connects the dispositions with a line showing the route the agent took.

- The **Configure** button allows the ability to update the date criteria for Trax.
  - Default filter is the current date.

JEM Reports –Trax

Select the **Configure** button on the **Trax** screen to search by a preferred date criteria or to view accepted offers only.



JEM Reports – Dispo

The **Dispo** report shows all completed dispositions on a map.

- Each disposition has 2 pins:
  - Black
  - Yellow
- Other colours represent disposition results:

- Pins are based on Google geocode data.
  - Location Services must be turned on the agent's mobile device for this report to show geo data.

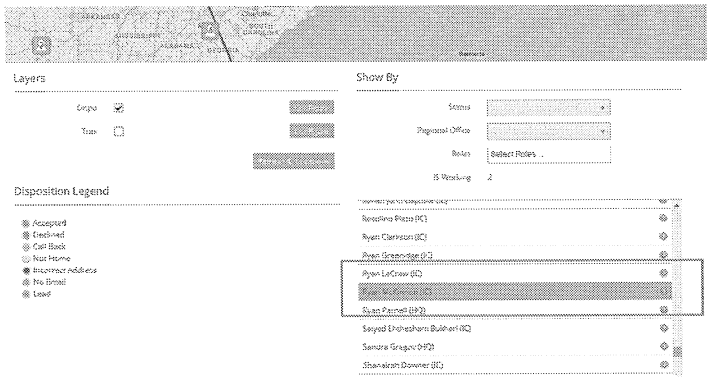
JEM Reports – Dispo

Select an agent from the list of users to view dispositions logged by that agent.

- Agents who have made a disposition in the last thirty (30) minutes appear in green.

https://jem.justenergy.com/web/ICTrax.aspx

- All other agents appear in grey.

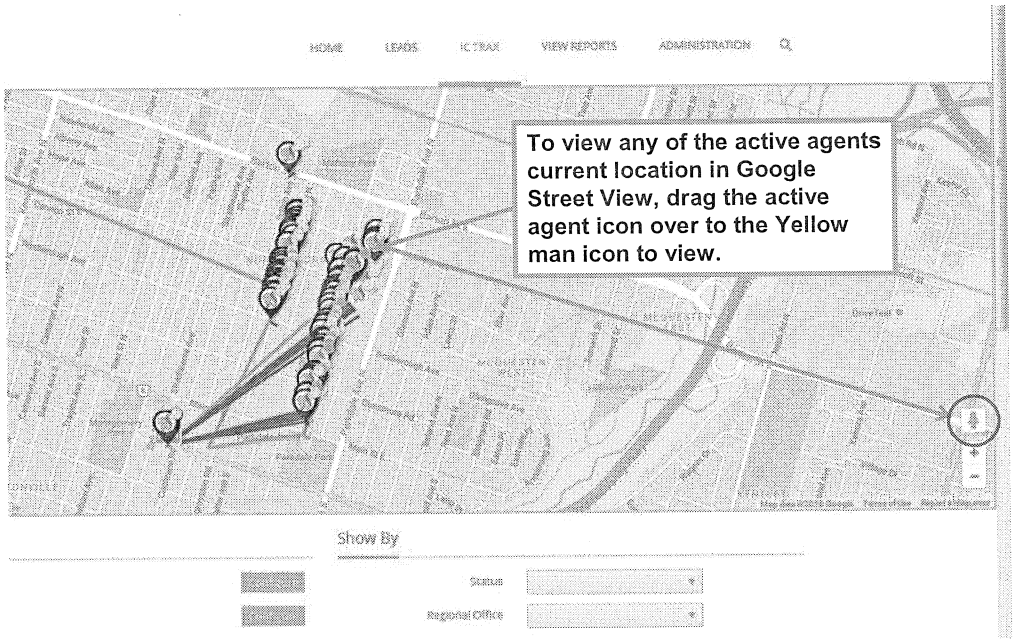


JEM: Just Energy Mobile Managment Portal Presentation

JEM Reports – Trax

JEM: Just Energy Mobile Managment Portal Presentation

JEM Reports – Trax

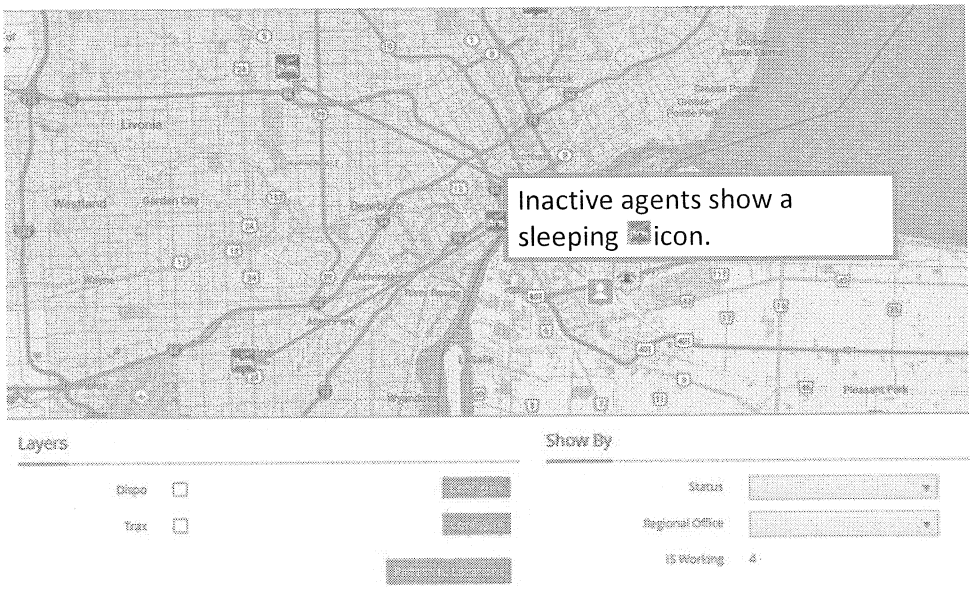


JEM Reports – Trax

Drop the yellow man icon to Google street view the current location of the agent.

JEM: Just Energy Mobile Managment Portal Presentation

JEM Reports – Trax

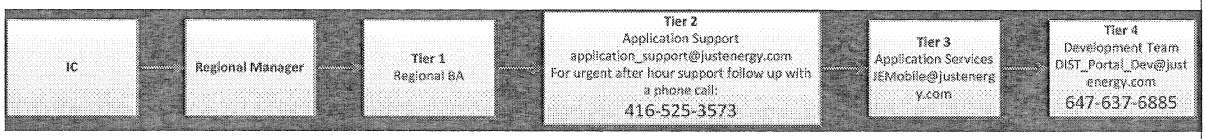


Troubleshooting - Overview

Only send issues to Application Support after Tier 1 investigation is completed.

- These are responded to when multiple transactions have failed or the system failure impacts multiple users.
- Individual escalations responded to during business hours.

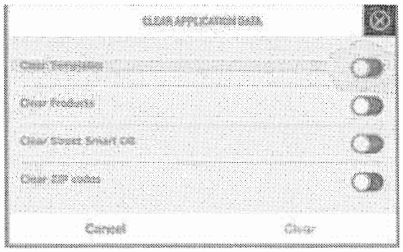
Support Process



Troubleshooting – Agent Actions

Clear specific data from the tablet and re-sync for the latest data from the sever by following these steps (in JEM):

1. Access the Login screen.
2. Click on the Recycle button on the bottom right hand side of the screen. A pop-up will open.
3. Clear the data by selecting the toggle.
4. Log into app and try to replicate the issue.



Troubleshooting – Regional / Tier 1

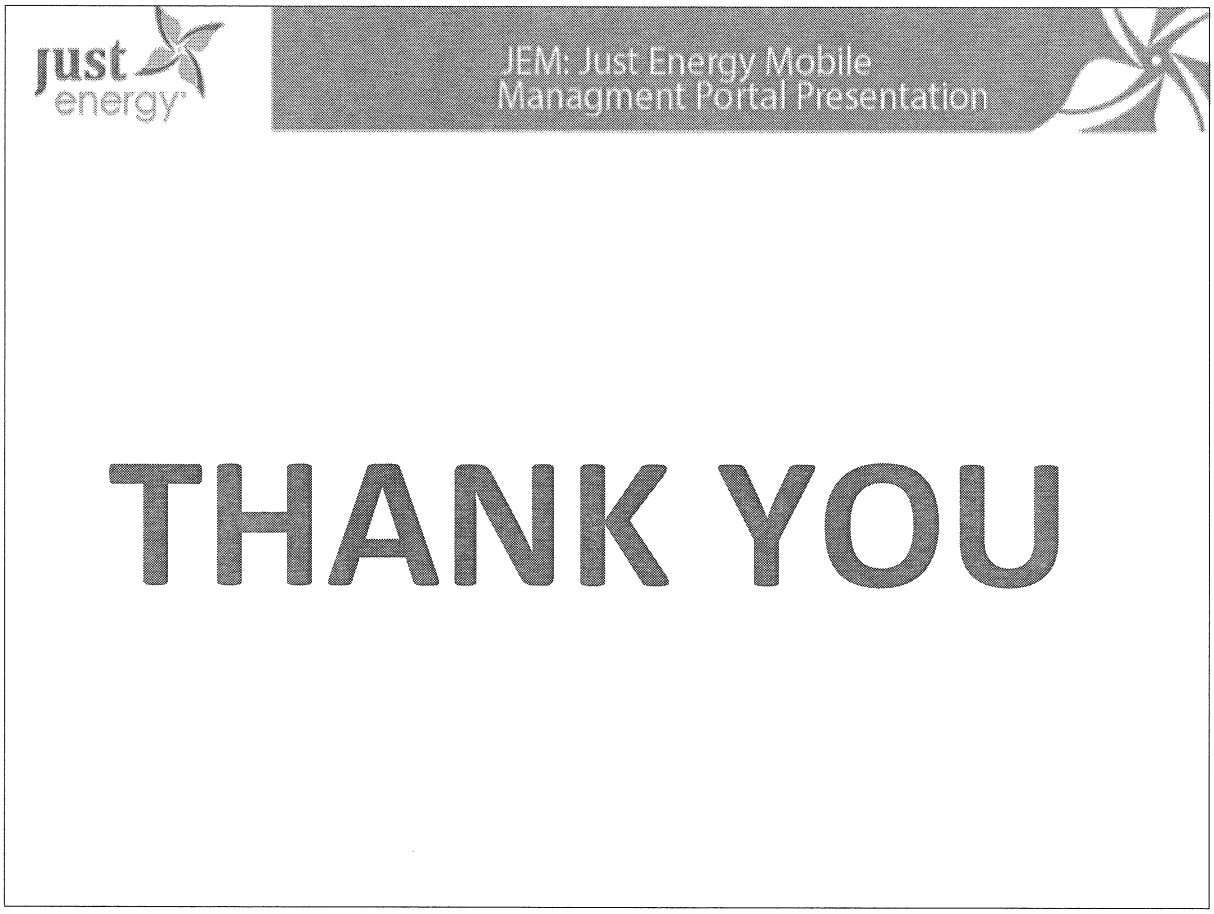
For any issues we want to ensure that at minimum the following trouble shooting steps are followed by agent/Regional Manager/Tier 1:

1. For ON REN email related issues check the CA_Renewals_BCC inbox for an email.
   - If yes, that means the desired email was sent. Double-check you are running the reports correctly.
   - If no, this is a sign that there is likely an issue. Proceed to the next step.
2. Check that IC is on latest app version. Click on the blue cloud to confirm.
3. IC tries attempts a reboot of JEM.

Troubleshooting – Reporting an Issue

Include the following information when reporting an issue:

- Platform – Binnj or JEM ?
  - Number of users affected. List the names of 2-3 affected users.
- Device (iPad, Samsung, Asus)
- Can issue be reproduced or does it happen randomly?
  - If reproduceable, include detailed steps to replicate the issue.
- Screenshots
  - Include screen shots of the issue as well as the customer data collected on the tablet.


just energy
JEM: Just Energy Mobile
Managment Portal Presentation
THANK YOU

THIS IS EXHIBIT "123" REFERRED TO IN THE AFFIDAVIT OF MICHELLE ALEXANDER SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018

A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.

just energy
JEM
Just Energy Mobile
Management Portal - Presentation

JEM: Just Energy Mobile Managment Portal Presentation

Agenda

- Live Energy Website
- User Account Set-Up
- User Account Deactivation
- JEM Reports

JEM: Just Energy Mobile Managment Portal Presentation

Live Energy Website

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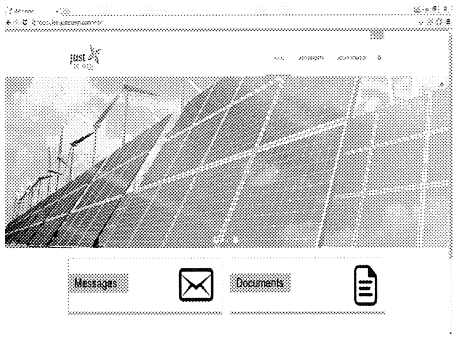


https://jem.justenergy.com/

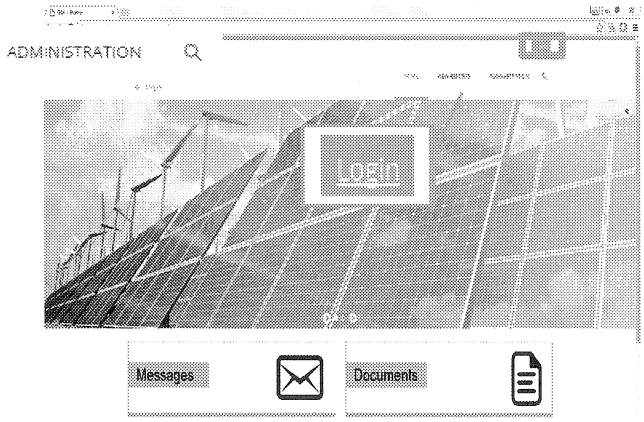
JEM: Just Energy Mobile Managment Portal Presentation

Log In

You will need to log in whenever you wish to use the portal.

You will need to:

1. Go to the JEM Management Portal website.
2. Choose **Login** from the top right hand corner above the navigation bar.

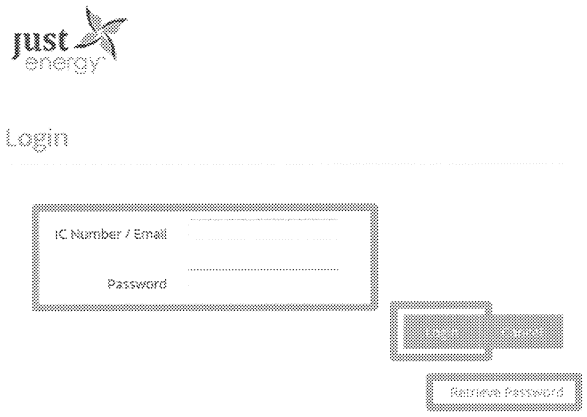


JEM: Just Energy Mobile Managment Portal Presentation

Log In

3. Enter your **IC Number** or **Email Address**.
4. Enter your **Password**.
5. Press the **Login** button.

If you do not remember your password, press the **Retrieve Password** link in the bottom left hand corner.

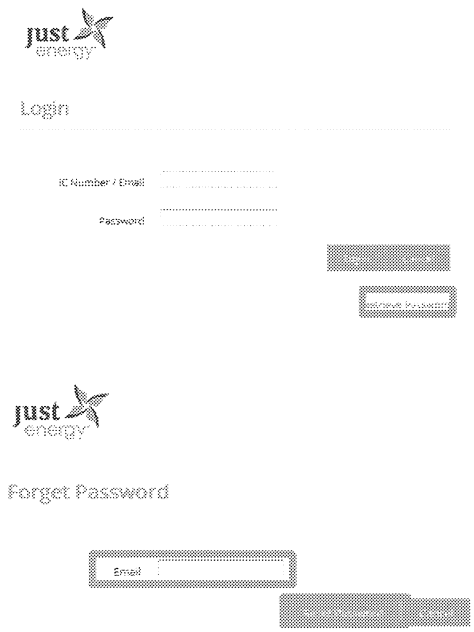


JEM: Just Energy Mobile Managment Portal Presentation

Log In – Retrieve Password

1. Click the **Retrieve Password** link.
2. Enter the email address on the account.
3. Press the **Reset Password** link.

You will receive a temporary password by email to the address on the account. When you have logged in, set your password to one you will remember.



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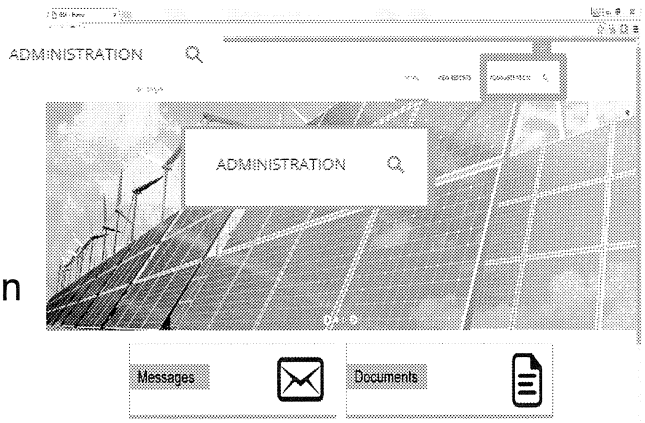
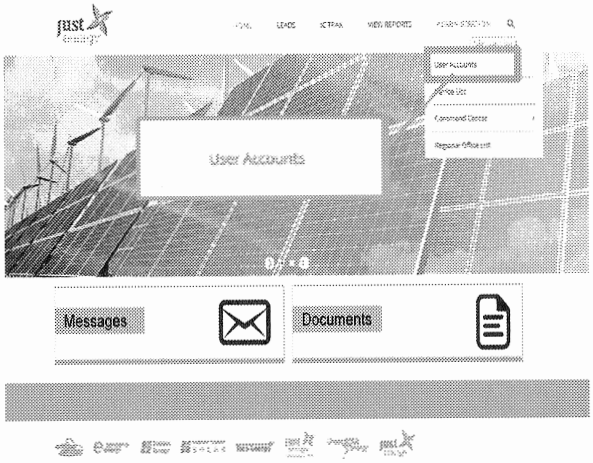


JEM: Just Energy Mobile Managment Portal Presentation

User Account Set-Up

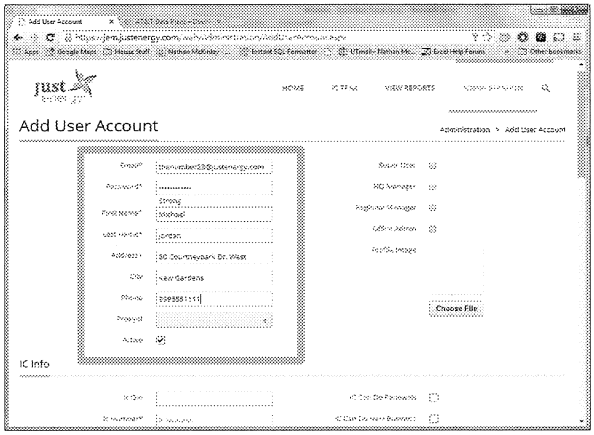
3. Choose **User Accounts**.



JEM: Just Energy Mobile Managment Portal Presentation

User Account Set-Up

4. Populate data fields:
   - Email
   - Password
   - Name
   - Address
   - IC Details
5. Check **Active**.



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You will need to:

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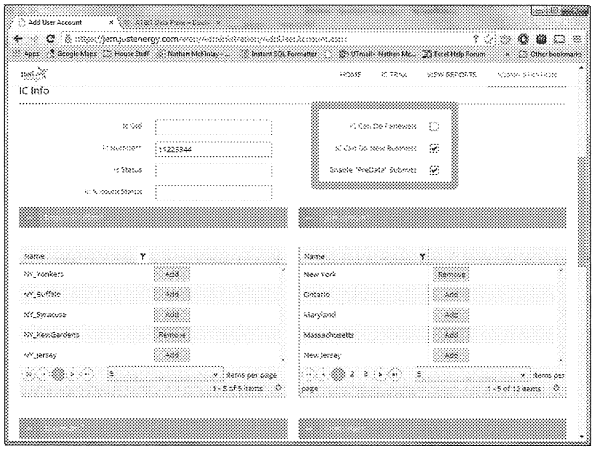
   - IC Can Do New Business
   - Enable "Pre-Data" Submits
   - If the agent performs renewal actions, select "IC Can Do Renewals"



JEM: Just Energy Mobile Managment Portal Presentation

User Account Set-Up

8. Select the Sales Office and Jurisdiction.
   - Press the **Add** button to select the Office and Jurisdiction for the new account.
9. Press the Save button at the bottom of the page.

JEM: Just Energy Mobile Managment Portal Presentation

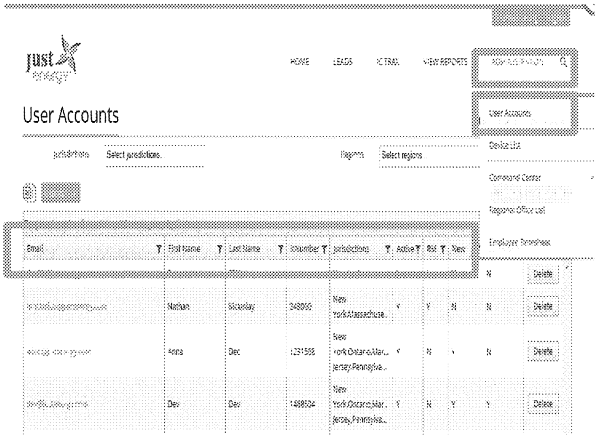
User Account Deactivation

To deactivate an account, you must complete two (2) tasks:

- Remove devices associated to the account.
- Mark the account inactive.

You will need to:

1. Log into the portal.
2. Select **Administration**.
3. Select **User Account**.
4. Search for the account using filters.



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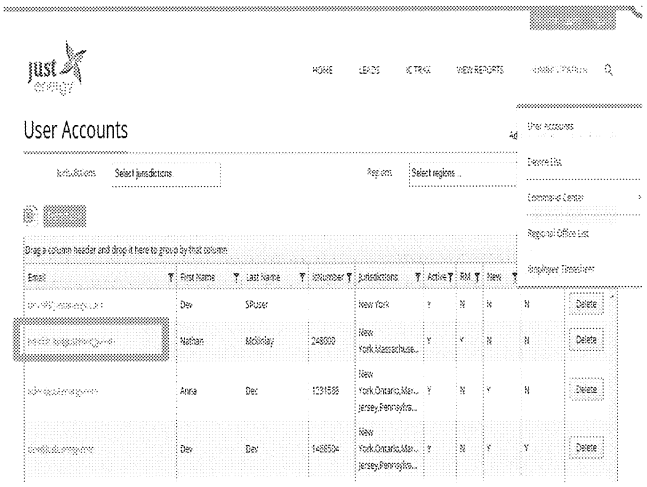
User Account Deactivation

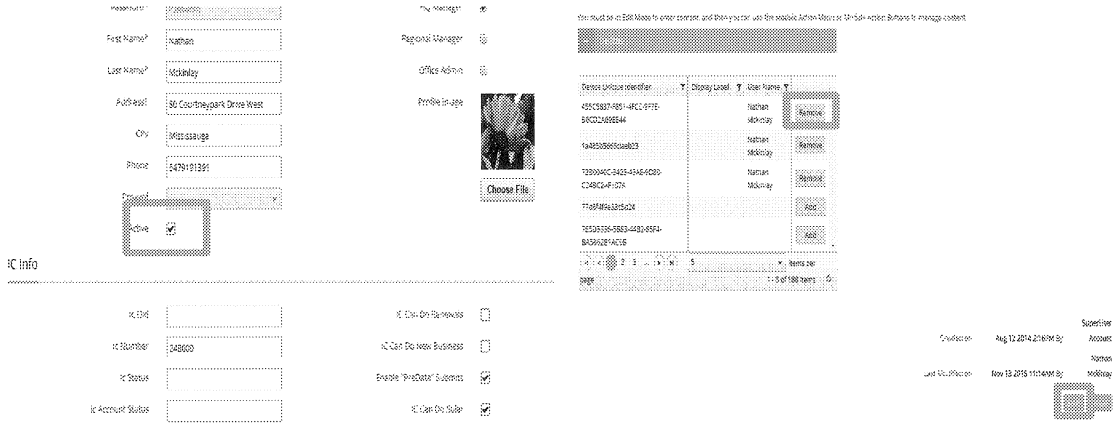
5. Click the email address of the account to open the user profile.



JEM: Just Energy Mobile Managment Portal Presentation

User Account Deactivation

6. Uncheck the **Active** checkbox.
7. Locate the mobile device to delete and press the **Remove** button.
8. Press the **Save** button.



JEM Reports

There are three (3) JEM reports that help to track agent performance:

- Dispositions
  http://jem.justenergy.com/web/ViewReports/Dispositions.aspx
- Agent Dispositions Summary
  https://jem.justenergy.com/web/ViewReports/AgentDispositionsSummary.aspx
- IC Trax / Dispo
  https://jem.justenergy.com/web/ICTrax.aspx

JEM: Just Energy Mobile Managment Portal Presentation

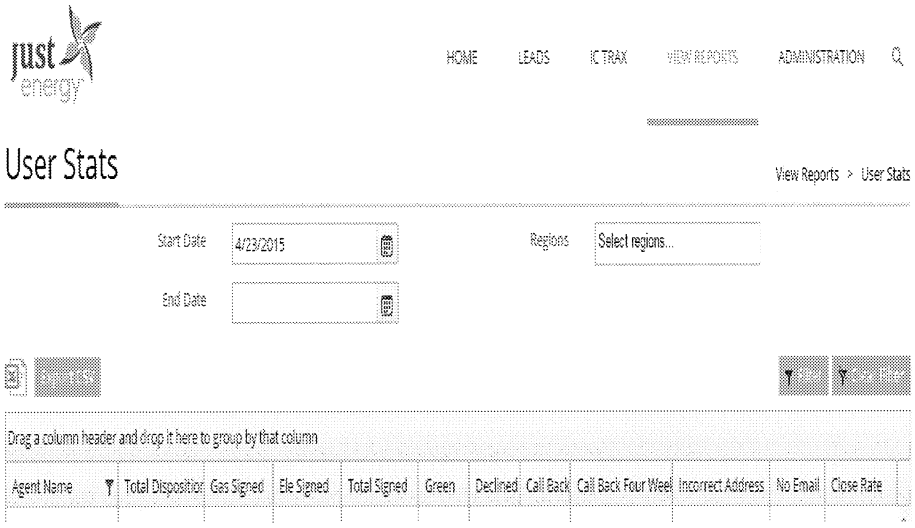
JEM Reports - Dispositions

The Dispositions Report provides the ability to search and view all previous dispositions (including details).

JEM: Just Energy Mobile Managment Portal Presentation

JEM Reports – Agent Dispo Summary

The Agent Dispositions Summary report provides an overview of the total number of deals actioned per disposition.

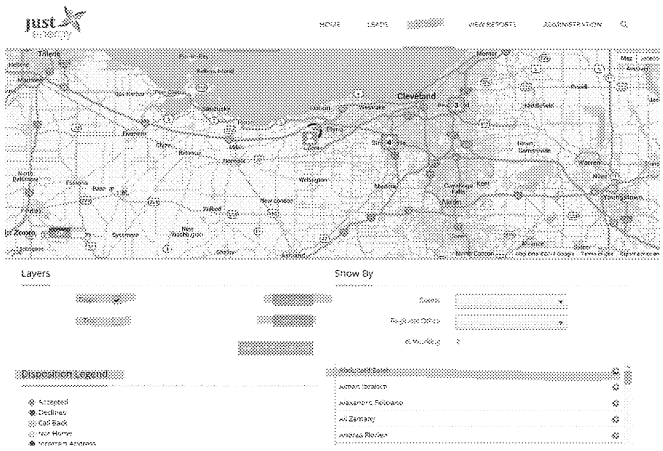


JEM Reports – IC Trax

The IC Trax tab shows the route and disposition results for yourself and any agents that report to you.

There are two (2) views:

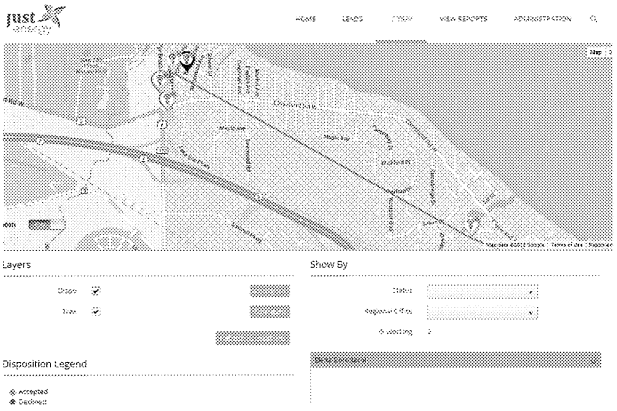
- Dispo
- Trax



JEM Reports – Trax

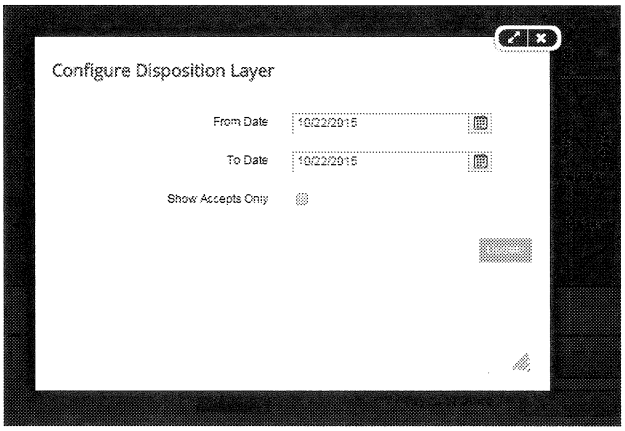
The **Trax** connects the dispositions with a line showing the route the agent took.

- The **Configure** button allows the ability to update the date criteria for Trax.
  - Default filter is the current date.



JEM Reports –Trax

Select the **Configure** button on the **Trax** screen to search by a preferred date criteria or to view accepted offers only.



JEM Reports – Dispo

The **Dispo** report shows all completed dispositions on a map.

- Each disposition has 2 pins:
  - Black – Where the disposition was logged (using geo-location).
  - Yellow – The location for that disposition (using geo-location).
  - A blue line links both dispositions.
- Other colours represent disposition results:

- Pins are based on Google geocode data.
  - Location Services must be turned on the agent's mobile device for this report to show geo data.

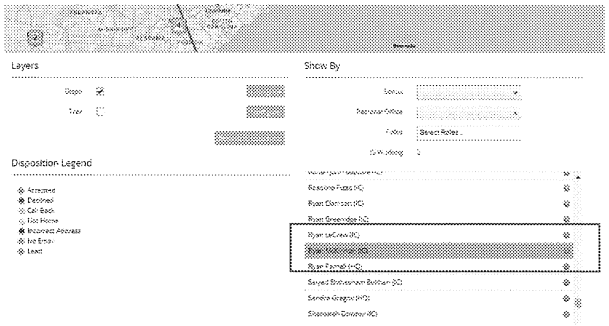
JEM Reports – Dispo

Select an agent from the list of users to view dispositions logged by that agent.

- Agents who have made a disposition in the last thirty (30) minutes appear in green.

https://jem.justenergy.com/web/ICTrax.aspx

- All other agents (i.e. those that have not made a disposition in the last thirty minutes) are inactive and will appear in grey.



JEM: Just Energy Mobile Managment Portal Presentation

JEM Reports – Trax

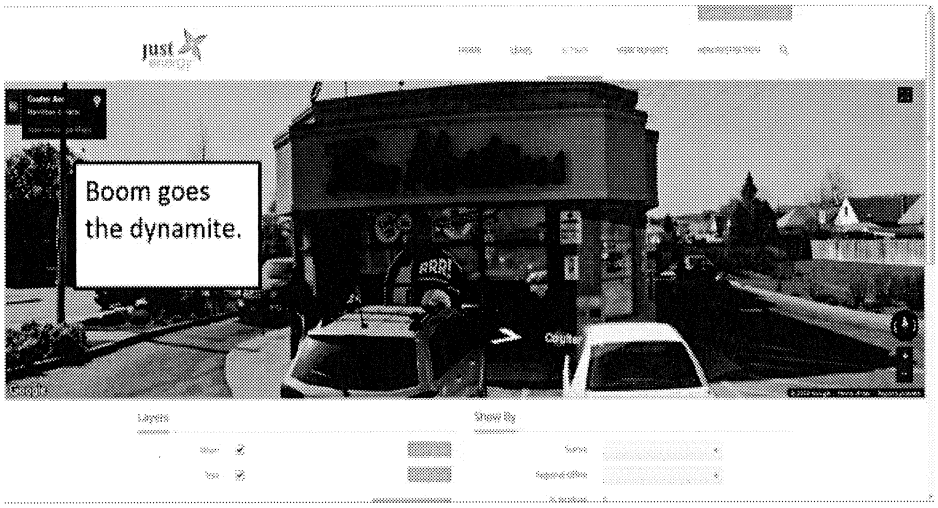
JEM: Just Energy Mobile Managment Portal Presentation

JEM Reports – Trax

JEM: Just Energy Mobile Managment Portal Presentation

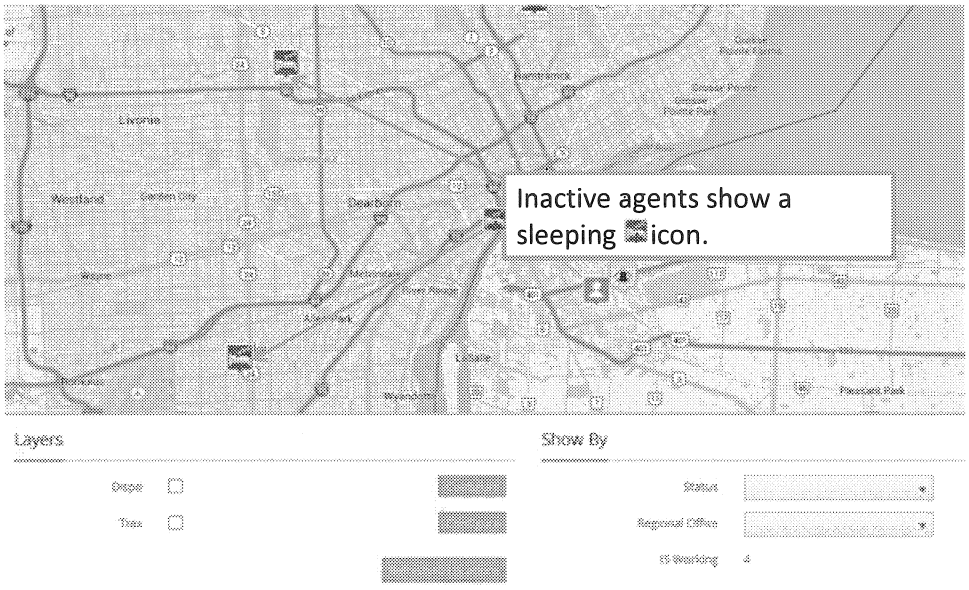
JEM Reports – Trax

Drop the yellow man icon to Google street view the current location of the agent.



JEM: Just Energy Mobile Managment Portal Presentation

JEM Reports – Trax



JEM: Just Energy Mobile Managment Portal Presentation

Troubleshooting - Overview

Only send issues to Application Support after Tier 1 investigation is completed.

- These are responded to when multiple transactions have failed or the system failure impacts multiple users.
- Individual escalations responded to during business hours.

Support Process

Troubleshooting – Agent Actions

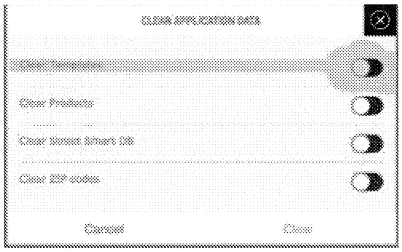
You will need to reboot your device and re-sync:

1. Power down your tablet.
2. Power up your tablet
3. Make sure your latest is using the latest iOS / device version.
4. Access the management portal.

Troubleshooting – Agent Actions

Clear specific data from the tablet and re-sync for the latest data from the sever by following these steps (in JEM):

5. Login to the JEM Management Portal.
6. Click on the Recycle button on the bottom right hand side of the screen. A pop-up will open.
7. Clear the data by selecting the toggle.
8. Log into app and try to replicate the issue.



Troubleshooting – Renewals

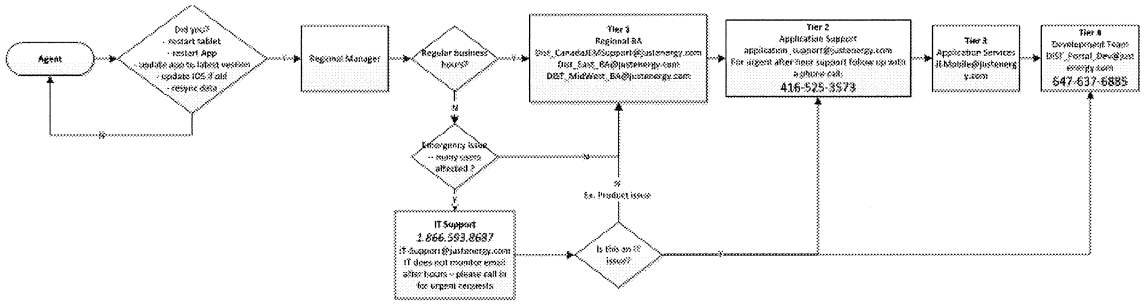
For any renewal issues, you should also check the CA_Renewals_BCC inbox for an email. Proceed as follows:

- If yes, that means the desired email was sent. Double-check you are running the reports correctly.
- If no, this is a sign that there is likely an issue. Proceed to the next step.

JEM: Just Energy Mobile Managment Portal Presentation

Troubleshooting – Regional

Regional Managers should confirm that the agent has completed basic troubleshooting before logging a ticket. To log a ticket, there are different processes for regular business hours and emergencies with multiple users impacted.



Troubleshooting – Reporting an Issue

Include the following information when reporting an issue:

- Platform – Binnj or JEM ?
  - Number of users affected. List the names of 2-3 affected users.
- Device (iPad, Samsung, Asus)
- Can issue be reproduced or does it happen randomly?
  - If reproduceable, include detailed steps to replicate the issue.
- Screenshots
  - Include screen shots of the issue as well as the customer data collected on the tablet.

Troubleshooting – Reporting an Issue

Regular Issues:

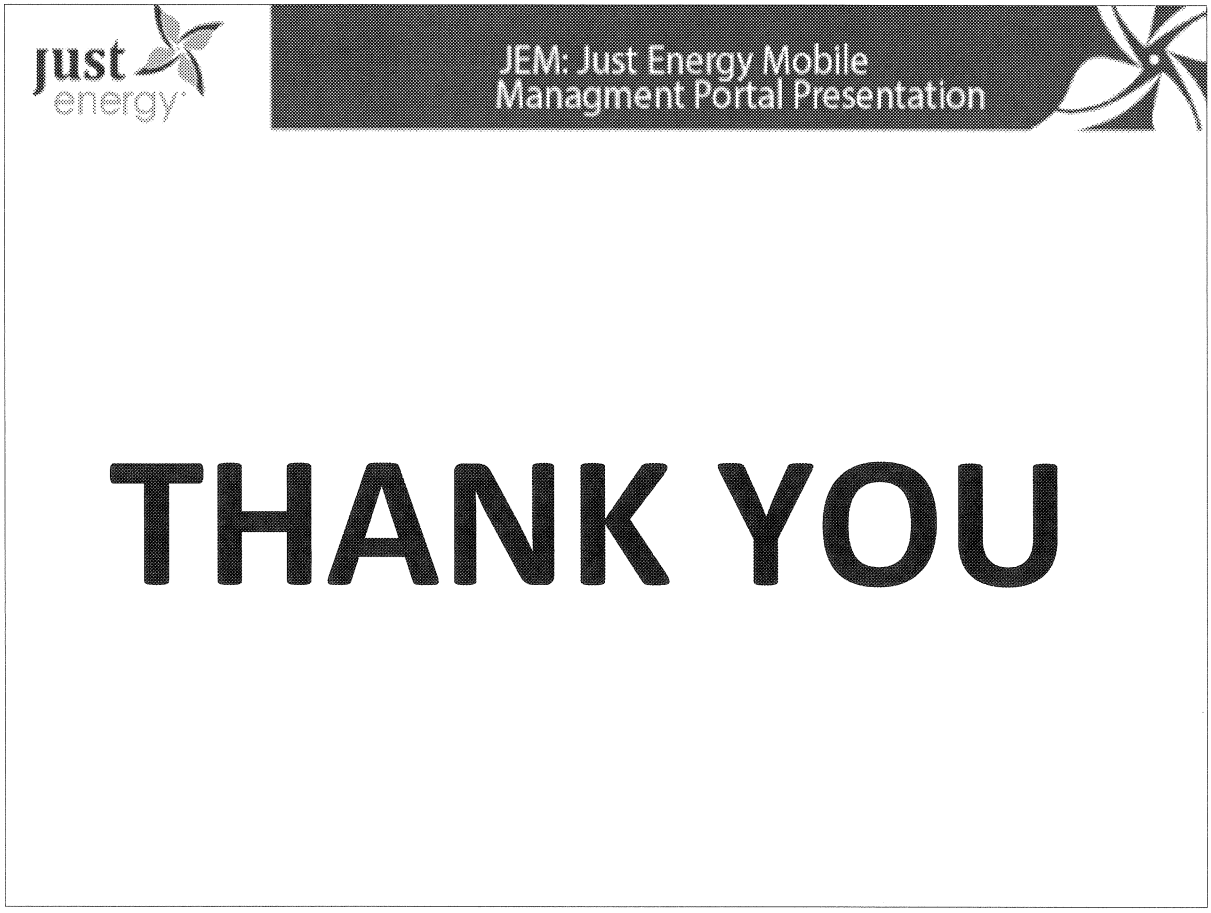
Send an email to the correct BA team from following distribution list with the issue details and screenshots:

- Dist_Canada_JEMSupport@justenergy.com (Canada)
- Dist_East_BA@justenergy.com (East Team)
- Dist_Midwest_BA@justenergy.com (Midwest Team)

Emergency Outages (Multiple Users):

Contact IT Support at 1-866-593-8687 or by email at IT-Support@justenergy.com.

NOTE: IT Support does not check emails after hours.


just energy
JEM: Just Energy Mobile
Managment Portal Presentation
THANK YOU

THIS IS EXHIBIT "124" REFERRED TO IN THE AFFIDAVIT OF MICHELLE ALEXANDER SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018

A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.

PERMIT HANDBOOK

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b. Significance of Acquiring Permits
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b. Permit Requirements of specified area
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        b) Requesting permit requirements
        c) Requesting Update to Existing Permit Requirements
        d) Requesting a closed area be opened or vice versa
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1. Door to Door Solicitation Permits

Obtaining permits and liability insurance are crucial parts of our compliance for door-to-door marketing. As one of North America's largest energy retailers, it is absolutely mandatory for us to have the appropriate permits to market where applicable.

a. What is a door-to-door solicitation permit?

A permit is a legal document, certificate or license allowing an individual, team or business to sell a product or service within a village, town or city. Each municipality defines the permit eligibility requirements and marketing parameters differently, so it is important to be aware of the specific requirements.

A few examples include:

- Time Restrictions: one village may prohibit marketing before 10AM and after 6:00PM, while an adjacent town may not have any marketing solicitation hour requirements;
- Background checks: some municipalities require background checks from the independent contractors hometown while others conduct their own state background checks and some require both;
- Duration: the duration of the permits could vary. One municipality may issue a permit for one day, three months or even a year; and
- Individual vs. Company: some municipalities will issue a company permit, while most require each individual marketer to apply for a permit.

b. Why is it important?

If an independent contractor is found to be marketing without a permit, the consequences to your fellow marketers, yourself and the company can be severe. Independent contractors can be arrested, ticketed, fined, terminated and the permits for all Just Energy marketers can be revoked.

c. Penalties associated with not acquiring a permit?

Penalties associated with marketing without a valid permit vary from municipality to municipality, but usually include court appearances, monetary fines and permit revocation. From a Corporate standpoint, a complaint will be logged and filed against any Independent Contractor that is found marketing without a permit where a permit is required. Consequences vary depending on market

2. Permit Process Requirements

It is the responsibility of each Regional Office to track, obtain and market with permits required in any City, Municipality, and County (C.M.C). Although it is the responsibility of the Regional Sales office to cover the actual monetary amount required in obtaining specific permits, Just Energy will support all Sales Offices by obtaining the necessary information required in order to obtain permits.

All "Permit Trackers" (previously stored on the Extranet) have been converted and placed into a Permit Requirement Database. It is the responsibility of the Regional Sales Office to check this Permit Database for the applicable town/city/municipality/ village etc... Permit requirements prior to marketing in said town/city/municipality/village etc...

This Permit Requirement Database will store all the data a Sale Office will require in obtaining permits for their Sales team.

a. 4-Week Sales Forecast Permit Management

Since permit requirements are extremely different across the board, it is recommended that each Sales office creates a 4 week rolling Sales Forecast to enable them to plan accordingly on which area they wish to market in.

Suggested Template:

- Each month, develop a marketing plan before the 1st date of the upcoming month
- You will forward your marketing plan to your RSM – within the forecast template *(below and on separate attachment)*

Week	Town Names/Municipality	Permit Requirements Exist? Y/N	Permit Cost
Eg. May 4-10	Jefferson County / Adams Village	Y	$5.00 / per person / per day or $50.00 / per person / annually Sending 5 for 2 days, cost $50.00
May 11-17	Town		
	Town		
	Town		
	Town		

How to Plan:

a. Only Forecast villages, towns or cities that **you plan to sell in** during the forecasted week
b. Ensure that the Permit Database has the information related to the Town you plan to sell in
    a. If it does, print the information for your respective team.
    b. If it does not, request town information through the issue tracker and input date. For the detailed process see Page 8 "Requesting permit requirements when one does not exist".

c. Permit Research Requests are to be actioned within 5 business days. If permit requirements remain pending beyond 5 business days, please escalate this to your RSM.
d. *Recommend every Monday you meet with your team to finalize your marketing strategy; should there be any changes in your sales forecast, please contact your RSM.*

On an ongoing basis, we must immediately report any problems encountered in the permitting process, as well as any problems encountered with law enforcement or local officials, so head office can assist in mitigating issues.

b) Permit Requirements of Specified Area:

The Regional Sales Office will utilize the 4 week Sales Forecast Permit Management template to identify which areas require permits vs. not by searching through the Permit Requirement Database.

This Database is a tool designed to assist all Regionals, ARD's and Admins by giving a simplified view on the marketing requirements of each municipality, town, village, city etc...

Where permit information of said area **does not exist or is required to be updated**, the Regional Sales Office is required to send a request via ***'Issue Tracker'*** on the Extranet in order to have the information updated in the Permit Requirement Database. It is highly recommended that this occurs **three weeks** prior (where feasible) to the intended marketing date. While Just Energy strives to control the turnaround times to be within 5 business days; there might be times that there may be a delay.

Please Note: If the Independent Contractor is told the contrary or denied permit by a municipal office that differs from the requirements outlined in the database, the Regional Office should escalate the issue to your RSM and to our Regulatory Department via the 'Issue Tracker' on the Extranet in order to re-verify the requirements and update the database accordingly.

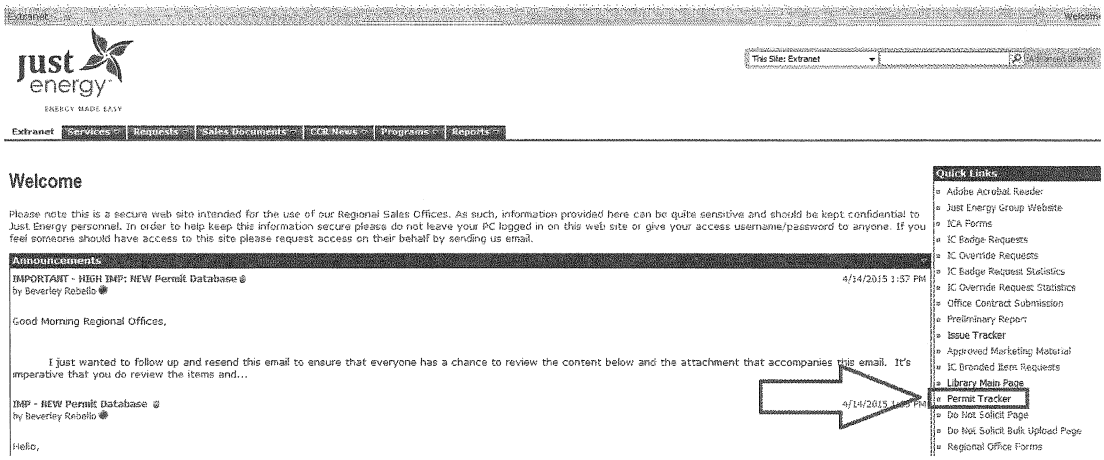
a) For incorrect information: use the Disposition of "**Permit Requirement Review**"

b) For denial of permit by a municipal office: use the Disposition of "**Permit Request Escalation**".

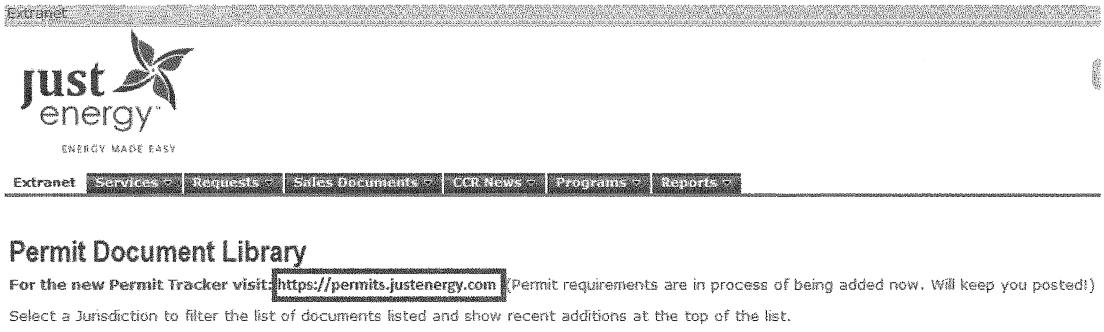
i) Locating Permit Requirements Step by Step Process:

a) Accessing the Permit Requirement Database Tracker

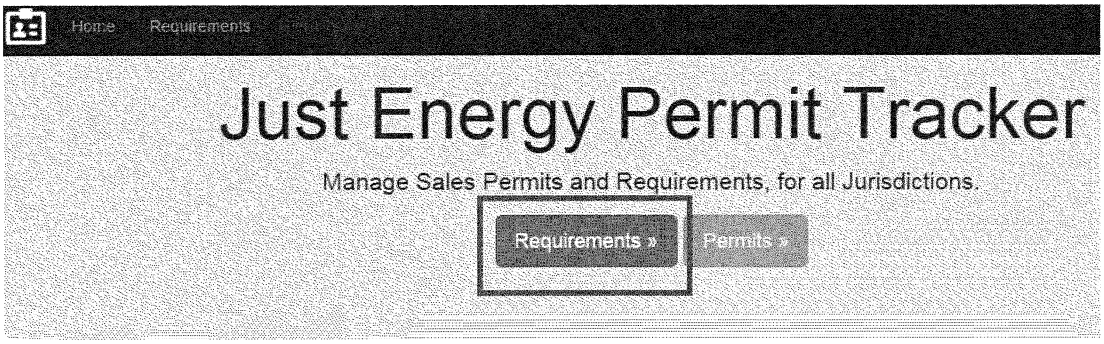
1. **The Permit tracker can be accessed on the extranet home page under the "Quick Links" option on the welcome page.**



The Permit Requirement Database works best with Chrome or Internet Explorer V. (You can copy the address below into Chrome to access the database).

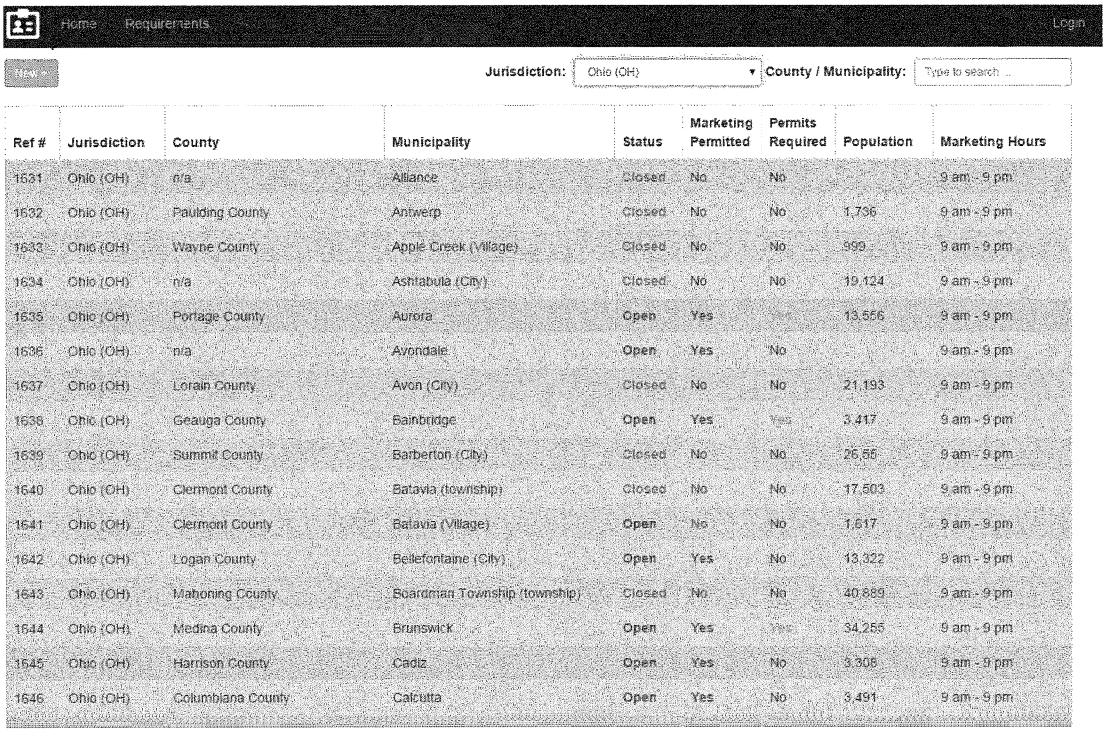


2. To obtain permit requirements, click on "Requirements"



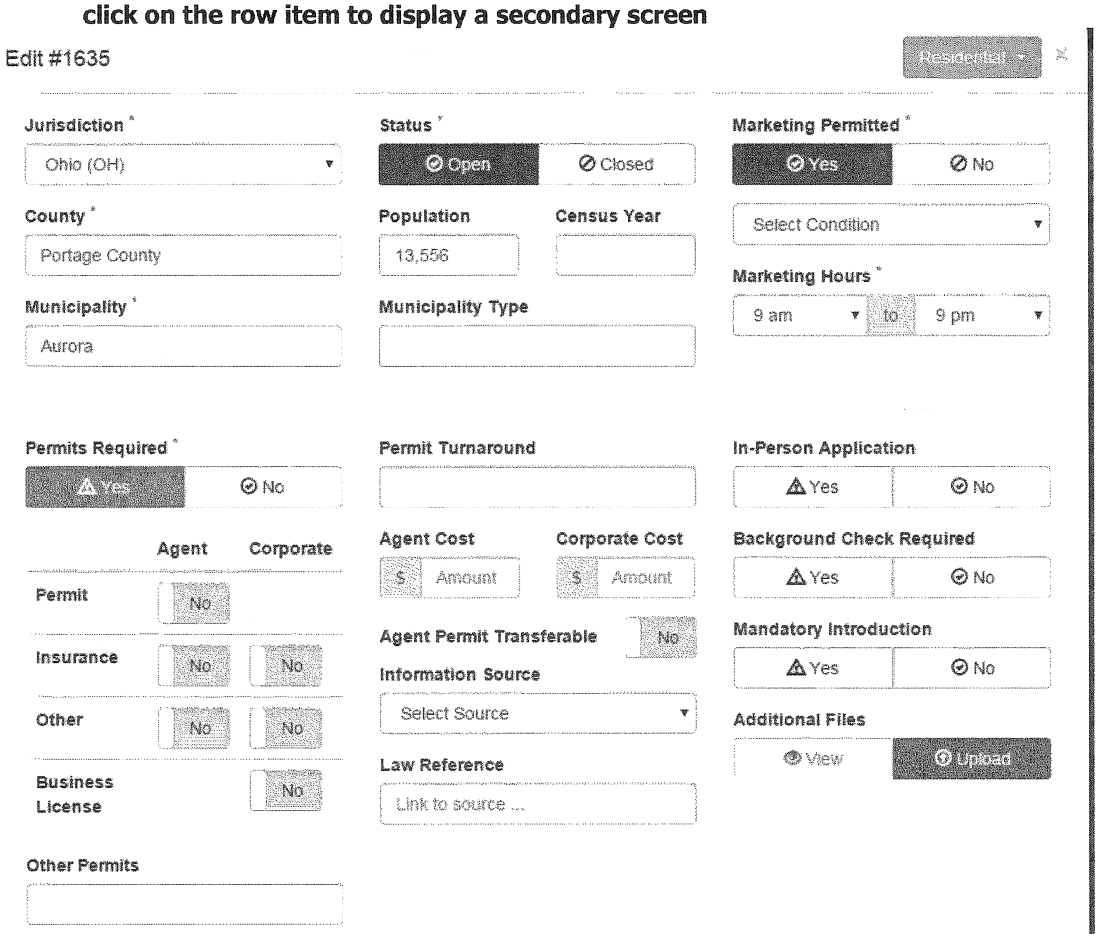
Just Energy © 2015 - Just Energy Permit Tracker

3. Select your applicable jurisdiction (State/Province) to obtain results. Additionally, to shorten the search field, you can enter in the County/Municipality.



Ref #	Jurisdiction	County	Municipality	Status	Marketing Permitted	Permits Required	Population	Marketing Hours
1631	Ohio (OH)	n/a	Alliance	Closed	No	No		9 am - 9 pm
1632	Ohio (OH)	Paulding County	Antwerp	Closed	No	No	1,736	9 am - 9 pm
1633	Ohio (OH)	Wayne County	Apple Creek (Village)	Closed	No	No	999	9 am - 9 pm
1634	Ohio (OH)	n/a	Ashtabula (City)	Closed	No	No	19,124	9 am - 9 pm
1635	Ohio (OH)	Portage County	Aurora	Open	Yes	Yes	13,556	9 am - 9 pm
1636	Ohio (OH)	n/a	Avondale	Open	Yes	No		9 am - 9 pm
1637	Ohio (OH)	Lorain County	Avon (City)	Closed	No	No	21,193	9 am - 9 pm
1638	Ohio (OH)	Geauga County	Bainbridge	Open	Yes	Yes	3,417	9 am - 9 pm
1639	Ohio (OH)	Summit County	Barberton (City)	Closed	No	No	26,55	9 am - 9 pm
1640	Ohio (OH)	Clermont County	Batavia (township)	Closed	No	No	17,503	9 am - 9 pm
1641	Ohio (OH)	Clermont County	Batavia (Village)	Open	No	No	1,617	9 am - 9 pm
1642	Ohio (OH)	Logan County	Bellefontaine (City)	Open	Yes	No	13,322	9 am - 9 pm
1643	Ohio (OH)	Mahoning County	Boardman Township (township)	Closed	No	No	40,889	9 am - 9 pm
1644	Ohio (OH)	Medina County	Brunswick	Open	Yes	Yes	34,255	9 am - 9 pm
1645	Ohio (OH)	Harrison County	Cadiz	Open	Yes	No	3,308	9 am - 9 pm
1646	Ohio (OH)	Columbiana County	Calcutta	Open	Yes	No	3,491	9 am - 9 pm

4. **To obtain permit requirements on the said municipality / county, you must double click on the row item to display a secondary screen**

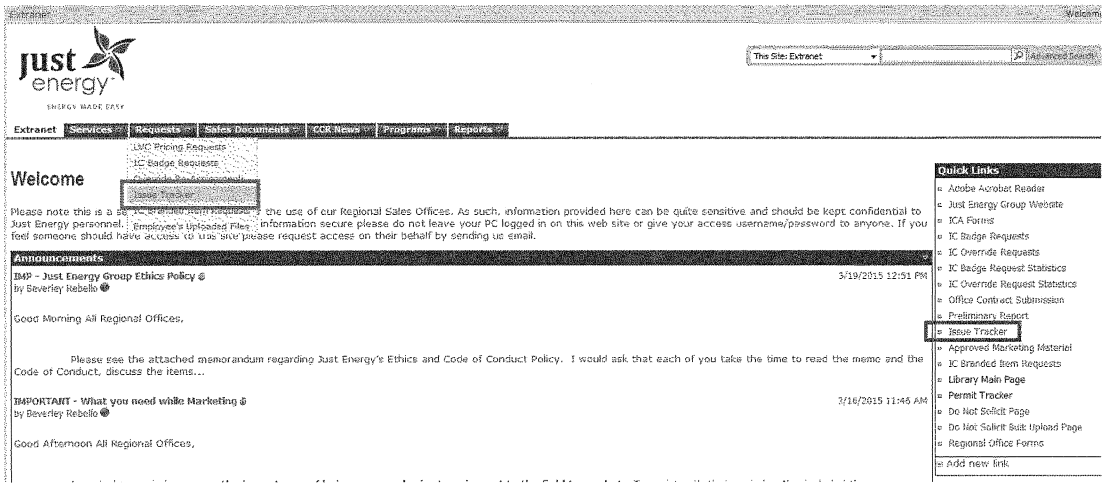


Please Note: There is a comment section within this screen that holds all the necessary data you would need in obtaining permits for the said municipality/county.

b) Requesting permit requirements when one does not exist:

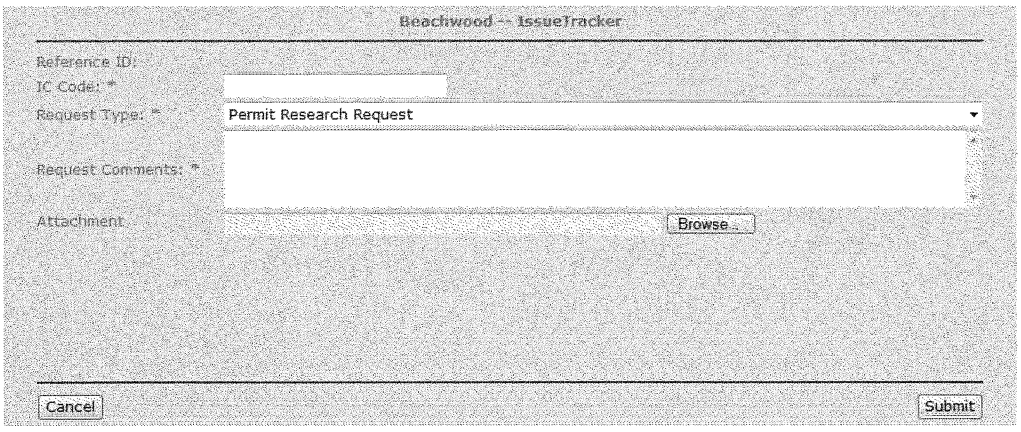
1. To access the "Issue Tracker on the extranet, you would need to sign into the Extranet – https://portal.justenergy.com
2. Once at the Just Energy Extranet Home Page, select the 'Request' tab and select the "Issue Tracker" option

Also, you can use the "Issue Tracker" hyperlink in the "Quick Links" section, on the right hand side of the page, to access the Issue Tracker.

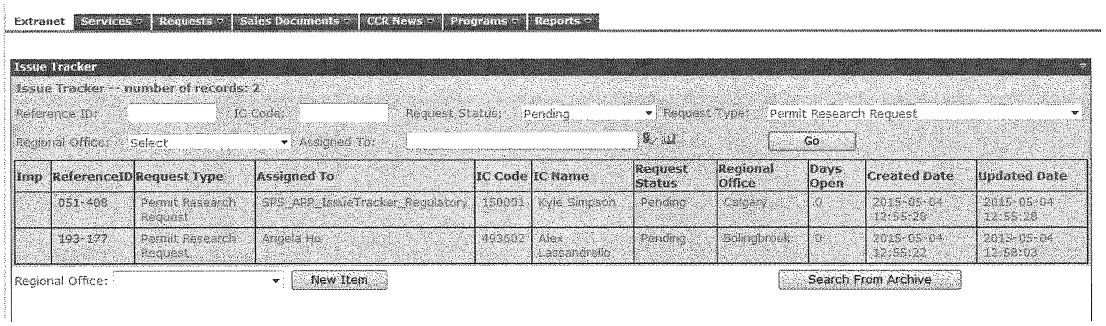


3. Once you have accessed the Issue Tracker, you will be able to log your Permit Request using the "Permit Research Request" option from the drop down list when creating a new Issue in the Issue Tracker. **Note:** To create a new issue tracker, you need to scroll all the way down on the main page of the Issue Tracker and input which Regional office you belong to.

IssueTracker: New Item



4. Once you have entered all the pertinent information related to your request and have submitted it, the request can be viewed using the "Permit Research Request" option from the general drop down list to filter out all other requests.



5. From the list, you will be able to view your request and to see the responses have been provided.

Please note: All Permit Research Requests will automatically go to our Regulatory Department and that they will be the ones responding to the request. It is important that your requests be clear and concise. If you need a permit for a specific municipality, be specific. General requests are not likely to provide you with the most accurate information. A response will be sent back to you within 5 business days.

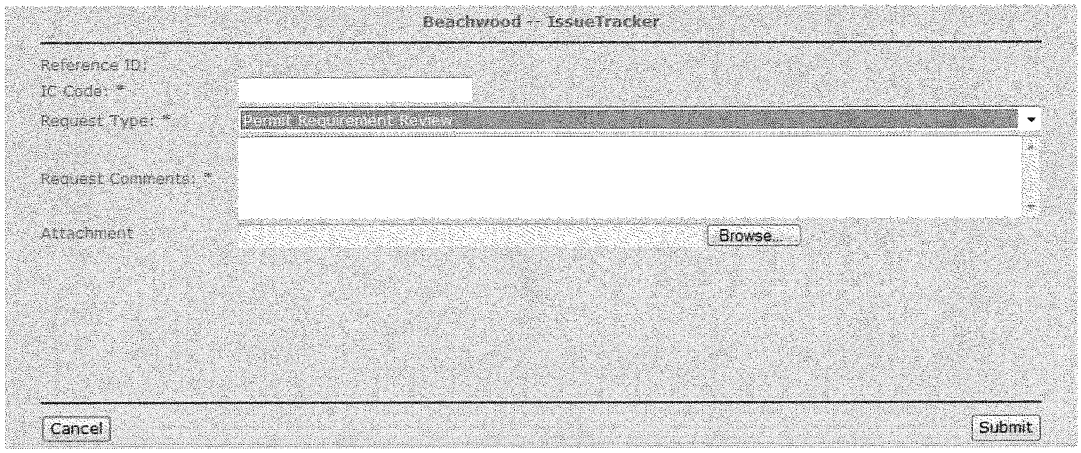
IMPORTANT: If your Regional Sales Office has more than one municipality / city / town etc... to request, please create an individual issue tracker for each municipality / town / city/ etc... Do not place multiple municipalities / cities / towns into one Issue Tracker.

c) Requesting an Update to Existing Permit Requirements

If Permit Requirements are present, however it is determined that they need to be updated based on information you receive from the area (hamlet/city/town/municipality/county/etc...), it is important that Regulatory is made aware of this update so that the Permit Requirement Database can reflect accurate data.

In order to communicate this, you can utilize the same steps mentioned above by logging an Issue Tracker using the Request type of "***Permit Requirement Review***".

IssueTracker: New Item



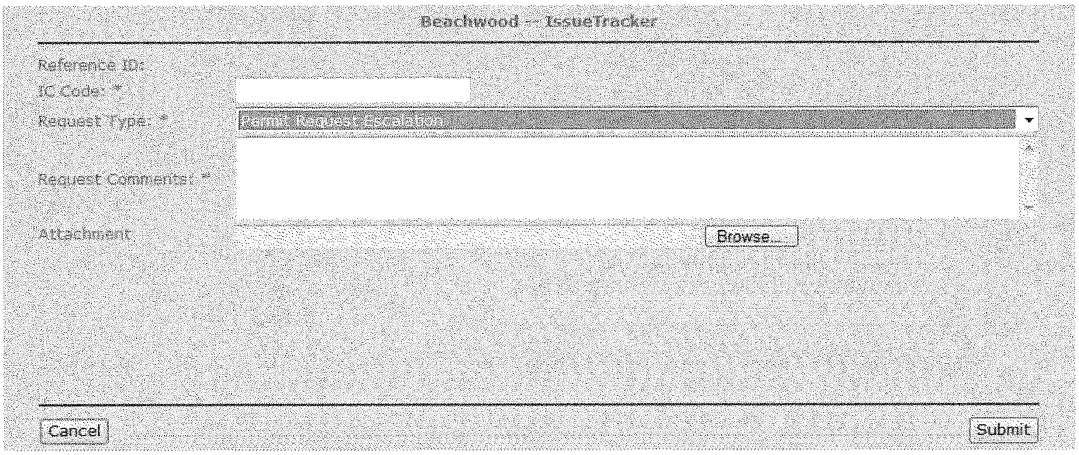
d) Requesting Outreach to a Specific Municipality

If Permit Requirements are present, however the area is closed for marketing (highlighted in Red), and your office would like to enter, the Regulatory department can investigate the reason for said closure and determine if an outreach is required (based on population and reason for said closure).

In order to request this, you can utilize the same steps mentioned above by logging an Issue Tracker using the Request type of "***Permit Request Escalation***".

Please note: That this request type can be utilized when the Permit Database is stating that we can market, and the contrary is advised by the Police Department/Government etc... when entering into territory.

IssueTracker: New Item



e) Requesting a Corporate License/Corporate Permit/Business License

If part of the Permit Requirements identify that a Corporate License is required, our Regulatory department is responsible for obtaining these licenses based on approval. In order to request this, you can utilize the same steps mentioned above by logging an Issue Tracker using the Request type of "***Request to obtain Corporate License***".

3. Submitting Permits

Municipal Permit Confirmation Process

Before Independent Contractors start their day, it is **imperative** that they obtain a permit as applicable for the area(s) where solicitor permits are required. Regionals and Crew Coordinators must provide proof of permit acquisition for all IC's with his/her crew before marketing by capturing an image of the IC's badge along with the permit using your tablet or smart phone and submitting this to the applicable email outlined below for your market . Regional Admins can also scan copies of the permits and IC Badges and send to the respective inbox.

Region	Jurisdiction	Email Address
Canada	Alberta	ABpermit@justenergy.com
	British Columbia	BCpermit@justenergy.com
	Manitoba	MBpermit@justenergy.com
	Ontario	ONpermit@justenergy.com
	Quebec	QBpermit@justenergy.com
Mid-West	Illinois	ILpermit@justenergy.com
	Indiana	INpermit@justenergy.com
	Michigan	MIpermit@justenergy.com
	Ohio	OHpermit@justenergy.com
East	Delaware	DEpermit@justenergy.com
	Georgia	GEpermit@justenergy.com
	Massachusetts	MApermit@justenergy.com
	Maryland	MDpermit@justenergy.com
	New Jersey	NJpermit@justenergy.com
	New York	nypermit@justenergy.com
	Pennsylvania	PEpermit@justenergy.com
South West	California	CApermit@justenergy.com
	Texas	TXpermit@justenergy.com

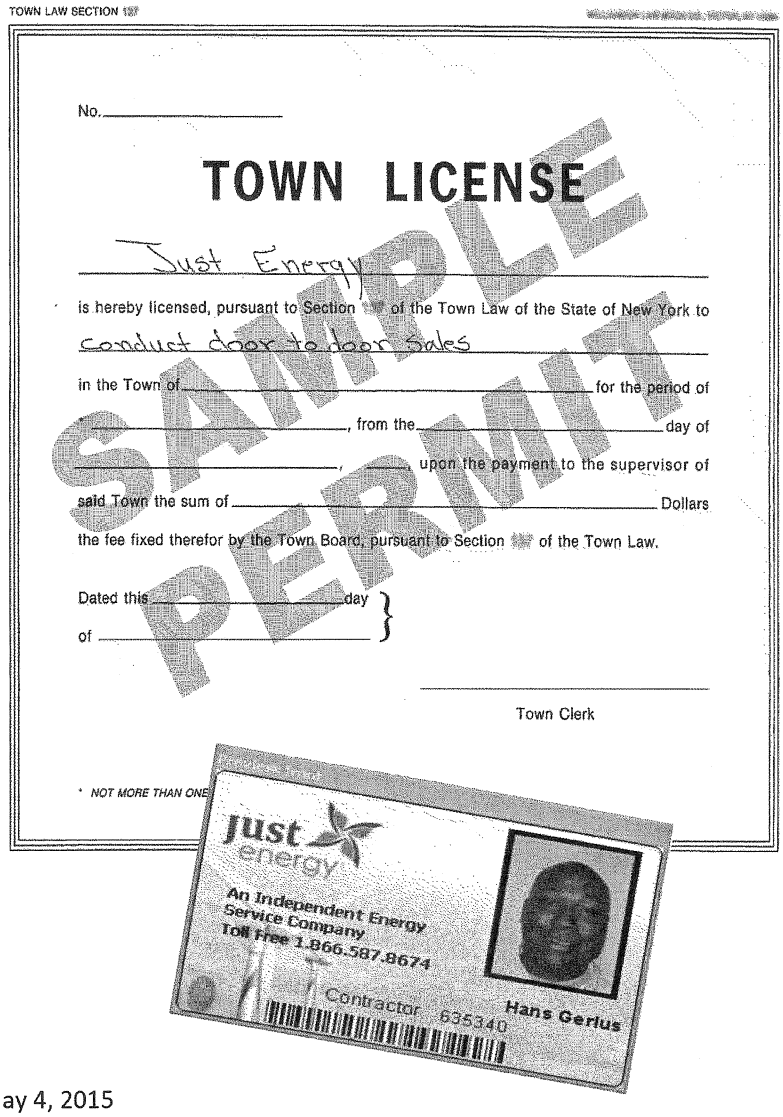
A few things to note:

- Please title the email: "Regional Office Name / MUNICIPALITY Permit".
  - For Example "Bingham Farms / Detroit Permit"
- The Permit Image should include the Just Energy ID Badge of the IC so that Regulatory can record the IC #, name and Regional Office
- Do not combine permits for multiple municipalities into one file. Please create a separate file for each municipality (can have more than one permit), so that when you access the Permit Database, you can click on the image link to view only the permits for the specific municipality and / or IC.

Example shown below:

To: MIpermit@justenergy.com

Subject: **Bingham Farms / Town Name Permit**



4. Questions and Escalations

Region	Name	Title	Email	Phone
Canada – Ontario	Ravi Maharaj	Regional Sales Manager	rmaharaj@justenergy.com	416-817-9508
Canada – Western Canada	Kyle Gillespie	Regional Sales Manager	kgillespie@justenergy.com	647-237-5012
Mid-West	Jeff Paulino	Regional Sales Manager	jpaulino@justenergy.com	248-648-0674
East	Ryan Parnell	Regional Sales Manager	rparnell@justenergy.com	416-993-3626
South West	Shaun Shivers	Regional Sales Manager	sshivers@justenergy.com	281-536-5134
All Markets	Jennifer Johnston	Sales Process Manager	jjohnston@justenergy.com	416-559-0390

THIS IS EXHIBIT "125" REFERRED TO IN THE AFFIDAVIT OF MICHELLE ALEXANDER SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018

A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.

PERMIT HANDBOOK

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1. Door to Door Solicitation Permits

Obtaining permits and liability insurance are crucial parts of our compliance for door-to-door marketing. As one of North America's largest energy retailers, it is absolutely mandatory for us to have the appropriate permits to market where applicable.

a. What is a door-to-door solicitation permit?

A permit is a legal document, certificate or license allowing an individual, team or business to sell a product or service within a village, town or city. Each municipality defines the permit eligibility requirements and marketing parameters differently, so it is important to be aware of the specific requirements.

A few examples include:

- Time Restrictions: one village may prohibit marketing before 10AM and after 6:00PM, while an adjacent town may not have any marketing solicitation hour requirements;
- Background checks: some municipalities require background checks from the independent contractors hometown while others conduct their own state background checks and some require both;
- Duration: the duration of the permits could vary. One municipality may issue a permit for one day, three months or even a year; and
- Individual vs. Company: some municipalities will issue a company permit, while most require each individual marketer to apply for a permit.

b. Why is it important?

If an independent contractor is found to be marketing without a permit, the consequences to your fellow marketers, yourself and the company can be severe. Independent contractors can be arrested, ticketed, fined, terminated and the permits for all Just Energy marketers can be revoked.

c. Penalties associated with not acquiring a permit?

Penalties associated with marketing without a valid permit vary from municipality to municipality, but usually include court appearances, monetary fines and permit revocation. From a Corporate standpoint, a complaint will be logged and filed against any Independent Contractor that is found marketing without a permit where a permit is required. Consequences vary depending on market

2. Accessing and Fulfilling Permit Requirements

It is the responsibility of each Regional Office to track, obtain and market with permits required in any City, Municipality, and County (C.M.C). Although it is the responsibility of the Regional Sales office to cover the actual monetary amount required in obtaining specific permits, Just Energy will support all Sales Offices by obtaining the necessary information required in order to obtain permits.

All "Permit Trackers" (previously stored on the Extranet) have been converted and placed into a Permit Requirement Database. It is the responsibility of the Regional Sales Office to check this Permit Database for the applicable town/city/municipality/ village etc... Permit requirements prior to marketing in said town/city/municipality/village etc...

This Permit Requirement Database will store all the data a Sales Office will require in obtaining permits for their Sales team.

a. 4-Week Sales Forecast Permit Management

Since permit requirements are extremely different across the board, it is recommended that each Sales office creates a 4 week rolling Sales Forecast to enable them to plan accordingly on which area they wish to market in.

Suggested Template:

- Each month, develop a marketing plan before the 1st date of the upcoming month
- You will forward your marketing plan to your RSM – within the forecast template *(below and on separate attachment)*

Week	Town Names/Municipality	Permit Requirements Exist? Y/N	Permit Cost
Eg. May 4-10	Jefferson County / Adams Village	Y	$5.00 / per person / per day or $50.00 / per person / annually Sending 5 for 2 days, cost $50.00
May 11-17	Town		
	Town		
	Town		
	Town		

How to Plan:

a. Only Forecast villages, towns or cities that **you plan to sell in** during the forecasted week

b. Ensure that the Permit Database has the information related to the Town you plan to sell in

a. If it does, print the information for your respective team.

b. If it does not, request town information through the issue tracker and input date. For the detailed process see Page 8 "Requesting permit requirements when one does not exist".

c. Permit Research Requests are to be actioned within 5 business days. If permit requirements remain pending beyond 5 business days, please escalate this to your RSM.

d. *Recommend every Monday you meet with your team to finalize your marketing strategy; should there be any changes in your sales forecast, please contact your RSM.*

On an ongoing basis, we must immediately report any problems encountered in the permitting process, as well as any problems encountered with law enforcement or local officials, so head office can assist in mitigating issues.

b) Understanding Permit Requirements of Specified Area:

The Regional Sales Office will utilize the 4 week Sales Forecast Permit Management template to identify which areas require permits vs. not by searching through the Permit Requirement Database.

This Database is a tool designed to assist all Regionals, ARD's and Admins by giving a simplified view on the marketing requirements of each municipality, town, village, city etc...

Where permit information of said area **does not exist or is required to be updated**, the Regional Sales Office is required to send a request via ***'Issue Tracker'*** on the Extranet in order to have the information updated in the Permit Requirement Database. It is highly recommended that this occurs **three weeks** prior (where feasible) to the intended marketing date. While Just Energy strives to control the turnaround times to be within 5 business days; there might be times that there may be a delay.

Please Note: If the Independent Contractor is told the contrary or denied permit by a municipal office that differs from the requirements outlined in the database, the Regional Office should escalate the issue to your RSM and to our Regulatory Department via the 'Issue Tracker' on the Extranet in order to re-verify the requirements and update the database accordingly.

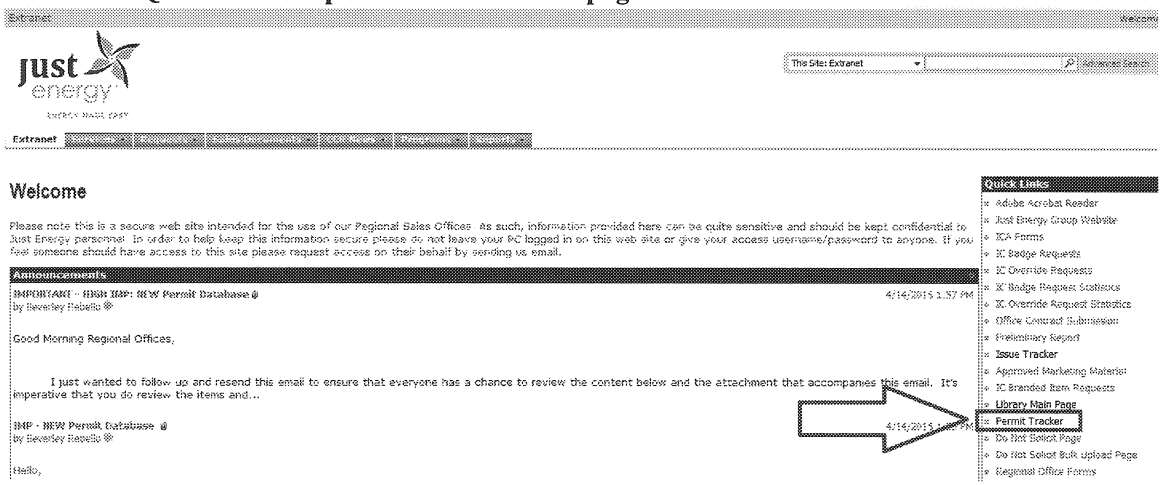
a) For incorrect information: use the Disposition of "**Permit Requirement Review"**

b) For denial of permit by a municipal office: use the Disposition of "**Permit Request Escalation".**

i) Permit Requirements Step by Step Process:

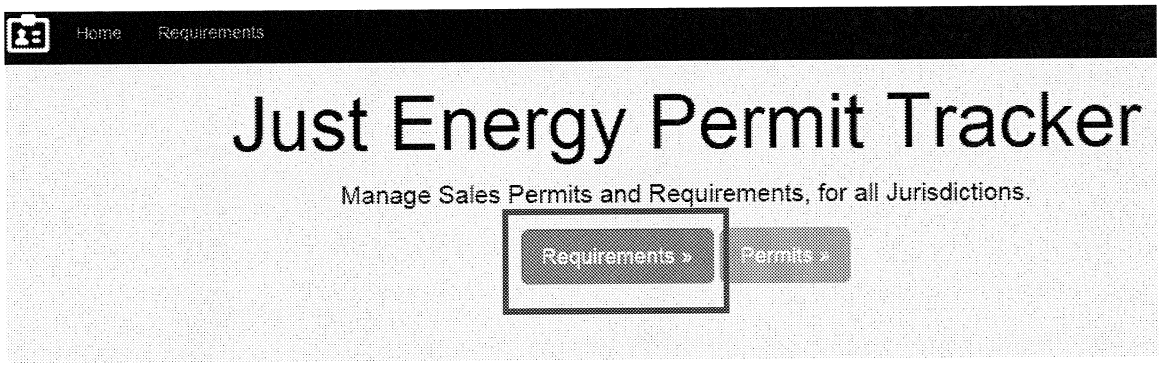
a) How to Access the Permit Requirement Database

1. **The Permit tracker can be accessed on the extranet home page under the "Quick Links" option on the welcome page.**



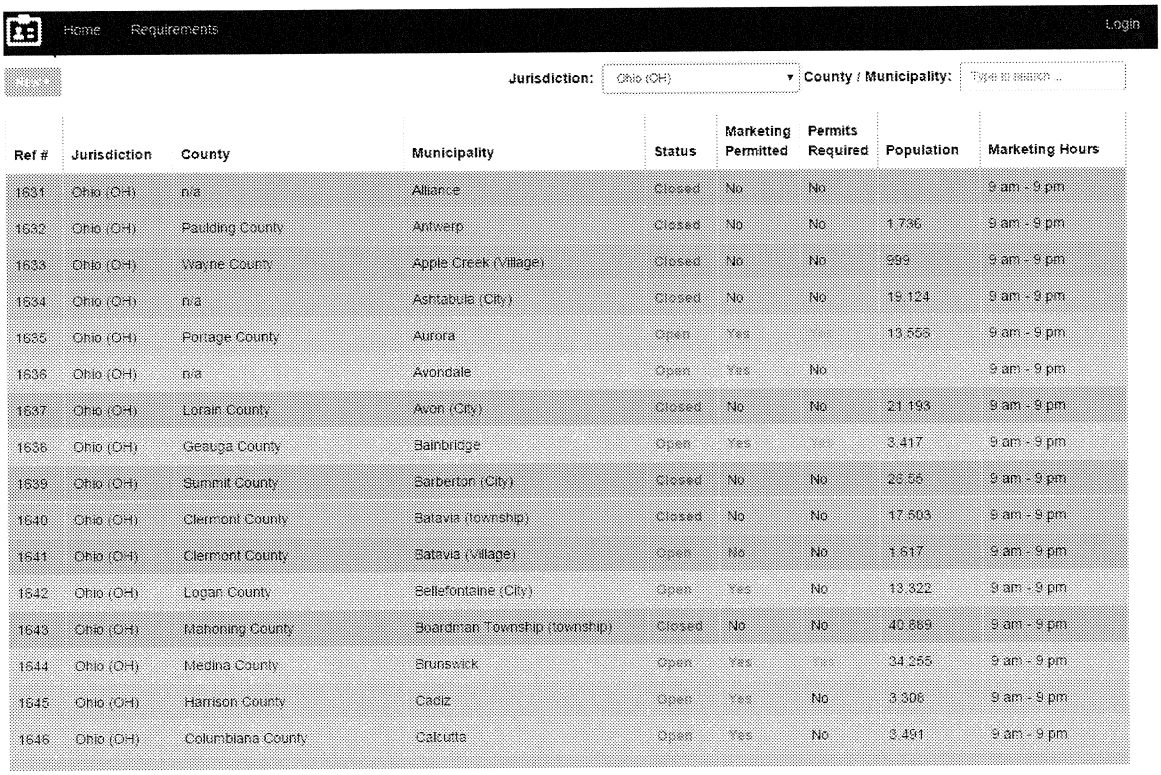
The Permit Requirement Database works best with Chrome or Internet Explorer V. (You can copy the address below into Chrome to access the database).

2. **To obtain permit requirements, click on "Requirements"**



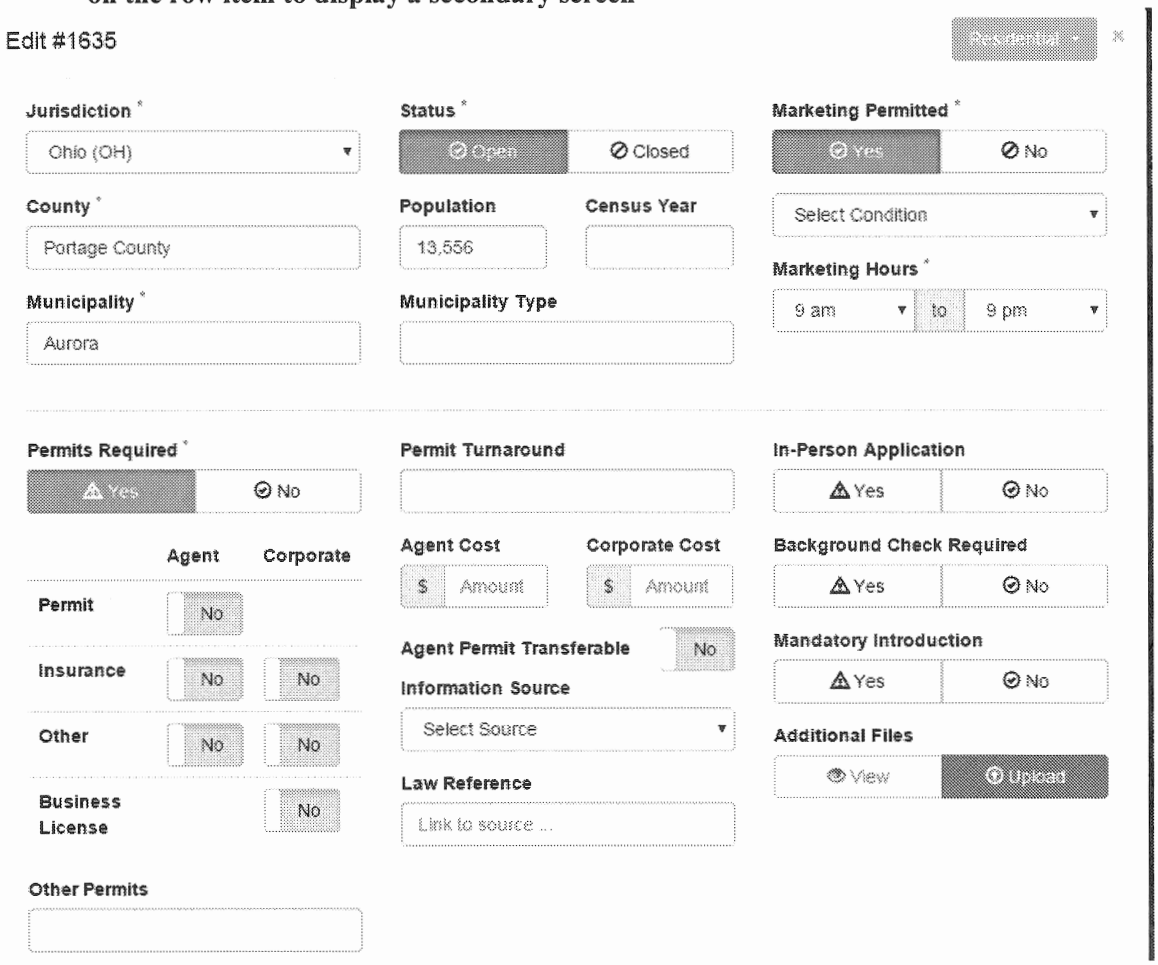
Just Energy © 2015 - Just Energy Permit Tracker

3. **Select your applicable jurisdiction (State/Province) to obtain results. Additionally, to shorten the search field, you can enter in the County/Municipality.**



Ref #	Jurisdiction	County	Municipality	Status	Marketing Permitted	Permits Required	Population	Marketing Hours
1631	Ohio (OH)	n/a	Alliance	Closed	No	No		9 am - 9 pm
1632	Ohio (OH)	Paulding County	Antwerp	Closed	No	No	1,736	9 am - 9 pm
1633	Ohio (OH)	Wayne County	Apple Creek (Village)	Closed	No	No	599	9 am - 9 pm
1634	Ohio (OH)	n/a	Ashtabula (City)	Closed	No	No	19,124	9 am - 9 pm
1635	Ohio (OH)	Portage County	Aurora	Open	Yes		13,556	9 am - 9 pm
1636	Ohio (OH)	n/a	Avondale	Open	Yes	No		9 am - 9 pm
1637	Ohio (OH)	Lorain County	Avon (City)	Closed	No	No	21,193	9 am - 9 pm
1638	Ohio (OH)	Geauga County	Bainbridge	Open	Yes		3,417	9 am - 9 pm
1639	Ohio (OH)	Summit County	Barberton (City)	Closed	No	No	26,556	9 am - 9 pm
1640	Ohio (OH)	Clermont County	Batavia (township)	Closed	No	No	17,503	9 am - 9 pm
1641	Ohio (OH)	Clermont County	Batavia (Village)	Open	No	No	1,617	9 am - 9 pm
1642	Ohio (OH)	Logan County	Bellefontaine (City)	Open	Yes	No	13,322	9 am - 9 pm
1643	Ohio (OH)	Mahoning County	Boardman Township (township)	Closed	No	No	40,869	9 am - 9 pm
1644	Ohio (OH)	Medina County	Brunswick	Open	Yes		34,255	9 am - 9 pm
1645	Ohio (OH)	Harrison County	Cadiz	Open	Yes	No	3,306	9 am - 9 pm
1646	Ohio (OH)	Columbiana County	Calcutta	Open	Yes	No	3,491	9 am - 9 pm

4. **To obtain permit requirements on the said municipality / county, you must double click on the row item to display a secondary screen**

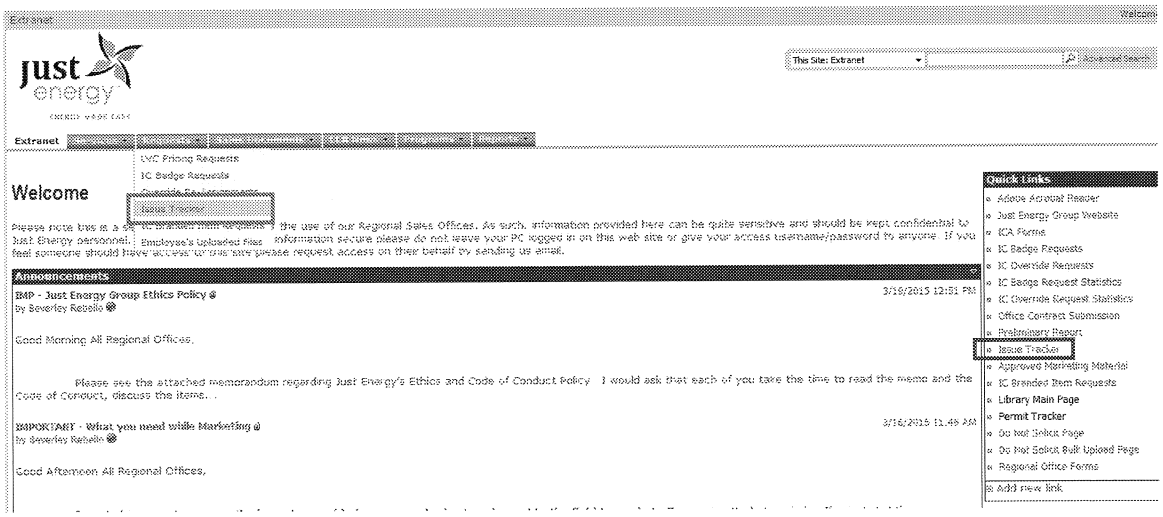


Please Note: There is a comment section within this screen that holds all the necessary data you would need in obtaining permits for the said municipality/county.

b) How to Request Permit Requirements (municipality /town/ city does not exist):

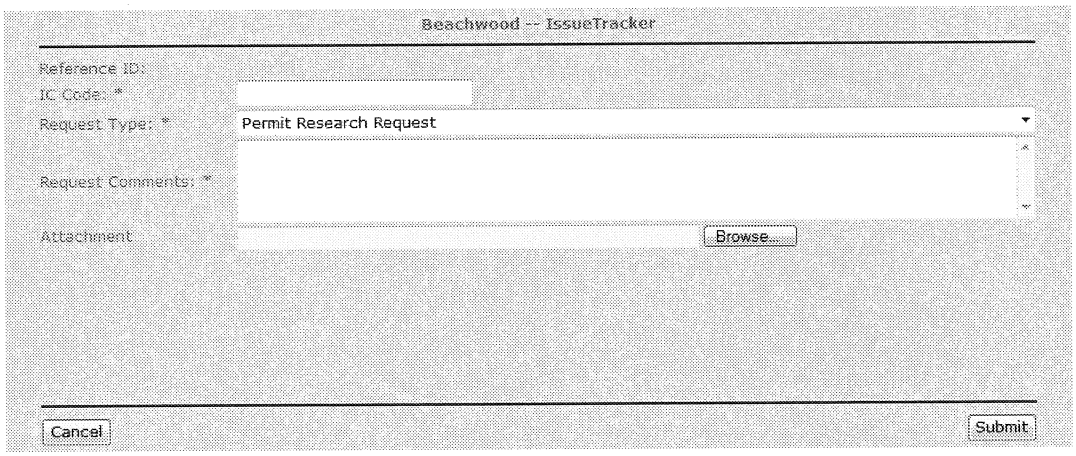
1. To access the "Issue Tracker on the extranet, you would need to sign into the Extranet – https://portal.justenergy.com
2. Once at the Just Energy Extranet Home Page, select the 'Request' tab and select the "Issue Tracker" option

Also, you can use the "Issue Tracker" hyperlink in the "Quick Links" section, on the right hand side of the page, to access the Issue Tracker.

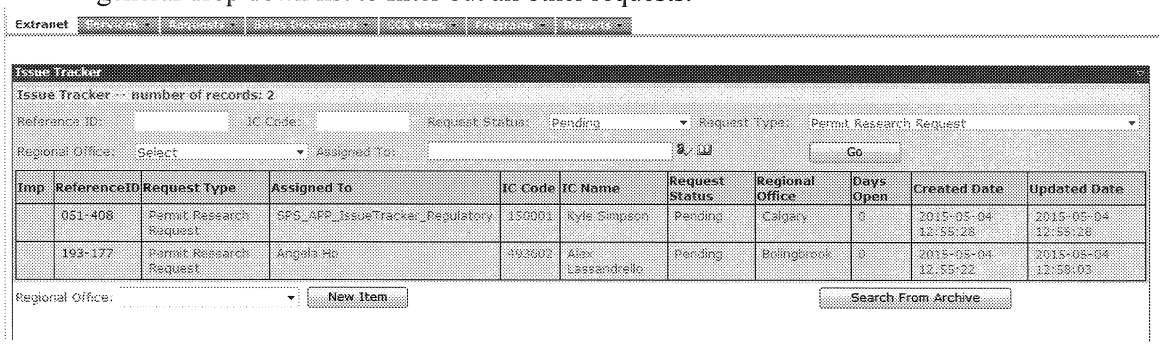


3. Once you have accessed the Issue Tracker, you will be able to log your Permit Request using the "Permit Research Request" option from the drop down list when creating a new Issue in the Issue Tracker. **Note:** To create a new issue tracker, you need to scroll all the way down on the main page of the Issue Tracker and input which Regional office you belong to.

IssueTracker: New Item



4. Once you have entered all the pertinent information related to your request and have submitted it, the request can be viewed using the "Permit Research Request" option from the general drop down list to filter out all other requests.



5. From the list, you will be able to view your request and to see the responses have been provided.

Please note: All Permit Research Requests will automatically go to our Regulatory Department and that they will be the ones responding to the request. It is important that your requests be clear and concise. If you need a permit for a specific municipality, be specific. General requests are not likely to provide you with the most accurate information. A response will be sent back to you within 5 business days.

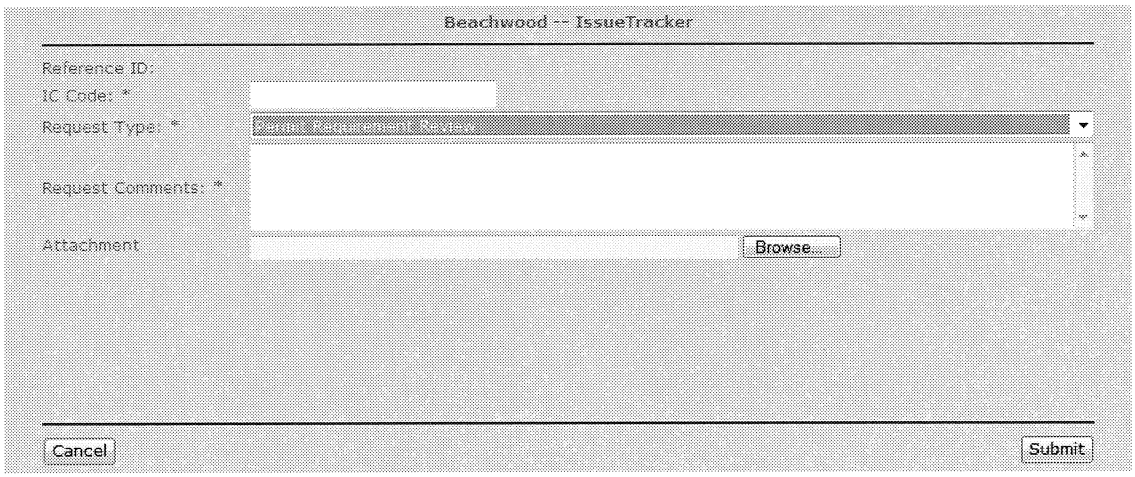
IMPORTANT: If your Regional Sales Office has more than one municipality / city / town etc... to request, please create an individual issue tracker for each municipality / town / city/ etc... Do not place multiple municipalities / cities / towns into one Issue Tracker.

c) How to Request an Update to Existing Permit Requirements

If Permit Requirements are present, however it is determined that they need to be updated based on information you receive from the area (hamlet/city/town/municipality/county/etc...), it is important that Regulatory is made aware of this update so that the Permit Requirement Database can reflect accurate data.

In order to communicate this, you can utilize the same steps mentioned above by logging an Issue Tracker using the Request type of "***Permit Requirement Review***".

IssueTracker: New Item



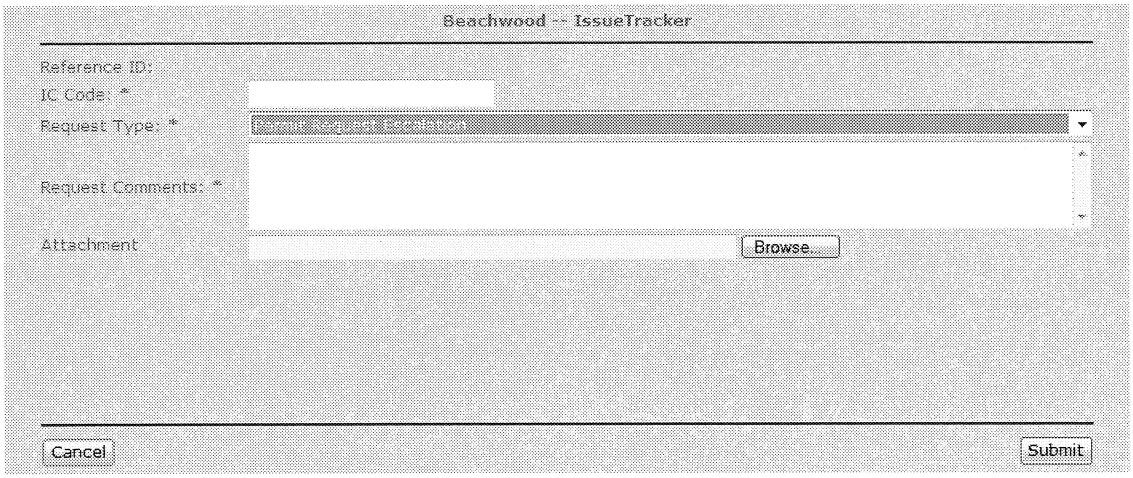
d) How to Request for a "Closed" area to be re-opened or vice versa

If Permit Requirements are present, however the area is closed for marketing (highlighted in Red), and your office would like to enter, the Regulatory department can investigate the reason for said closure and determine if an outreach is required (based on population and reason for said closure).

In order to request this, you can utilize the same steps mentioned above by logging an Issue Tracker using the Request type of "***Permit Request Escalation***".

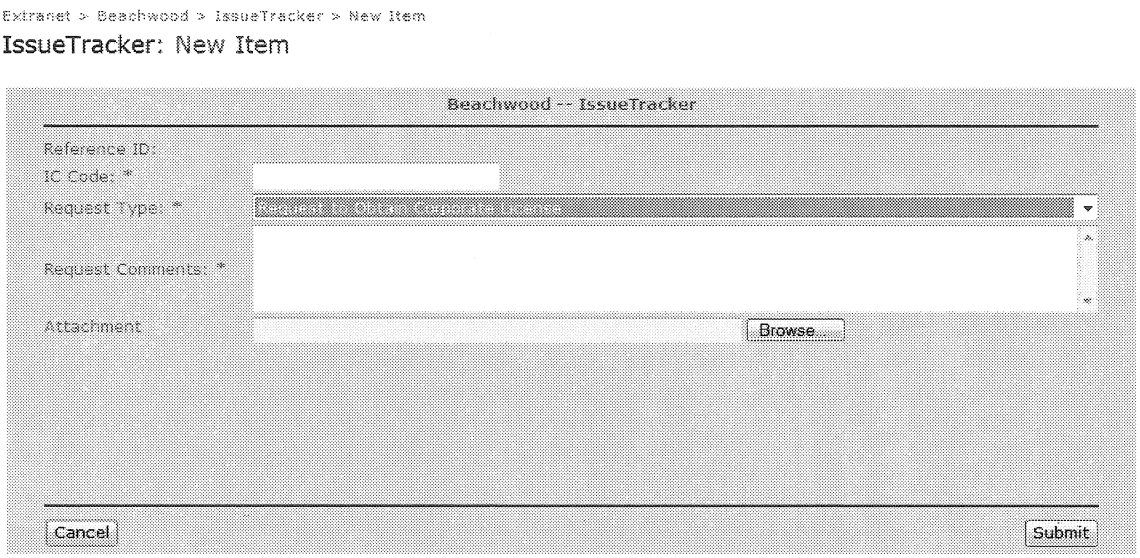
Please note: That this request type can be utilized when the Permit Database is stating that we can market, and the contrary is advised by the Police Department/Government etc... when entering into territory.

IssueTracker: New Item



e) How to Request for a Corporate License/Corporate Permit/Business License

If part of the Permit Requirements identify that a Corporate License is required, our Regulatory department is responsible for obtaining these licenses based on approval. In order to request this, you can utilize the same steps mentioned above by logging an Issue Tracker using the Request type of "***Request to obtain Corporate License***".



f) How to Request Surety Bonds

A Surety Bond or surety is a promise by a surety or guarantor to pay one party (the municipality) a certain amount if a second party (the company) fails to meet some obligation, such as fulfilling the terms of a contract.

The surety bond protects the counterparty against losses resulting from the Just Energy (JE) Companies failure to meet the obligation.

In order to request a Surety Bond, the following information must be collected and forwarded to your Sales Operations to obtain and seek approval. Please email Dist_SalesPermits@justenergy.com with the following:

- Outline the requirement needed: *Surety Bond*
- Municipality Name
- JE entity name (*i.e. Just Energy or Commerce Energy*)
- Full legal name of the counterparty
- Amount of posting requirement and methodology to determine this amount (*i.e. $ amount / per IC or for company, reason behind amount*)
- Copy of the Ordinance from the Municipality to confirm a requirement (*attach the municipality requirement that is normally found on website or handed to applicant)*
- Provide the language under the regulation
- Any preferred form of surety bond by the counterparty.
- Credit contact details and address of the counterparty
- Confirm the term of the Surety Bond.
- Identify the IC/Sales Representative names and numbers proposed to enter into municipality

Once approval has been received, Sales Operations will provide the above information to our Treasury department via email at treasury@justenergy.com indicating business unit approval.

At the end of the term the bond can be renewed. The Insurance Company will issue a continuation certificate. The value of the Bond can also be increased upon request.

After receipt of the email above, our Treasury department will submit the Surety Bond to our Insurance Company. Our Insurance Company will review the language of the Bond and the process could take minimum one week. Our Insurance Company will advise if the request can be covered by the Surety.

Once our Treasury Department receives the Surety Bond they will provide the draft to the counterparty to review the language. If the counterparty is satisfied with the language, our Treasury Department will submit the draft for Legal review and sign-off.

Once our Legal Department has confirmed due diligence has been completed, our Insurance Company will issue the Surety Bond to the JE Office for execution and delivery to the Obligee.

3. Submitting Permits

Municipal Permit Confirmation Process

Before Independent Contractors start their day, it is **imperative** that they obtain a permit as applicable for the area(s) where solicitor permits are required. Regionals and Crew Coordinators must provide proof of permit acquisition for all IC's with his/her crew before marketing by capturing an image of the IC's badge along with the permit using your tablet or smart phone and submitting this to the applicable email outlined below for your market . Regional Admins can also scan copies of the permits and IC Badges and send to the respective inbox.

Region	Jurisdiction	Email Address
Canada	Alberta	ABpermit@justenergy.com
	British Columbia	BCpermit@justenergy.com
	Manitoba	MBpermit@justenergy.com
	Ontario	ONpermit@justenergy.com
	Quebec	QBpermit@justenergy.com
Mid-West	Illinois	ILpermit@justenergy.com
	Indiana	INpermit@justenergy.com
	Michigan	MIpermit@justenergy.com
	Ohio	OHpermit@justenergy.com
East	Delaware	DEpermit@commerceenergy.com
	Georgia	GApermit@commerceenergy.com
	Maryland	MDpermit@commerceenergy.com
	New Jersey	NJpermit@justenergy.com
South West	Texas	TXpermit@justenergy.com

A few things to note:

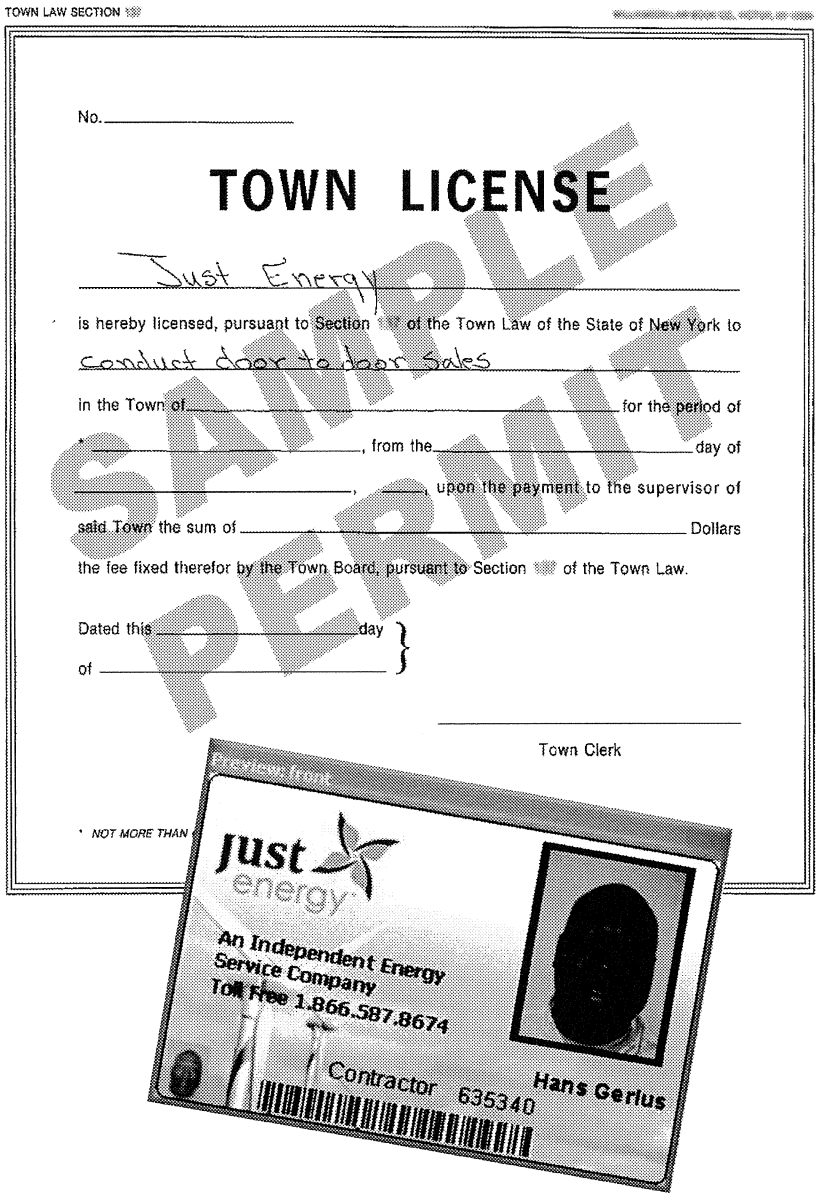
- Please title the email: "**Regional Office Name / MUNICIPALITY Permit**".
  - For Example "Bingham Farms / Detroit Permit"
- The Permit Image should include the Just Energy ID Badge of the IC so that Regulatory can record the IC #, name and Regional Office

- Do not combine permits for multiple municipalities into one file. Please create a separate file for each municipality (can have more than one permit), so that when you access the Permit Database, you can click on the image link to view only the permits for the specific municipality and / or IC.

Example shown below:

To: MIpermit@justenergy.com

Subject: **Bingham Farms / Town Name Permit**


TOWN LAW SECTION

No.

TOWN LICENSE

Just Energy

is hereby licensed, pursuant to Section of the Town Law of the State of New York to

Conduct door to door Sales

in the Town of for the period of

*, from the day of

, , upon the payment to the supervisor of

said Town the sum of Dollars

the fee fixed therefor by the Town Board, pursuant to Section of the Town Law.

Dated this day

of

Town Clerk

* NOT MORE THAN

SAMPLE PERMIT

Just energy

An Independent Energy Service Company

Toll Free 1.866.587.8674

Contractor 635340

Hans Gerius

4. Permit Reimbursement Process

Every month, your office will be allocated funds in to pay for permits and other related permit functions (i.e. Background Checks, photo ID cards required by the municipality) for the upcoming month. The Permit Float is not designed to be utilized for municipalities requiring Surety Bonds, COI's etc...(*Please refer to process steps outlined above on Page 13 and 14 on how to obtain said nuances*)

Permit Floats will be sent to the offices in the form of a check made out to the Regional Distributor. While the Regional Distributor will be responsible to pay for applicable permits, there may be times when the permits are required to be picked up and paid for at the time of marketing. If this is the case, then the Regional Distributor would provide the allocated funds to the assigned Crew Coordinator to obtain on behalf of their crew.

Attention Regional Distributors: It is highly recommended that cash funds designed for Permit Management is not left in the office unattended. Please ensure that you put the permit allocation in a safe place as any misplaced funds will not be replaced.

To manage monthly permit floats, all receipts must be submitted electronically to Sales Operations so that they can be reconciled against the previous permit float amount in advance of distributing more funds. It is highly recommended to keep a copy of the receipts in a file folder that could be accessed in the future if requested.

What to look out for in regards to permit receipts?

- Receipts must identify the town / municipality name.
- Some municipalities may provide hand written receipts. It is recommended that if a town provides a written receipt; ask if they can stamp the receipt accordingly with a town stamp. If not, please ensure that a signature from the town is received.
    - If this occurs, it is best to take a copy of a permit assigned for this municipality and attach to receipt.

Sales Operations will determine whether the full amount of the previous Permit Float needs to be replenished or whether a lesser or more value is required.

- For Example:
    - If $1000.00 is provided and only $500.00 of permit receipts is submitted, only $500.00 will be replenished.
    - If $1000.00 is provided and $1500.00 of permit receipts is submitted, $1500.00 will be replenished.
        - Note in this scenario, the Regional Sales Manager will be involved in determining if float is required to be increased per month based on a number of factors including sales activity in said permitted areas.

Permit Replenishment Process (Regional Admin Process):

1. Collect all applicable permit receipts from Regional Distributor and / or Crew Coordinators by **every Thursday morning**.
2. Document all receipts pertaining to permits on the "Permit Reimbursement Form" as individual line items *(as outlined below)*

PERMIT REIMBURSEMENT FORM

Reimbursement Funds CAD $ ☐ USD $ ☐

Office Name: _____

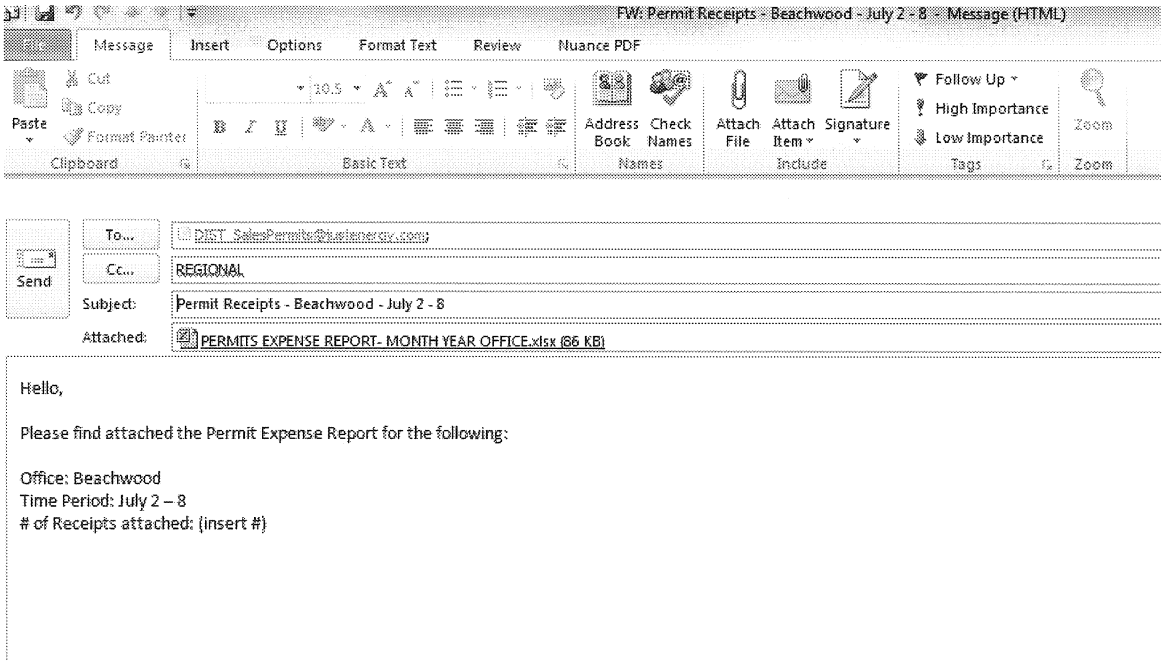
Date: _____

Regional Distributor's Approval: _____ _____

Signature/Name Date

	# of IC's	Rate per IC	Date	Description – (limited to 30 characters)	(Convert based on the currency you want to be paid in) TOTAL	HST (as shown on the Receipt)	NET AMT.	General Ledger Account Number Company	Expense Code	Product ID	Dept
	8	$60.00	7/1/2015	EG: Municipality Name (i.e. Cleveland , Ohio)	$ 480.00	-	$ 480.00			-	
			7/1/2015	EG: One time application fee for Clevland Ohio	$ 100.00	-	$ 100.00			-	
	8	$50.00	7/1/2015	EG: Background Checks for Cleveland, Ohio	$ 400.00	-	$ 400.00			-	
						-	$ -			-	

3. Scan all receipts pertaining to permits individually and attach to an email along with the filled out Permit Reimbursement Form. Send the email to DIST_SalesPermits@justenergy.com., and copy the Regional Distributor and yourself. *(see format in example below).*
    a. *NOTE: Please preview the scanned receipts prior to sending to determine if the receipts are legible.*



5. Questions and Escalations

Region	Name	Title	Email	Phone
Canada – Ontario	Ravi Maharaj	Regional Sales Manager	rmaharaj@justenergy.com	416-817-9508
Canada – Western Canada	Kyle Gillespie	Regional Sales Manager	kgillespie@justenergy.com	647-237-5012
Mid-West	Jeff Paulino	Regional Sales Manager	jpaulino@justenergy.com	248-648-0674
East	Ryan Parnell	Regional Sales Manager	rparnell@justenergy.com	416-993-3626
South West	Shaun Shivers	Regional Sales Manager	sshivers@justenergy.com	281-536-5134
All Markets	Jennifer Johnston	Sales Process Manager	jjohnston@justenergy.com	416-559-0390

THIS IS EXHIBIT "126" REFERRED TO IN THE
AFFIDAVIT OF MICHELLE ALEXANDER
SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018

A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.

To: Jeff Paulino[jpaulino@justenergy.com]; Kyle Gillespie[kgillespie@justenergy.com]; Ryan Parnell[rparnell@justenergy.com]; Ravi Maharaj[rmaharaj@justenergy.com]; Shaun Shivers[sshivers@justenergy.com]; John Nowakowski[jNowakowski@justenergy.com]
Cc: Richard Teixeira[RTeixeira@justenergy.com]; Rosalba Gullo[rgullo@justenergy.com]; Raymond Condon[rcondon@justenergy.com]; Beverley Rebello[brebello@justenergy.com]
From: Jennifer Johnston
Sent: Tue 07/07/2015 2:06:01 PM
Importance: Normal
Subject: Permit Process UPDATE - IC Markets / Employee Markets
Received: Tue 07/07/2015 2:06:03 PM
Permit Handbook_IC MARKETS- 2015_v1.3.docx
Permit Handbook_EMPLOYEE MARKETS - 2015_v1.3.docx

4808

Hello,

Back in April, the new Permit Database was introduced as a replacement to the old Permit Trackers housed in spreadsheets. In addition to this announcement, a process guide was created to outline the steps required to a) access and utilize the Permit Database, b) communicate with Regulatory Admin regarding missing data, inaccurate data or escalated cases, and c) submit obtained permits.

Since launch, there has been various training sessions with some of your respected Regional Offices where certain stages of the Permit Process were still being worked on and other nuances to the process came to light (i.e. Surety Bonds).

This is a communication advising that Permit Budgets have been defined and approved (as communicated in last week's Permit Update meeting). Permit Floats are being processed with Finance and all respective checks (with the exception of Third Party Offices) will be placed in their respective commissions bag on Friday July 10th, 2015 to be received in office as of **Monday July 13th, 2015**.

Additionally there has been an update to the Permit Process Handbook with the following:

- How to Request Surety Bonds
- Employee Markets only: How to Request for Worker's Compensation / Disability Insures
- Employee Markets ONLY: How to Request for Liability Insurance
- Permit Reimbursement Process

A communication will be posted on the Extranet along with the updated Permit Process Handbook. Please ensure to reiterate the importance of Permits during your weekly calls and to make them aware of said communication (outlined below).

In regards to Permit Floats, it is recommended to have the discussion one on one or together with offices that are not TPV, as those offices are not included in the Permit Float process.

In regards to managing Permit Floats, meetings are being held with the Regional Admins for each Region on how to submit Permit related receipts.

If you have any questions or feedback regarding the above or below communication that will be posted, please reach out to me as I am requesting that the communication is posted tomorrow.

Thanks for your time and patience!

Jennifer

IC Markets Communication:

In the beginning of April, a new Permit Database was introduced that replaced the old Permit Spreadsheets. This database is on the Extranet via applicable link: https://permits.justenergy.com

As we are all aware, obtaining permits and liability insurance are crucial parts of our compliance for door-to-door marketing. If an Independent Contractor is found to be marketing without a permit, the consequences to your fellow Marketers, yourself and the Company can be severe. Independent Contractors can be arrested, ticketed, fined, terminated and the permits for all Just Energy Marketers can be revoked.

Since launch, there have been training sessions walking Offices through the various stages of the Permit Process. During these sessions there were various stages of the project that were still being defined and other nuances to the process came to light (i.e. Surety Bonds).

4809

To provide an update to this new and improved Permit Process, additional sections have been added to this process which are outlined below:

- How to Request Surety Bonds
- Permit Reimbursement Process

Please review the Permit Handbook for these additional sections.

Thanks in advance,
Jennifer Johnston

Employee Markets Communication:

In the beginning of April, a new Permit Database was introduced that replaced the old Permit Spreadsheets. This database is on the Extranet via applicable link: https://permits.justenergy.com

As we are all aware, obtaining permits and liability insurance are crucial parts of our compliance for door-to-door marketing. If an Independent Contractor is found to be marketing without a permit, the consequences to your fellow Marketers, yourself and the Company can be severe. Independent Contractors can be arrested, ticketed, fined, terminated and the permits for all Just Energy Marketers can be revoked.

Since launch, there have been training sessions walking Offices through the various stages of the Permit Process. During these sessions there were various stages of the project that were still being defined and other nuances to the process came to light (i.e. Surety Bonds).

To provide an update to this new and improved Permit Process, additional sections have been added to this process which are outlined below:

- How to Request Surety Bonds
- Employee Markets only: How to Request for Worker's Compensation / Disability Insures
- Employee Markets ONLY: How to Request for Liability Insurance
- Permit Reimbursement Process

Please review the Permit Handbook for these additional sections.

Thanks in advance,
Jennifer Johnston

Jennifer Johnston
Manager, Sales Process, Consumer Sales

T 905.670.4440 ext: 71195 | **F** 905.670.4585 / C 416.559.0390
6345 Dixie Road, Suite 200, Mississauga, Ontario, L5T 2E6
E-mail jjohnston@justenergy.com | **Web** justenergy.com

Integrity | Innovation | Customer-Centricity | Responsibility | Enrichment | Excellence

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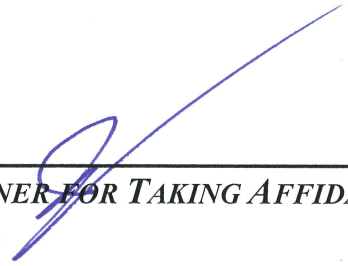

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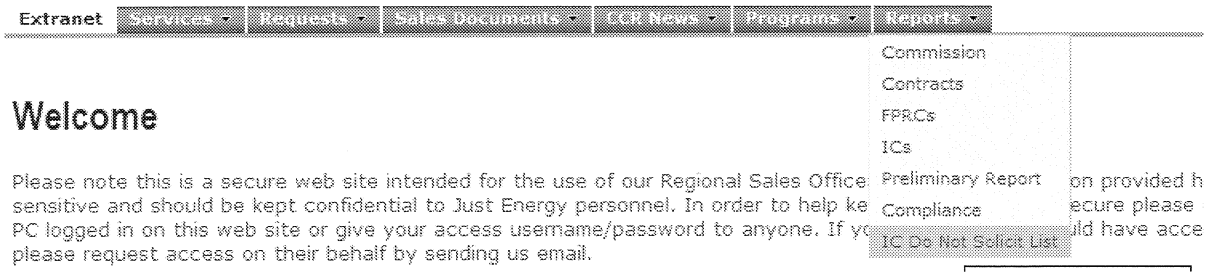
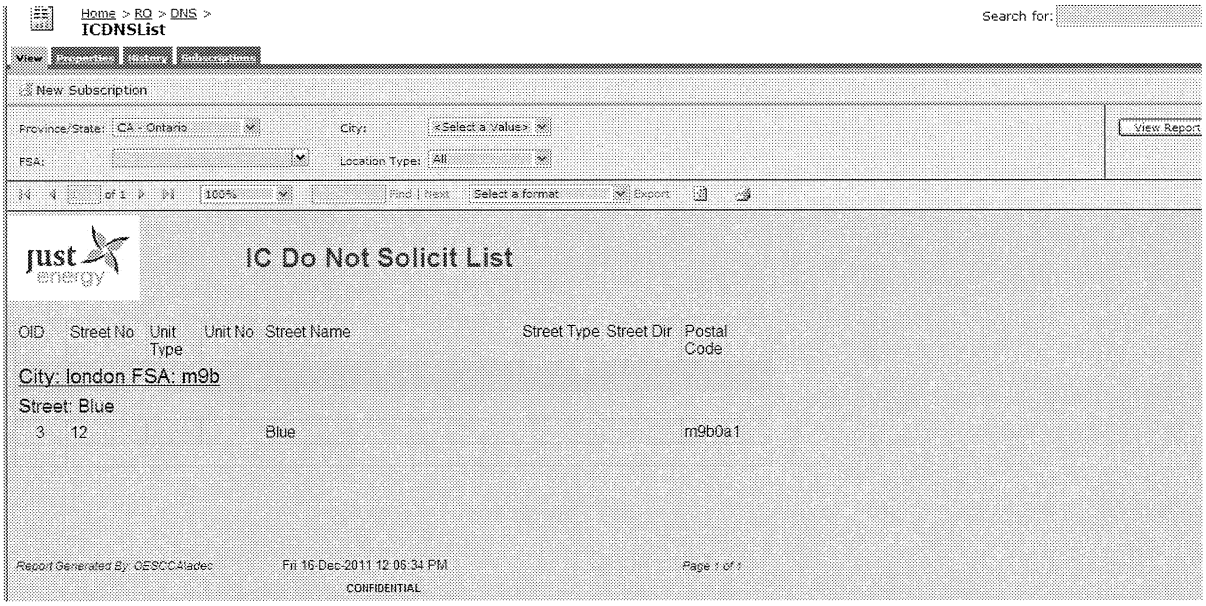
Do Not Solicit Report

1. Click on Reports -> IC Do Not Solicit List



2. Login using your DMZ account

3. Select the inputs and click View Report



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To: DIST_All_Recruiters_&_Admin_Canada_&_US[DIST_All_Recruiters_&_Admin_Canada_&_US@justenergy.com]
Cc: DIST_All_Regional_Canada_&_US[DIST_All_Regional_Canada_&_US@justenergy.com]; Richard Teixeira[RTeixeira@justenergy.com]; sales support[SalesSupport@justenergy.com]; Ryan Parnell[rparnell@justenergy.com]; Kyle Gillespie[kgillespie@justenergy.com]; Ravi Maharaj[rmaharaj@justenergy.com]; Shaun Shivers[sshivers@justenergy.com]; Raymond Condon[rcondon@justenergy.com]
From: Rosalba Gullo
Sent: Wed 01/10/2014 2:46:22 AM
Importance: High
Subject: Do Not Solicit List
MAIL_RECEIVED: Wed 01/10/2014 2:46:25 AM

Good Morning Admins/Recruiters,

Please ensure you are printing off the **"Do Not Solicit List" at the end of each month.** You will need to make a copy for the meeting room where all of the IC's can access it and a copy for all of the crew coordinator's to take with them out in the field.

At the end of each month you will need to collect the old ones and replace them with the updated version.

This is a key part of your responsibilities.

If you need a refresher on how to pull this report from the extranet, please email sales support or your RSM.

Thx.

Rosalba

4814

(ext.73555)

THIS IS EXHIBIT "129" REFERRED TO IN THE AFFIDAVIT OF MICHELLE ALEXANDER SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018

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To: Henna Baig[hbaig@justenergy.com]; Daniel Gadoua[DGadoua@cambridge.justenergysales.com]
Cc: Steve Weber[SWeber@justenergy.com]; Derek Whittaker[dwhittaker@justenergy.com]
From: Ravi Maharaj
Sent: Mon 14/03/2016 5:59:06 PM
Importance: Normal
Subject: RE: Pilot Renewal Options: Canada: 1 888 299 2873, Conference Room ID#: 915405589
MAIL_RECEIVED: Mon 14/03/2016 5:59:06 PM

Hey,

Brandon is LIVE; I know DG was busy with the renewal flip today with the rest of the RSO.

I would gather Brandon was OFF today; typically working TUE - SUN, and should see some dispos tmrw.

DG - please confirm; and also provide feedback later tonight in summary of the renewal flip in general.

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Henna Baig
Sent: Monday, March 14, 2016 6:41 PM
To: Ravi Maharaj
Cc: Steve Weber; Derek Whittaker
Subject: RE: Pilot Renewal Options: Canada: 1 888 299 2873, Conference Room ID#: 915405589

Hi Ravi,

I have reviewed the iPad dispositions from today and see no Accepts from Brandon.

Has Dan confirmed launch date?

Thank you,

Henna Baig
x74475

From: Steve Weber
Sent: Monday, March 14, 2016 6:33 PM
To: Henna Baig; Derek Whittaker
Cc: Ravi Maharaj
Subject: FW: Pilot Renewal Options: Canada: 1 888 299 2873, Conference Room ID#: 915405589

What's the launch date on this one?
Steve

From: Ravi Maharaj
Sent: Monday, March 14, 2016 1:02 PM
To: Steve Weber; Steve Copeland; Ryan Howie; Daniel Gadoua; Ravi Maharaj
Cc: Henna Baig; Sif Ali; Arlene Young; Richard Teixeira; Mujeeb Jafferi
Subject: RE: Pilot Renewal Options: Canada: 1 888 299 2873, Conference Room ID#: 915405589

Teams - as a reminder, can we ensure the pilot renewal calls from Brandon are reviewed.

I know we spoke about it; but just wanted to confirm.

Thanks,

Ravi

(x71245)

(416.817.9508)

-----Original Appointment-----
From: Ravi Maharaj
Sent: Friday, February 05, 2016 3:12 PM
To: Ravi Maharaj; Steve Weber; Daniel Gadoua; Steve Copeland; Ryan Howie
Cc: Henna Baig; Sif Ali; Arlene Young
Subject: Pilot Renewal Options: Canada: 1 888 299 2873, Conference Room ID#: 915405589
When: Thursday, March 17, 2016 1:30 PM-2:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Canada: 1 888 299 2873, Conference Room ID#: 915405589

<< Message: Ontario Renewal Pilot Process Flow >>

Option #1 (IC walk away renewal).

As per our meeting today, attached is the revised Renewal Pilot process.

Next steps:

- IC Brandon is ready to go.
- Awaiting CS GTG
- IC will still get signature
- FPRC 5s
- No Call to the IC
- IC does not mentions "pilot renewal" at beginning of call.
  IC call from CX phone.

Thank you,

Thanks,

<< OLE Object: Picture (Device Independent Bitmap) >>

<< OLE Object: Picture (Device Independent Bitmap) >>

Ravi Maharaj
Regional Sales Manager

T 905.670.4440 ext: 71245 | F 905.564.6107 | C 416.817.9508
6345 Dixie Road, Suite 200, Mississauga, Ontario, L5T 2E6
E-mail rmaharaj@justenergy.com | Web justenergy.com

<< OLE Object: Picture (Device Independent Bitmap) >>

<< OLE Object: Picture (Device Independent Bitmap) >>

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4819

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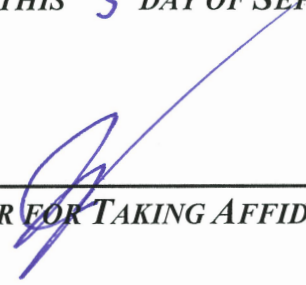

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justenergy®

Live Energy Application

iPad

This document is an important resource for Admins, Regional Managers and ICs. This guide will go over how to setup a brand new iPad including setting up accounts and installing the application.

Getting Started Guide!

Contents

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1. Introduction

First launched in March of 2011, the Live Energy iPad application allows Independent Contractors (ICs) to complete Renewals and Recontract deals on an iPad instead of paper, in March 2012 the ability to do sign new business was introduced.

2. Getting Started

This section describes the process that should be followed to obtain a Live Energy user name and password. It also describes the steps for accessing the Live Energy iPad application and the Live Energy website.

2.1 Download iPad Application

Once the RM registered your user Live Energy account you will receive a password. It's time to download the application. **(Please skip to Section 4.2 and 4.3 to see how to setup and create a new user account).**

Production Live Energy application can be downloaded from the following link: https://mdm.binnj.com:900/

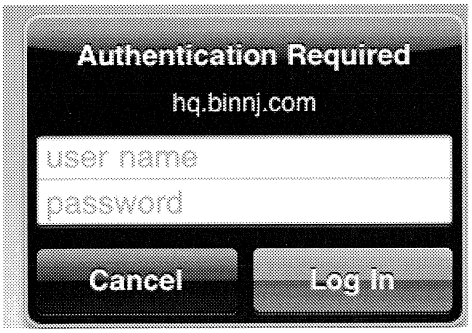
Test application can be downloaded from: https://mdm.binnj.com:902/.Use your production password to log in.

The main login is only required the 1st time you download the application:

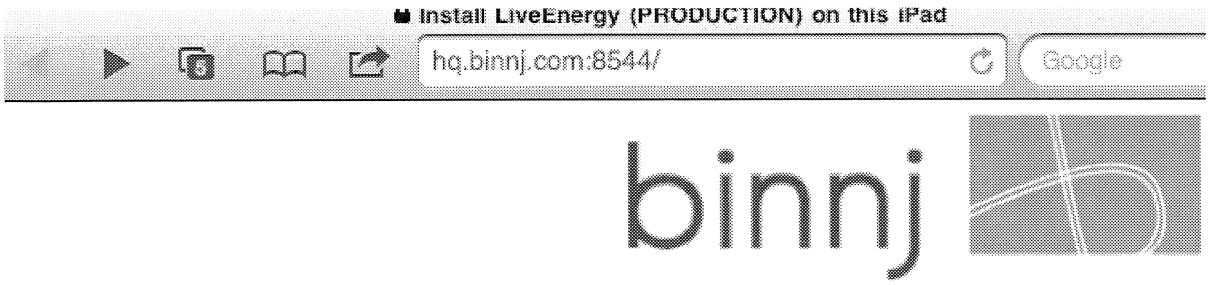
Main login:

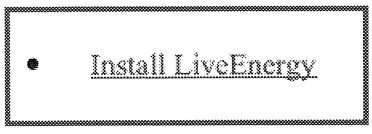
User name: jemdm

Password: 84922



Second pop up appears asking for email and password use the user name and password above again. If password is correct the page will load, click on the Install Live Energy link. The application will begin installing to your iPad.





Once the download is completed you will see this icon on your desktop:

(Please note the difference between the TEST version, and the Production version. Test is just for testing and training. Production is the version you need to use for real-life selling and daily use.)

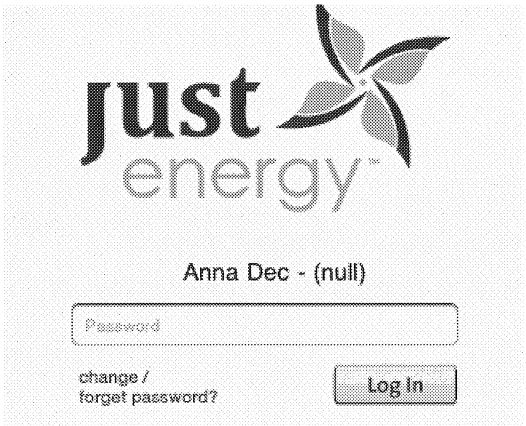
Production Version

Test Version

2.1.1 Log into the Application

Click on the Live Energy icon to open the application. Enter your user name and password as provided by your RM. After your first login your user name will appear automatically (we are using User Anna Dec) and you will only need to enter your password.

Enter your uniquely assigned password and click Log In:



2.1.2 Website Log-in

In addition to the iPad application, a website was created that allows RMs to assign leads to ICs. The site provides great reporting functionality that can be used by both ICs and RMs:

https://hq.binnj.com:8084/rm/mainmenu

Your user name is your **firstname.lastname** case sensitive. Your password is the same as the one used to enter Live Energy iPad application.

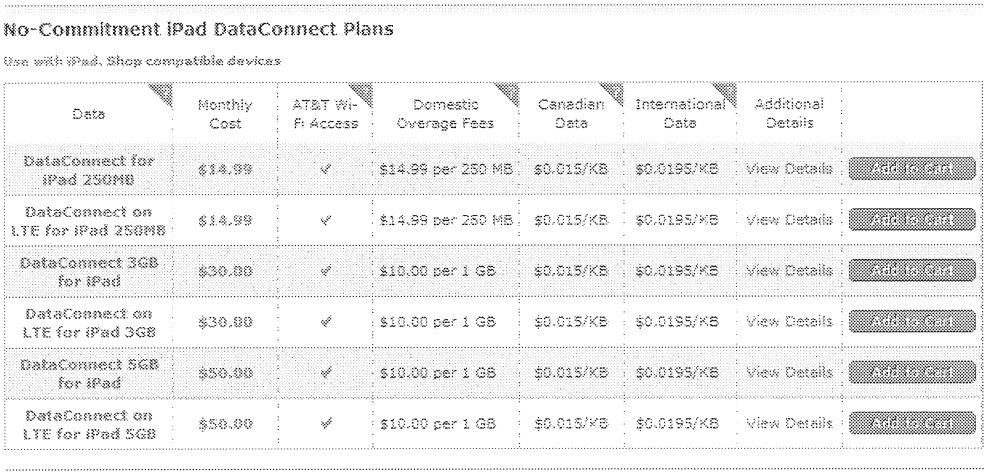
2.2 Using the Application

The app requires to be connected to the internet to function effectively. Receiving updates, new prices and submitting deals only happens once your iPad is connected to the internet. There are 2 ways you can connect your iPad to the internet, getting a cellular data plan or tethering via your cellphone.

2.2.1 Data Plan

The easiest and most efficient solution is to go out and get your own data plan. Just Energy typically will be providing AT&T iPad 2 3G models to ICs. These iPads come with a SIM card built-in, and you have to do as an IC is call AT&T or visit an AT&T store to get your iPad connected. The best deal currently available as of June, 2012, is a 3GB a month plan for $30. We highly recommend this plan. It is a contract-free monthly plan that you can cancel without any exit fees.

http://www.wireless.att.com/cell-phone-service/cell-phone-plans/data-connect-plans.jsp



No-Commitment iPad DataConnect Plans

Use with iPad. Shop compatible devices

Data	Monthly Cost	AT&T Wi-Fi Access	Domestic Overage Fees	Canadian Data	International Data	Additional Details	
DataConnect for iPad 250MB	$14.99	✓	$14.99 per 250 MB	$0.015/KB	$0.0195/KB	View Details	Add to Cart
DataConnect on LTE for iPad 250MB	$14.99	✓	$14.99 per 250 MB	$0.015/KB	$0.0195/KB	View Details	Add to Cart
DataConnect 3GB for iPad	$30.00	✓	$10.00 per 1 GB	$0.015/KB	$0.0195/KB	View Details	Add to Cart
DataConnect on LTE for iPad 3GB	$30.00	✓	$10.00 per 1 GB	$0.015/KB	$0.0195/KB	View Details	Add to Cart
DataConnect 5GB for iPad	$50.00	✓	$10.00 per 1 GB	$0.015/KB	$0.0195/KB	View Details	Add to Cart
DataConnect on LTE for iPad 5GB	$50.00	✓	$10.00 per 1 GB	$0.015/KB	$0.0195/KB	View Details	Add to Cart

2.2.2 Tethering

The second option is to connect your tablet via tethering. This will vary from phone to phone and provided to provider. Tethering will turn your phone in to a Wi-Fi router / hotspot; your iPad can then connect to the hotspot and have internet connectivity. This way you will use your phone's data plan.

- Android: All Android phones can be used for tethering. Please open the app called "Tethering" or "Wi-Fi Hotspot" on your phone (varies by phone – please contact your provider for more details).
- Blackberry: Newer Blackberry phones (2011/2012 and onwards models) also have a Hotspot app. Please contact your provider for more details on how to access this app.
- iPhone: Apple iPhones are locked and cannot be used for tethering to an iPad. You must contact your service provider to unlock the ability to tether your iPhone to your iPad. Typically this does cost an extra fee on your phone's data plan.

(In conclusion, if you want to use tethering, buy an Android)

Live Energy Troubleshooting

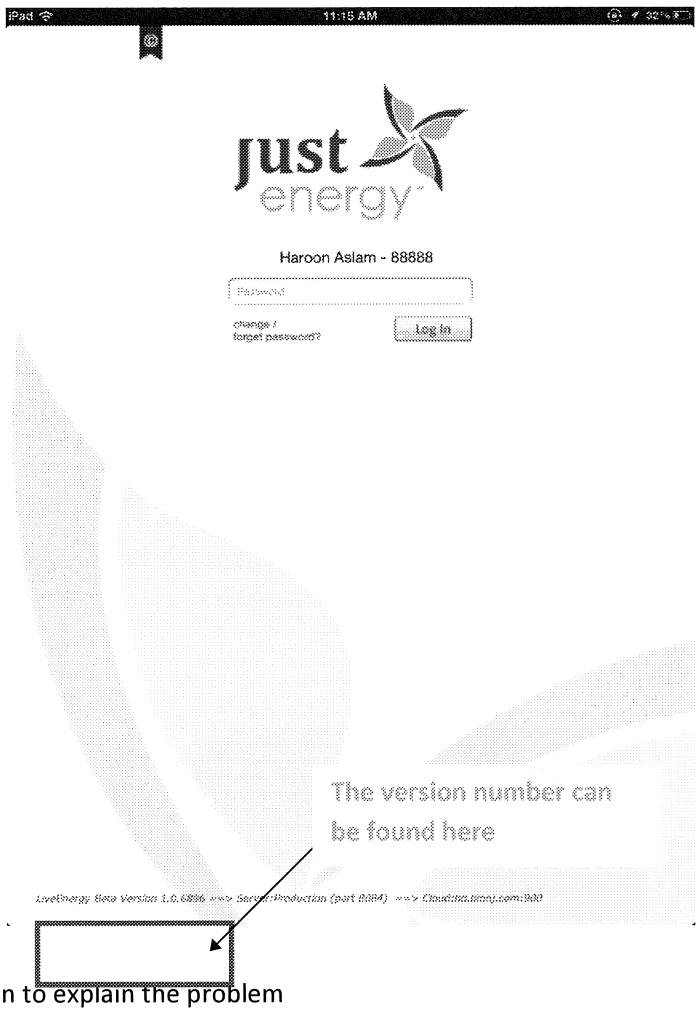
Experiencing issues with your device?

- **Hardware issues, iTunes issues, general issues with your iPad – contact Apple.**
- **Issues connecting to the internet – contact your internet service provider (AT&T, Verizon, etc.)**
- **Issues with the Live Energy application? See below.**

If the below troubleshooting steps do not resolve the issue contact your RM or Admin to report the issue.

Screen shots, examples, and step by step list of the actions you took to get to the error are all helpful in identifying the issue.

2.3 Bug Reporting



The Live Energy Application is an ever-evolving platform and like any software it will act up sometimes. The most important thing is to report these bugs whenever they come up. Whether documents are missing, or the application is stuck on a page, or information is not loading, anything! If something is not behaving like you expect it, send a bug report to:

1. US EAST: EAST_BA@justenergy.com
   OR
2. CANADA:
   DIST_CANADA_BA@justenergy.com
3. US MIDWEST:
   Dist_MidWest_BA@justenergy.com

STEPS TO TAKE WHEN REPORTING A BUG

STEP 1: Find out what version of the application you are running? You can find the version number on the bottom left of the login page.

STEP 2: What time did the bug happen?

STEP 3: Take a screenshot!!! As many screenshots as you can to explain the problem

STEP 4: Put the 3 things above in an email and send it to

1. US EAST: EAST_BA@justenergy.com
   OR
2. CANADA:
   DIST_CANADA_BA@justenergy.com
3. US MIDWEST:
   Dist_MidWest_BA@justenergy.com

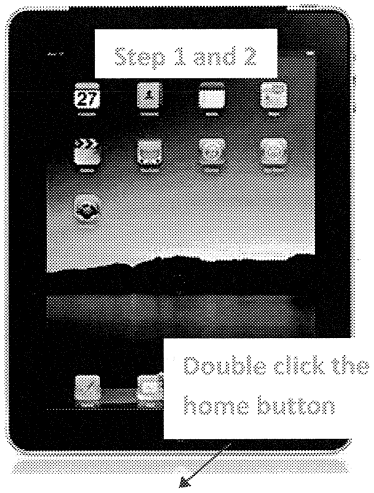
(NOTE: If the deal has been signed by the customer and you are stuck and unable to submit the deal, take 2 screen shots – one covering the top of the contract and another covering the bottom of the contract. Using this we can recompile a complete contract image and submit your deal for you.)

Re-boot the iPad

Apple's iPad is a computer just like a laptop or desktop. And, just like laptops and desktops, sometimes iPad apps freeze, and the iPad gets stuck along with them. To fix this, you need to reset the iPad.

1. Begin by pressing the hold and home buttons at the same time. The **hold button** is the one on the top right corner of the iPad. The **home button** is the round one at the bottom center of the iPad's front
2. Continue to hold these buttons until the screen flashes and goes dark (if the red slider appears at the top of the screen do not use it)
3. When the iPad's screen goes dark, the iPad is off
4. Restart the iPad by holding down the Hold button until the Apple icon appears. Let go of the buttons and the iPad reset will be complete

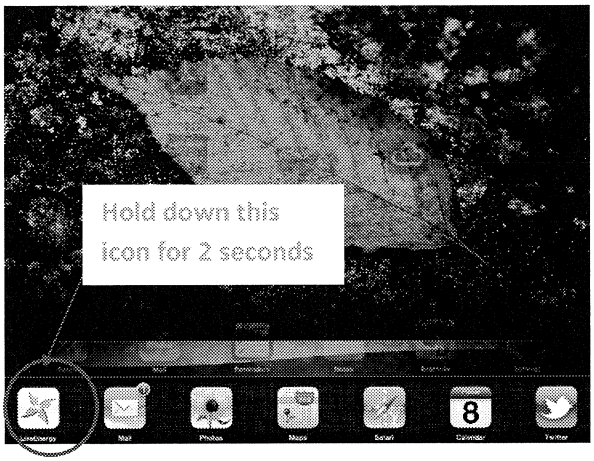
2.4 Reset your Application



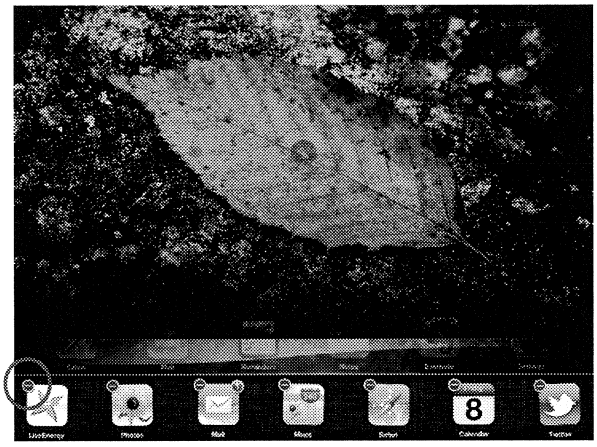
If you experience issues with your iPad, or see an exclamation mark error top left corner of your iPad try to reset your application:

1. Start on your home screen
2. Double click the round home button twice until you see a taskbar of all running applications at the bottom of the screen:

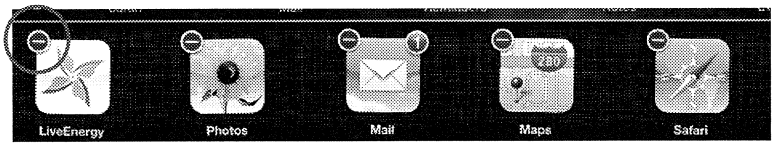
Step 3



Step 4



3. Hold your finger down on the Live Energy icon till all the icons start shaking and you see a red circle appear next to each one.
4. Click the red circle on the Live Energy icon to close the application.

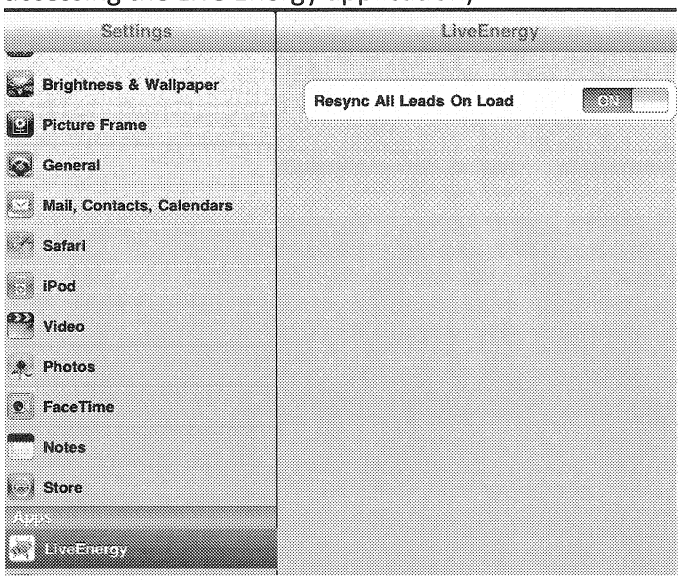


5. Re-open the application and login.

2.5 Re-sync all leads - Renewals / Recontracts ONLY

If you experience issues with the leads visible on your iPad, or see an exclamation mark error top left corner of your iPad try to re-sync all your leads:

1. Follow steps 1-4 above of the Re-Set your Application process
2. Click on Settings icon
3. Scroll down until to Apps section and find the Live Energy Application
4. Click on Live Energy
5. Update the 'Resync All Leads on Load' on to On (this will be automatically reset to Off once you try accessing the Live Energy application)



6. Try accessing the Live Energy application - All leads will be re-synced. This may take a few minutes

3. Functionality

3.1 Live Energy Web Site

In addition to the iPad application we are excited to launch a web based site that allows users to tracker their current leads and disposition history.

You can access the site via this link: https://hq.binnj.com:8084/rm/login/page

The site was designed to work in Internet Explorer, however, it may work in other browsers.

Simply use your iPad Live Energy user name and password to log in.

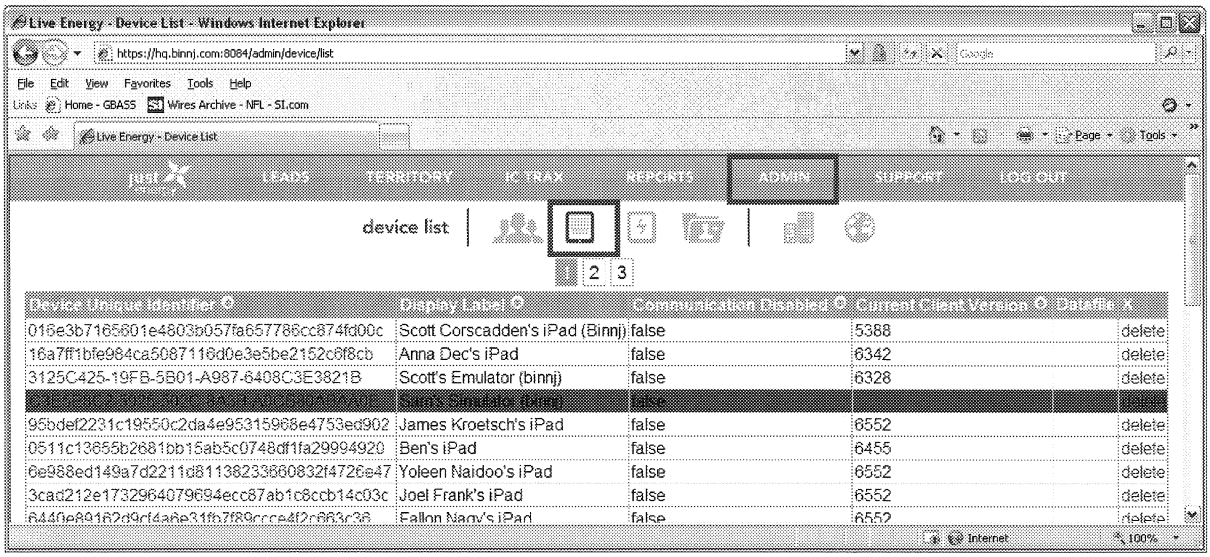
The user name was set by your Regional Manager and is typically Firstname.Lastname and is case sensitive. If you have trouble logging in, contact your RM for your user name and password.

3.2 Setup a new iPad

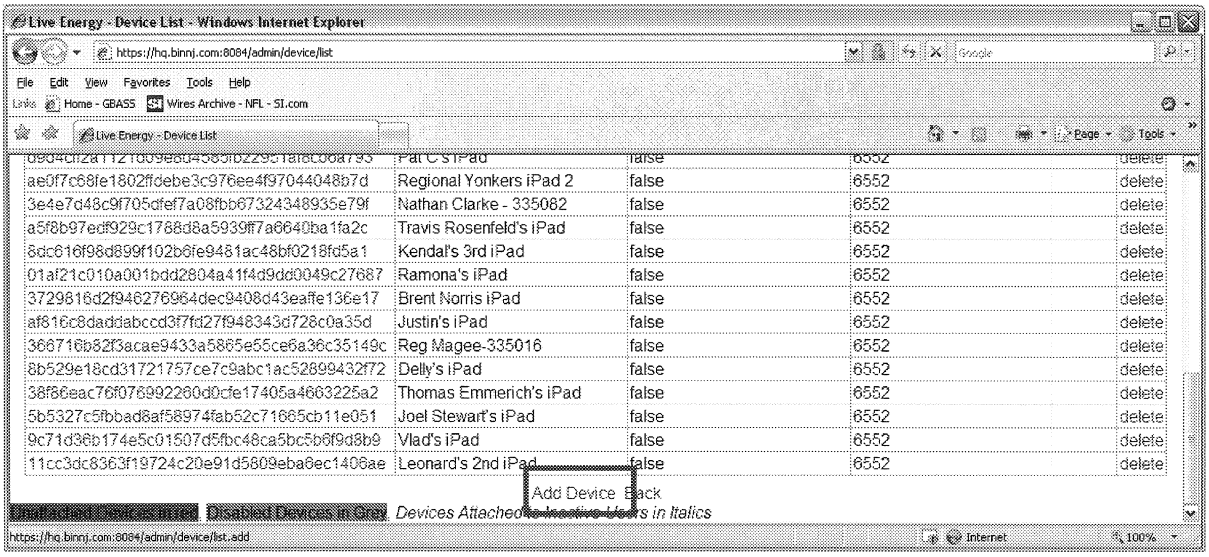
1. When an IC receives a new iPad, they will provide you (the regional manager or recruiter) with their UDID. It is your job to now go in to the Live Energy website and setup this iPad.

2. Use this link to login to the website: https://hq.binnj.com:8084/rm/login/page

3. Once logged in, click on the **ADMIN** button on the top right to go in to the User Account area. And then click on the **iPad icon** as shown below:

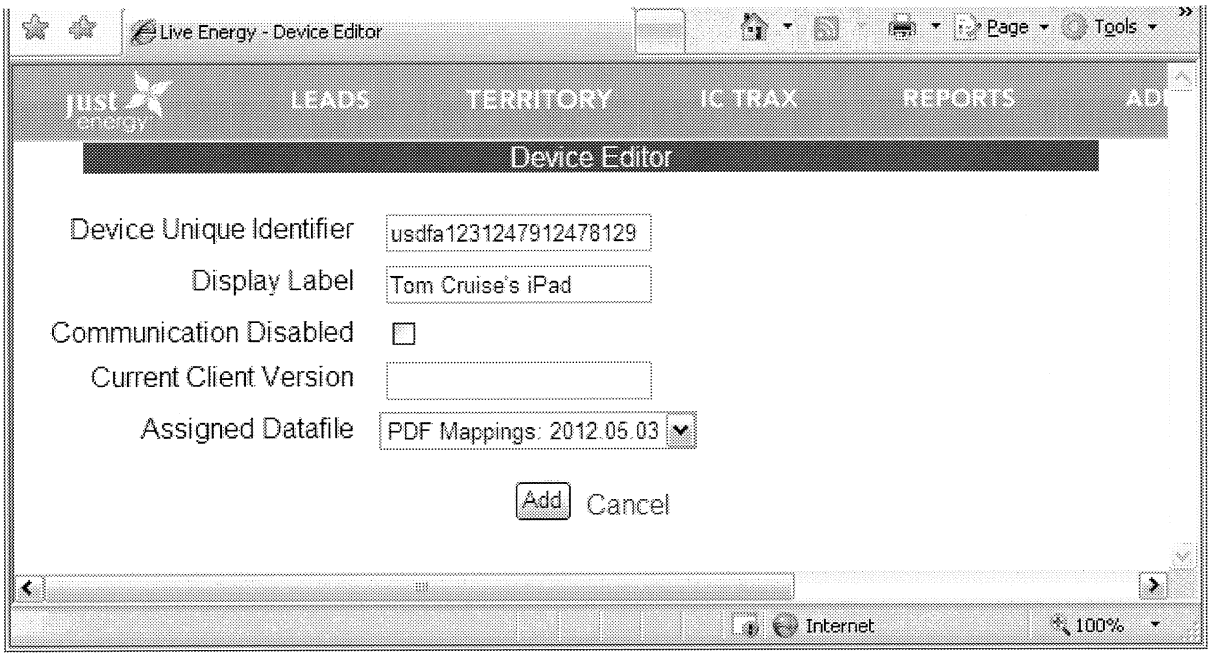


4. Scroll down to the bottom and click "Add Device".



5. On this page, enter in the following information:

   Device Unique Identifier: Type in the IC's UDID in to this box.
   Display Label: Name the iPad so it is easy to remember. Typically use "Firstname Lastname's iPad".
   Leave the check box blank. Leave the Current Client Version blank. From the Assigned Data File drop down list, select the top item. And click "Add" to finish.



6. When an IC leaves the company, the Regional Manager or Admin must come to this screen and **"delete"** their iPad. This will stop the IC from logging in to their account after they leave the company.

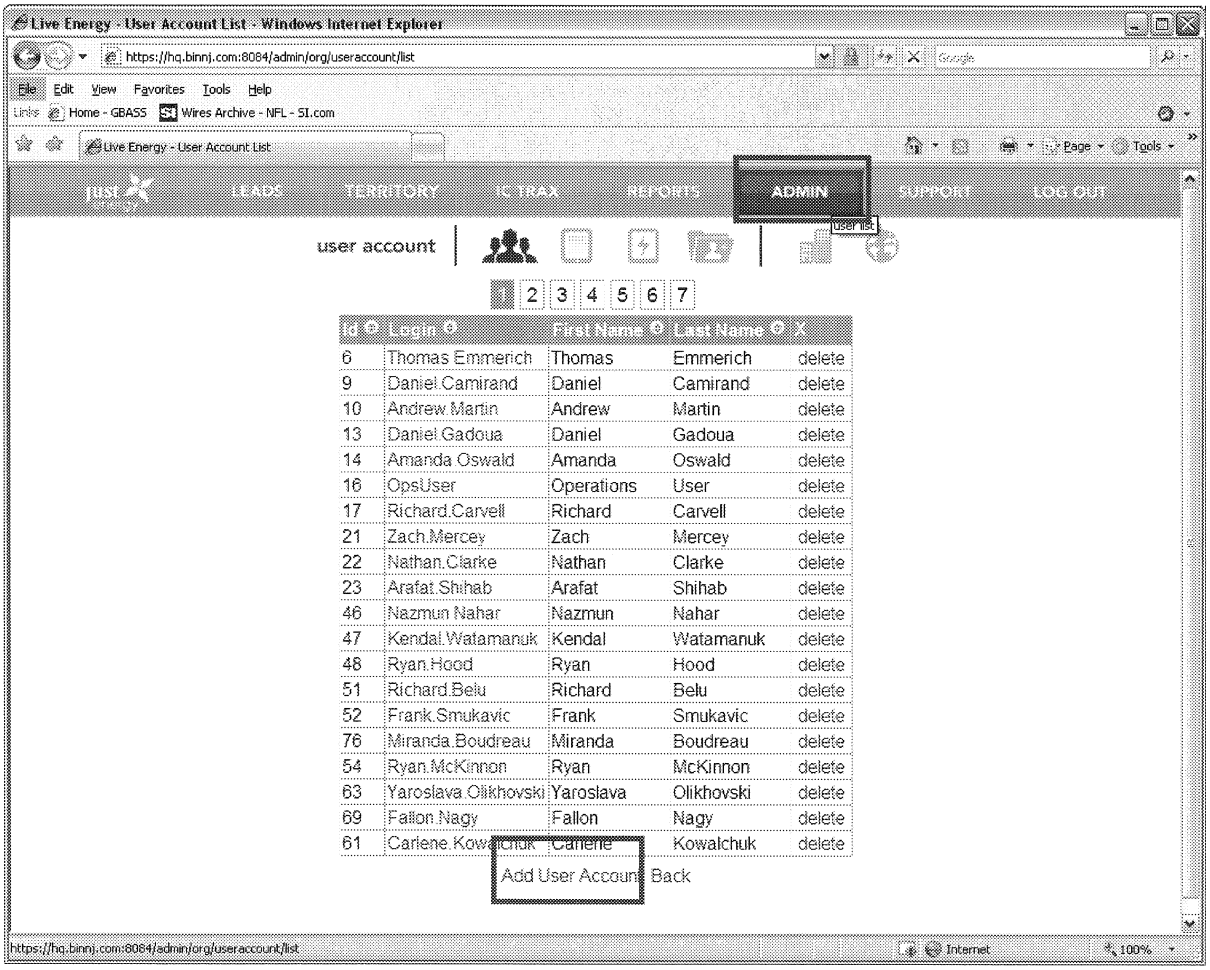
3.3 User Account Setup

Before a new iPad can be used, it needs to be attached to a user. Follow the below steps to attach an iPad to a new user account.

1. RM's have the ability to log in to the Live Energy website and manager iPad user accounts.

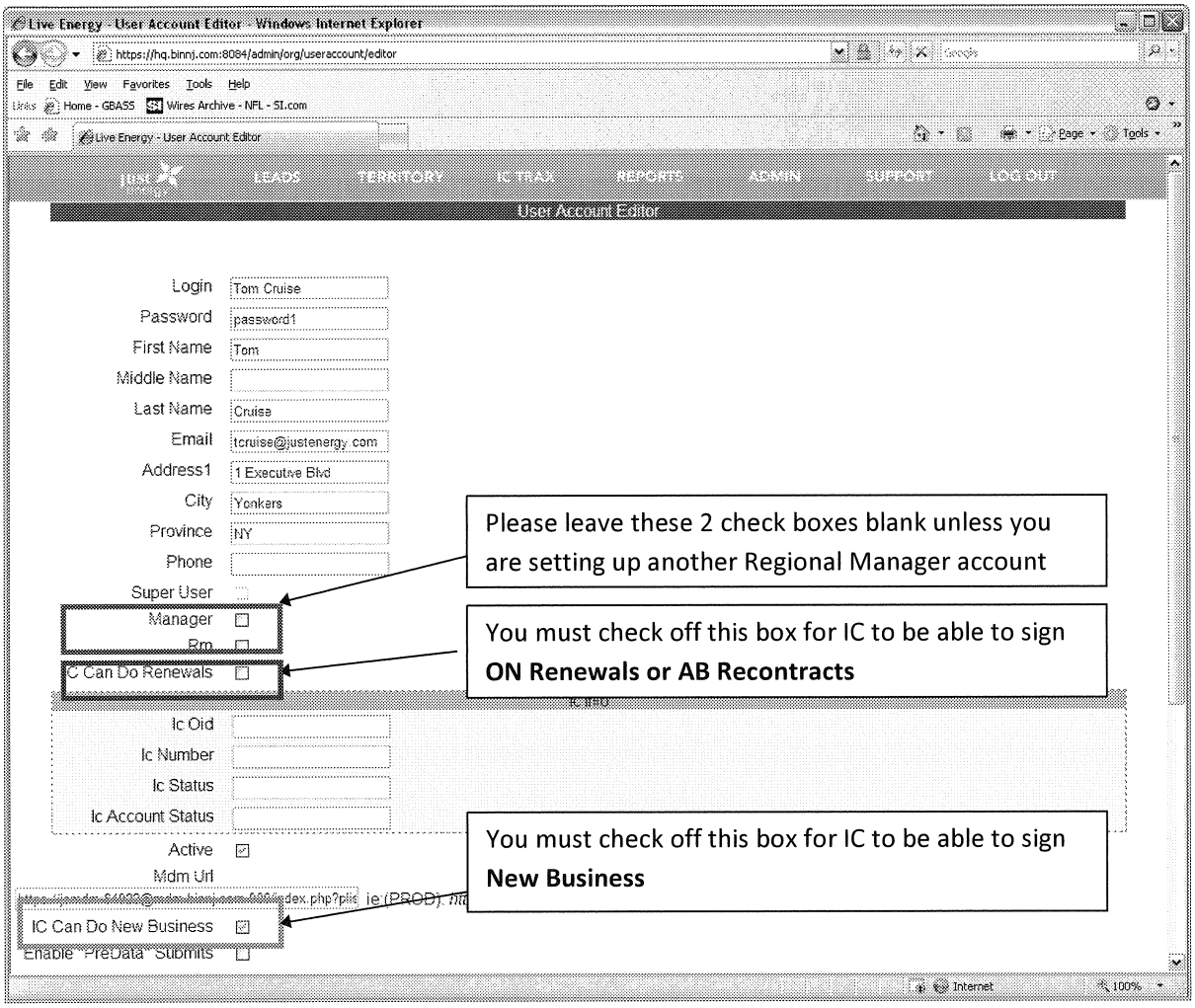
2. Use this link to login to the website: https://hq.binnj.com:8084/rm/login/page

3. Once logged in, click on the **ADMIN** button on the top right to go in to the User Account area:



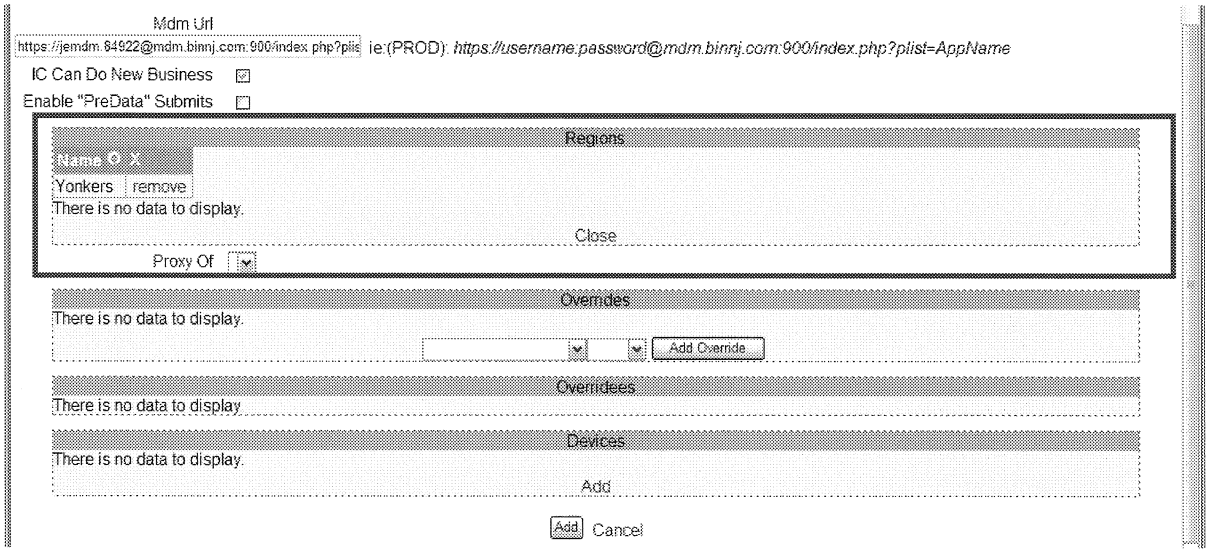
4. To setup a new user, click on the "Add User Account" towards the bottom of the screen.

5. You will now be in the User Account Editor area:

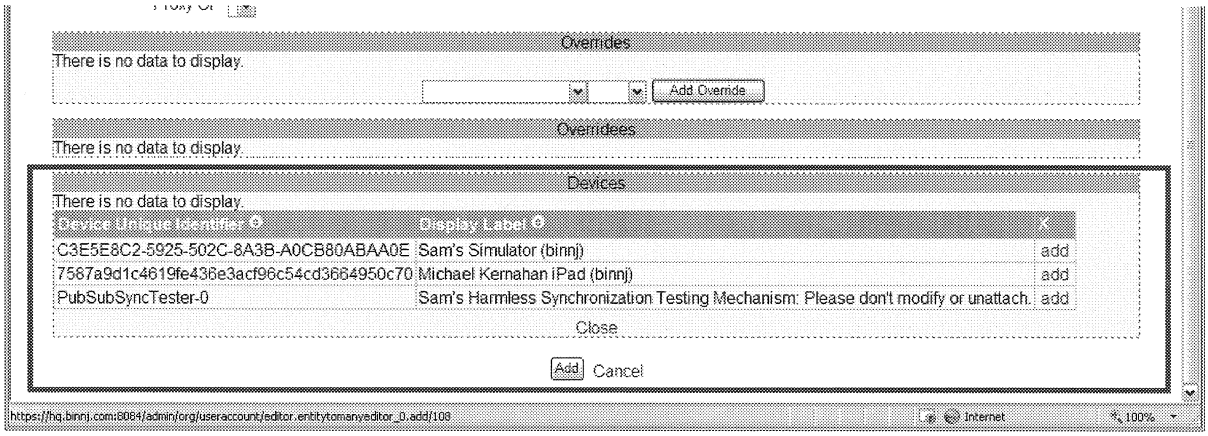


6. Now you can simply type in all the information of the user you wish to sign up.
   For their login, we typically use Firstname.Lastname.
   Enter in their name and address information etc… Please make sure that you check off the "IC Can Do New Business" check box.

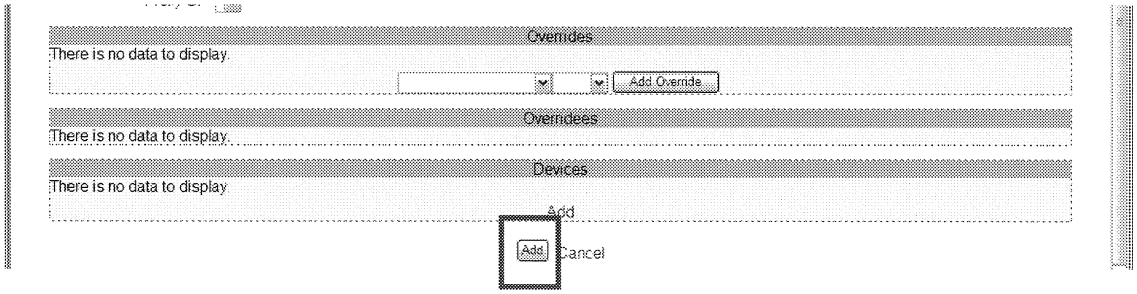
7. Scroll down to add the "Region" an IC belongs to. This will be the name of the Regional Office. Click "Add" and then "Add" again once the name of the Regional Office Appears.



8. The final step is to add the IC's iPad to the user account. Each IC account must have an active iPad attached to their account from this screen otherwise they will not be allowed to login in to their application. Under the Device menu, find the iPad that you created for this user, and simply click "Add" to associate the iPad to that user. Test to see if the user can install and login in to the Live Energy application.



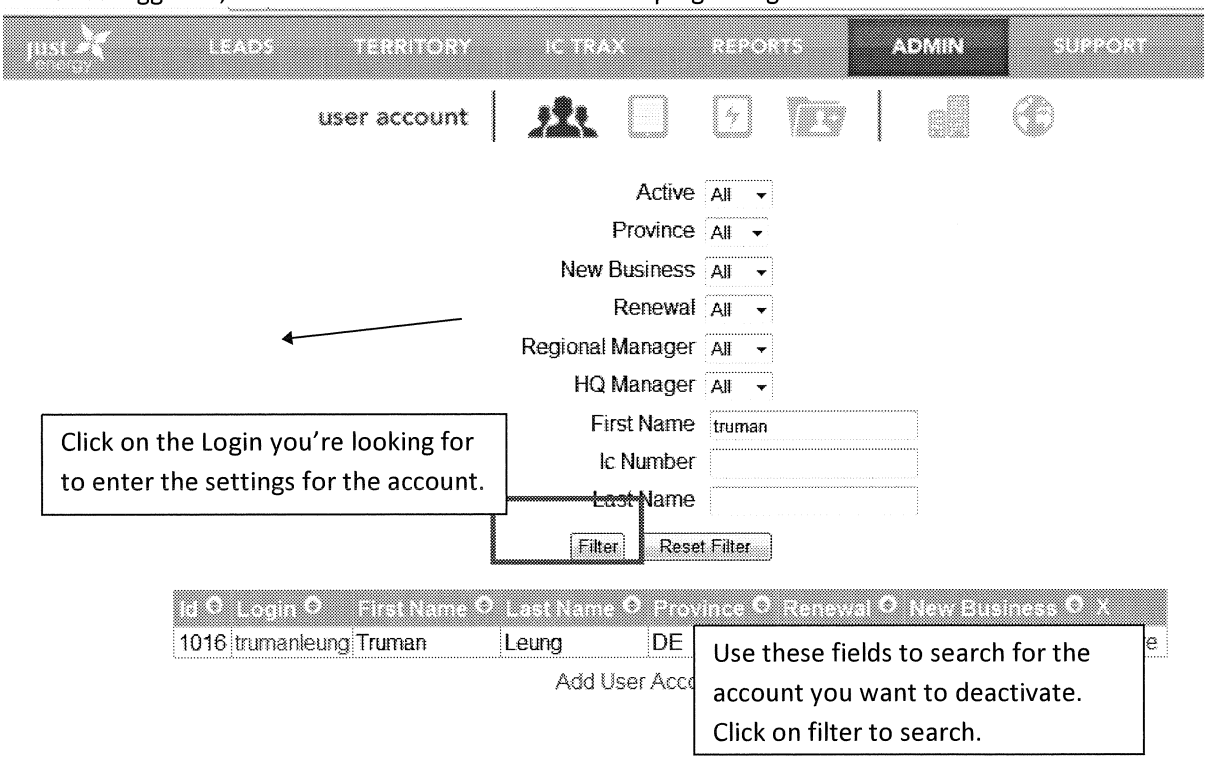
9. Scroll down to the bottom of the screen and click "Add" to create the account.



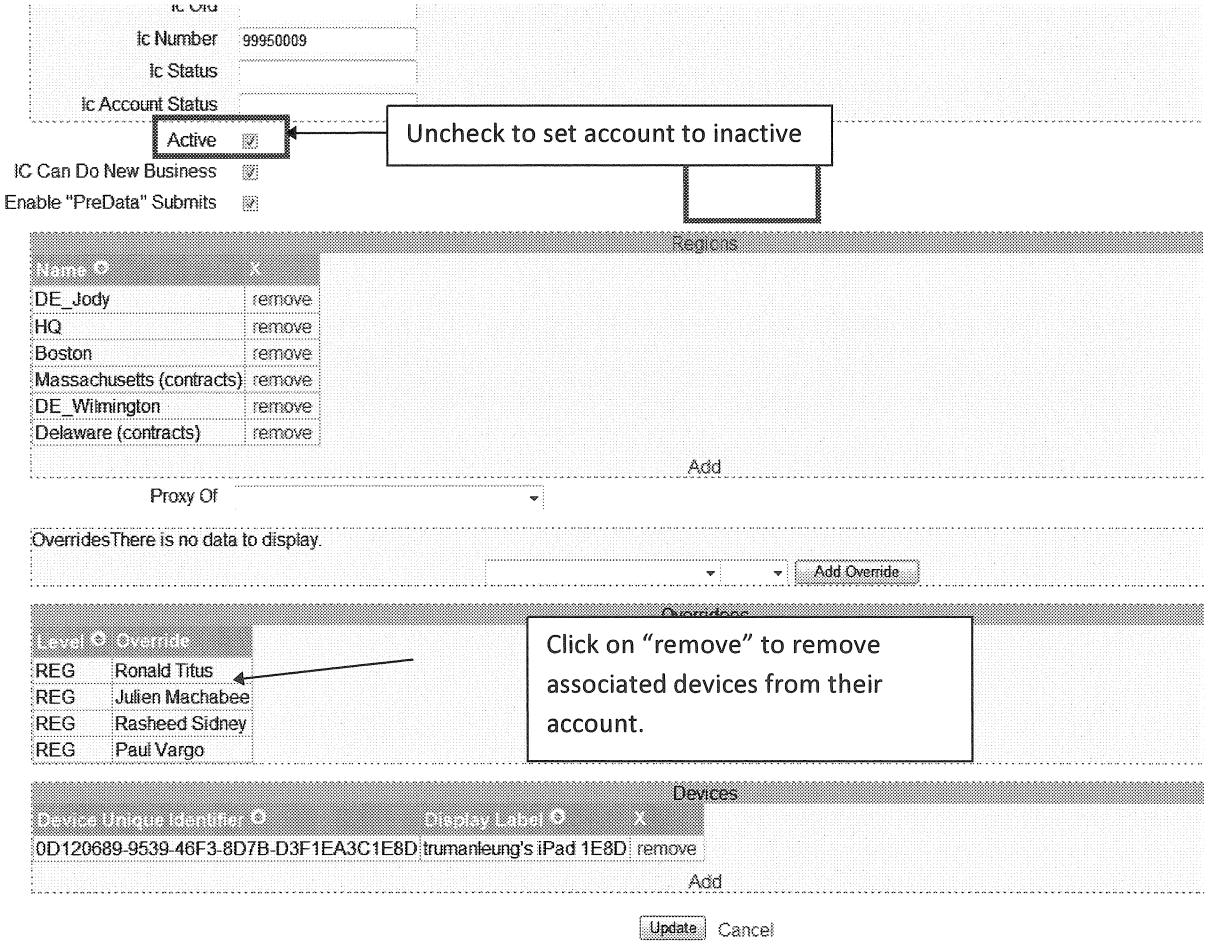
Deactivating Users

To deactivate a user account, there are two steps required. The account must be set as "inactive" and all associated devices removed from the account.

1. RM's have the ability to log in to the Live Energy website and manage iPad user accounts.
2. Use this link to login to the website: https://hq.binnj.com:8084/rm/login/page
3. Once logged in, click on the **ADMIN** button on the top right to go in to the User Account area:



4. Find the account that you want to deactivate by searching the list using the appropriate filter. Click on the Login when you find the account.

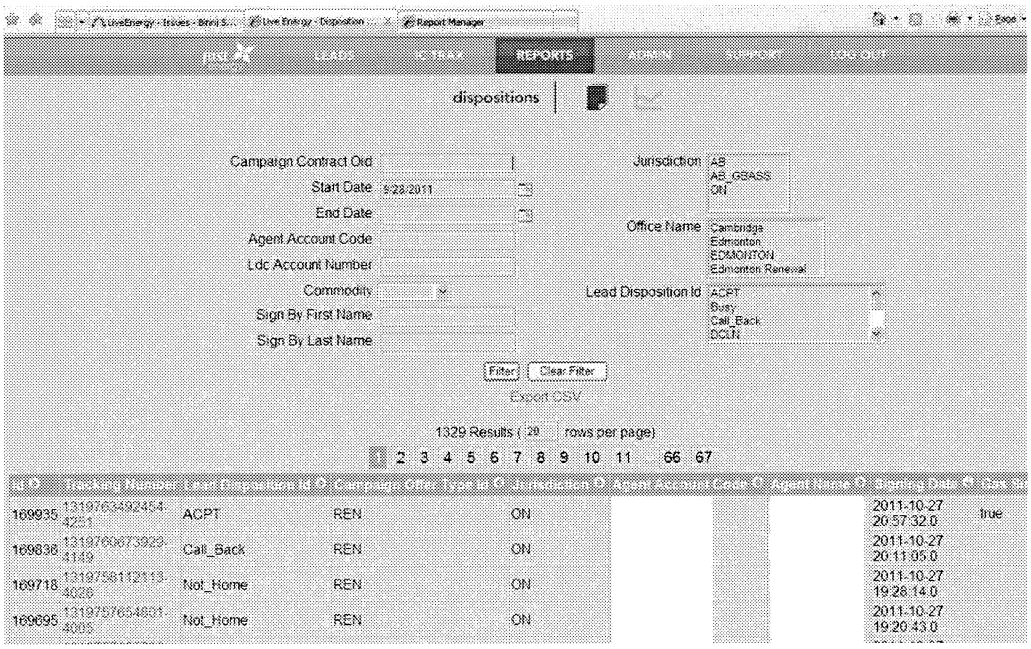


5. Uncheck the "Active" box and remove all devices in that account. Press "update" to apply the changes.

3.4 Reports

The **Reports** tab allows you to view stats for yourself and any ICs who report to you. There are currently 2 reports available for you to view, the Disposition Report and the User Stats Report.

The **Disposition Report** allows you to search for and view all your past dispositions and disposition detail:



The **User Stats Report** provides a quick overview of your total number of deals auctioned per disposition:

THIS IS EXHIBIT "131" REFERRED TO IN THE
AFFIDAVIT OF MICHELLE ALEXANDER
SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018

A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.

Just Energy Application

iPad & Android

This document is an important resource for Admins, Regional Managers and ICs. This guide will go over how to setup a brand new iPad or Android tablet including setting up accounts and installing the application.

Getting Started Guide!

justenergy®

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1. Introduction

First launched in March of 2011, the Live Energy iPad application allows Independent Contractors (ICs) to complete Renewals and Recontract deals on an iPad instead of paper, in March 2012 the ability to do sign new business was introduced.

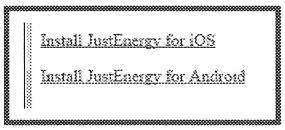
2. Getting Started

This section describes the process that should be followed to obtain a Just Energy Mobile (JEM) user name and password. It also describes the steps for accessing the JEM iPad/Android application and the JEM website.

2.1 Download Just Energy Mobile (JEM) Application

Once the RM registered your user JEM account, you will receive a password. It's time to download the application.
(Please skip to Section 4.2 and 4.3 to see how to setup and create a new user account).

Production JEM application can be downloaded from the following link:
https://jem.justenergy.com/mobileapp/



For iPad, select iOS.
For Android, select Android.

The application will begin installing to your iPad or Android device.

Once the download is completed you will see this icon on your desktop:

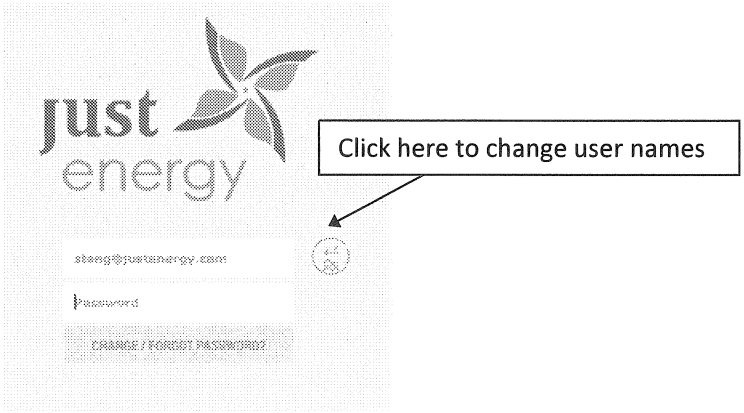
(Please note the difference between the TEST version, and the Production version. Test is just for testing and training. Production is the version you need to use for real-life selling and daily use.)

Production Version

2.1.1 Log into the Application

Click on the JustEnergy icon to open the application. Your user name will appear (we are using User Simon Tang).

Enter your uniquely assigned password and click Log In.



2.1.2 Website Log-in

In addition to the mobile applications, a website was created that allows RMs to assign leads to ICs. The site provides great reporting functionality that can be used by both ICs and RMs:

https://jem.justenergy.com/web/Home.aspx

Your user name is your **IC Number**. Your password is the same as the one used to for the JEM application.

2.2 Using the Application

The app requires an internet connection to function effectively. Receiving updates, new prices and submitting deals only happens once your device is connected to the internet. There are 2 ways you can connect your device to the internet, getting a cellular data plan or tethering via your cellphone.

2.2.1 Data Plan

To get connected to the application, it will be required to have a data plan. Receiving updates, new prices and submitting deals only happens once the device is connected to the internet.

There are 2 ways to have the device connected to the internet:

- By getting a cellular data plan
- By tethering via your cellphone.

2.2.2 Getting a Data Plan

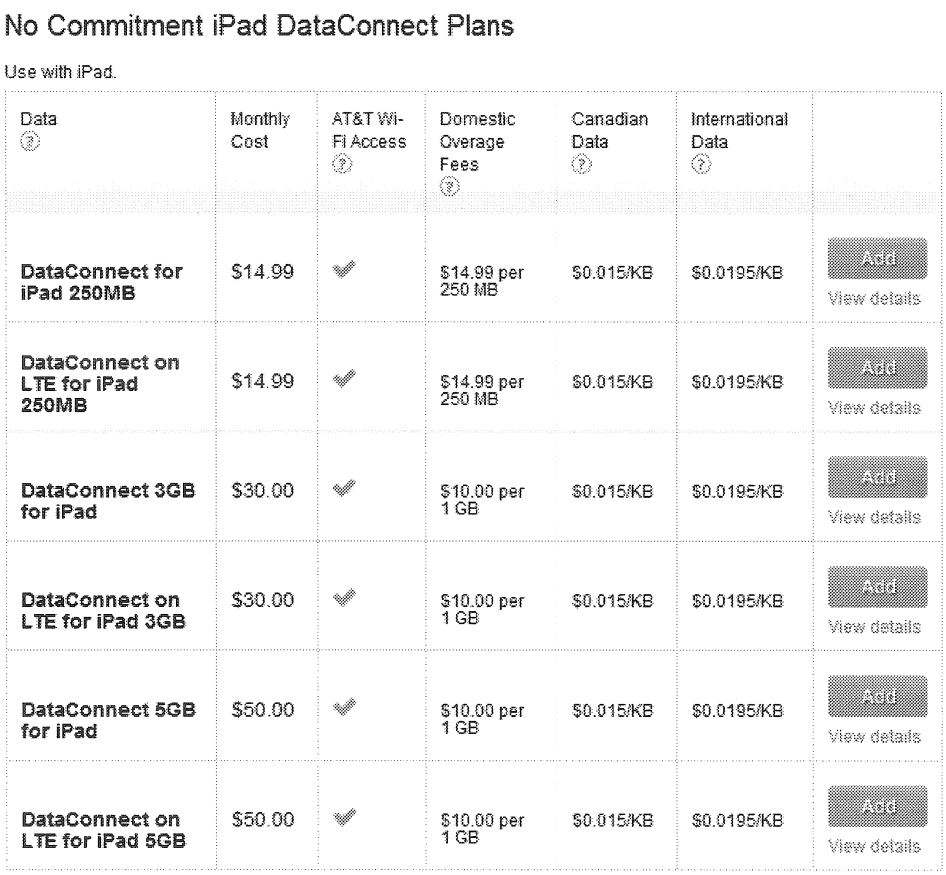
The easiest and most efficient solution is to go out and get your own data plan. Just Energy typically will be providing AT&T iPad 2 3G models to ICs. These iPads come with a SIM card built-in, and all the user has to do is call AT&T or visit an AT&T store to get the iPad connected. The best deal currently available as of August 2012 is a 3GB per month plan for $30. It is a contract-free monthly plan that can be cancelled without any exit fees.

Below, a comparison chart of current plans available with AT&T and Verizon. Even Verizon offers a more reasonable plan than AT&T for casual users ($20 gets the user 1GB of data per month, which should be good for checking emails and very light Web browsing on the go), this plan will not be sufficient for JE Live Energy Application running 5 days a week. IC will need to contract at least 2GB of data.

Data Plan	Price	Overage	Price Per 1GB	Mobile Hotspot
AT&T				
250MB Data	$14.99	$14.99 per 250MB	$59.96	NA
3GB Data	$30.00	$10 per 1GB	$10.00	NA
5GB Data	$50.00	$10 per 1GB	$10.00	NA
Verizon Wireless				
1GB Data	$20	$20 per 1GB	$20	Included with plan
2GB Data	$30	$10 per 1GB	$15	Included with plan
5GB Data	$50	$10 per 1GB	$10	Included with plan
10GB Data	$80	$10 per 1GB	$8	Included with plan

1. AT&T option

http://www.wireless.att.com/cell-phone-service/cell-phone-plans/data-connect-plans.jsp



No Commitment iPad DataConnect Plans

Use with iPad.

Data	Monthly Cost	AT&T Wi-Fi Access	Domestic Overage Fees	Canadian Data	International Data	
DataConnect for iPad 250MB	$14.99	✓	$14.99 per 250 MB	$0.015/KB	$0.0195/KB	Add View details
DataConnect on LTE for iPad 250MB	$14.99	✓	$14.99 per 250 MB	$0.015/KB	$0.0195/KB	Add View details
DataConnect 3GB for iPad	$30.00	✓	$10.00 per 1 GB	$0.015/KB	$0.0195/KB	Add View details
DataConnect on LTE for iPad 3GB	$30.00	✓	$10.00 per 1 GB	$0.015/KB	$0.0195/KB	Add View details
DataConnect 5GB for iPad	$50.00	✓	$10.00 per 1 GB	$0.015/KB	$0.0195/KB	Add View details
DataConnect on LTE for iPad 5GB	$50.00	✓	$10.00 per 1 GB	$0.015/KB	$0.0195/KB	Add View details

2. Verizon option

http://www.verizonwireless.com/b2c/prepay/processPrePayRequest.do?type=pptablet

Prepaid Monthly Plans for Tablets				
Monthly Access Fee	$20	$30	$50	$80
Monthly Data Allowance	1 GB	2 GB	3 GB	8 GB
No activation or reconnection fees and no overage charges!				

Plan details: No activation or reconnection fees and no overage charges. Prepaid Mobile Broadband Plans do not include Verizon Wi-Fi Access, Text Messaging or roaming. Prepaid Mobile Broadband Plan for Tablets are not available on all models.

2.2.3 Tethering

The second option is to connect the tablet via tethering. This will vary from phone to phone and provider to provider. Tethering will turn your phone into a Wi-Fi router / hotspot; the device can then connect to the hotspot and have internet connectivity. This way you will use your phone's data plan.

- Android: All Android phones can be used for tethering. Please open the app called "Tethering" or "Wi-Fi Hotspot" on your phone (varies by phone – please contact your provider for more details).
- Blackberry: Newer Blackberry phones (2011/2012 and onwards models) also have a Hotspot app. Please contact your provider for more details on how to access this app.
- iPhone: Apple iPhones are locked and cannot be used for tethering to an iPad. You must contact your service provider to unlock the ability to tether your iPhone to your iPad. Typically this does cost an extra fee on your phone's data plan.

(In conclusion, if you want to use tethering, buy an Android)

3. JEM Troubleshooting

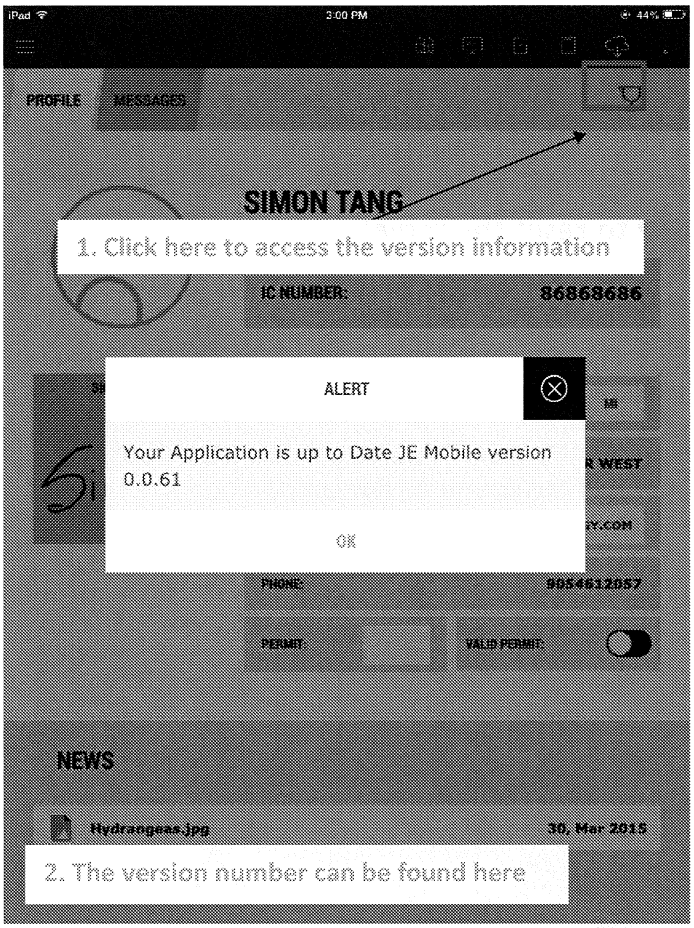
Experiencing issues with your device?

- **Hardware issues, iTunes issues, general issues with your iPad – contact Apple.**
- **Hardware issues, software issues, general issues with your Android tablet – contact the tablet manufacturer**
- **Issues connecting to the internet – contact your internet service provider (AT&T, Verizon, etc.)**
- **Issues with the JEM application? See below.**

If the below troubleshooting steps do not resolve the issue contact your RM or Admin to report the issue.

Screen shots, examples, and step by step list of the actions you took to get to the error are all helpful in identifying the issue.

3.1 Bug Reporting



The JEM Application is an ever-evolving platform and like any software it will act up sometimes. The most important thing is to report these bugs whenever they come up. Whether documents are missing, or the application is stuck on a page, or information is not loading, anything! If something is not behaving like you expect it, send a bug report to:

1. US EAST: EAST_BA@justenergy.com
   OR
2. CANADA:
   DIST_CANADA_BA@justenergy.com
   OR
3. US MidWest:
   DIST_MidWest_BA@justenergy.com

STEPS TO TAKE WHEN REPORTING A BUG

STEP 1: Find out what version of the application you are running? You can find the version number on the version checker dialogue.

STEP 2: What time did the bug happen?

STEP 3: Take a screenshot!!! As many screenshots as you can to explain the problem

STEP 4: Put the 3 things above in an email and send it to

1. US EAST: EAST_BA@justenergy.com
   OR
2. CANADA:
   DIST_CANADA_BA@justenergy.com
   OR
4. US MidWest:
   DIST_MidWest_BA@justenergy.com

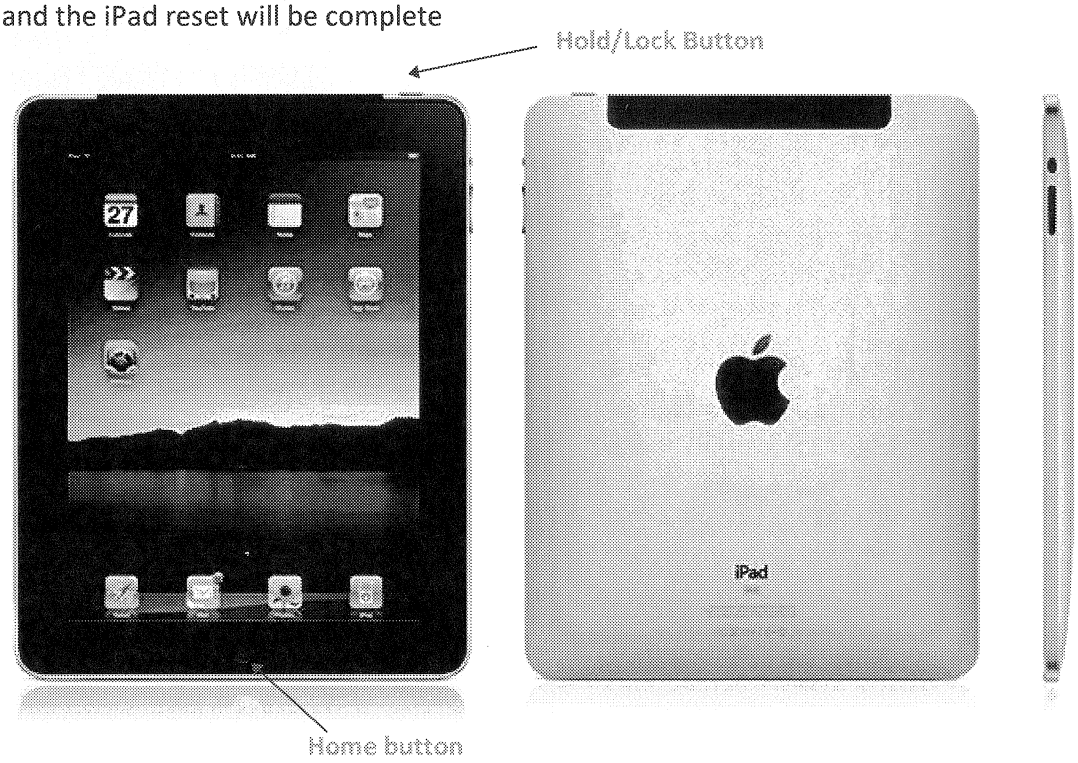
(NOTE: If the deal has been signed by the customer and you are stuck and unable to submit the deal, take 2 screen shots – one covering the top of the contract and another covering the bottom of the contract. Using this we can recompile a complete contract image and submit your deal for you.)

Re-boot the tablet

Each tablet is a computer just like a laptop or desktop. And, just like laptops and desktops, sometimes tablet apps freeze, and the tablet gets stuck along with them. To fix this, you need to reset the tablet.

For iPads:

1. Begin by pressing the hold and home buttons at the same time. The **hold button** is the one on the top right corner of the iPad. The **home button** is the round one at the bottom center of the iPad's front
2. Continue to hold these buttons until the screen flashes and goes dark (if the red slider appears at the top of the screen do not use it)
3. When the iPad's screen goes dark, the iPad is off
4. Restart the iPad by holding down the Hold button until the Apple icon appears. Let go of the buttons and the iPad reset will be complete



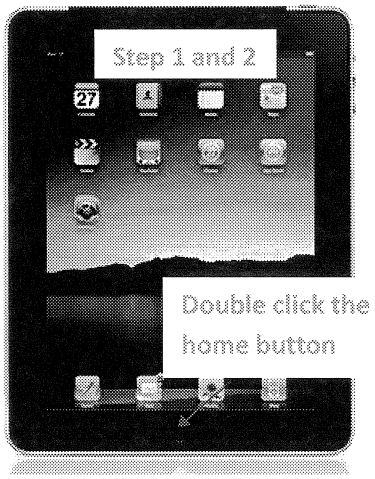
For Android:

These are steps for the Samsung Galaxy Tab. If you have a different manufacturer, please refer to your manufacturer's user manual.

1. Press and hold down the "Power" button on your Samsung tablet for a few seconds
2. Release the button when the "Power Options" menu appears on your tablet
3. Tap the "Restart" button to reboot your Samsung tablet

4. Wait for the device to shut off and then power back on its own. Once your lock screen appears again, your tablet is successfully rebooted

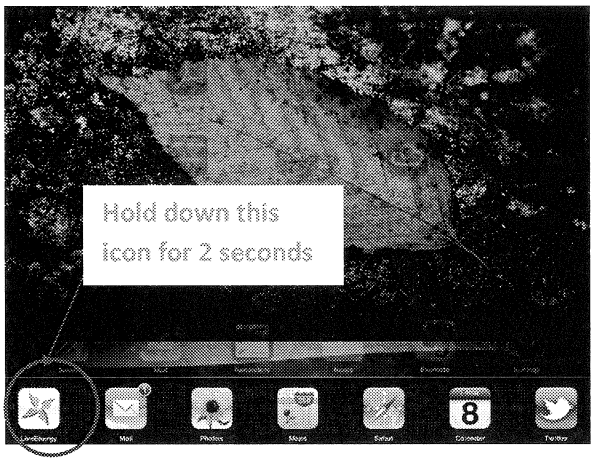
Reset your Application



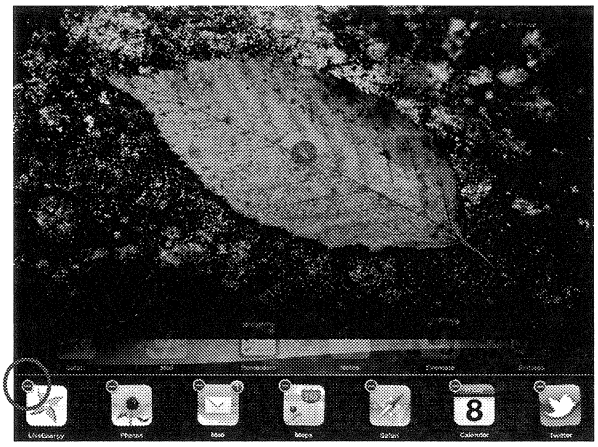
If you experience issues with your iPad, or see an exclamation mark error top left corner of your iPad try to reset your application:

1. Start on your home screen
2. Double click the round home button twice until you see a taskbar of all running applications at the bottom of the screen:

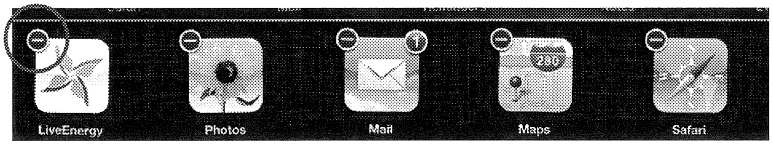
Step 3



Step 4



3. Hold your finger down on the Live Energy icon till all the icons start shaking and you see a red circle appear next to each one.
4. Click the red circle on the Live Energy icon to close the application.



5. Re-open the application and login.

4. Functionality

4.1 JEM Web Site

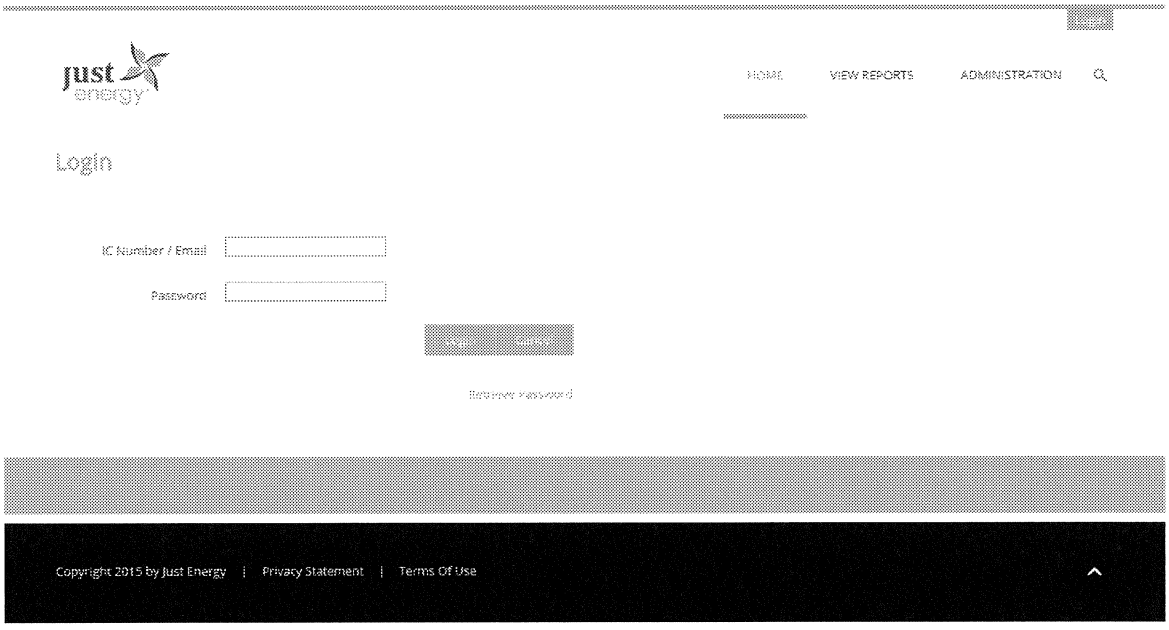
In addition to the JEM application, we are excited to launch a web based site that allows users to tracker their current leads and disposition history.

You can access the site via this link: https://jem.justenergy.com/web/Home.aspx

The site was designed to work in Internet Explorer, however, it may work in other browsers.

Simply use your tablet's Just Energy user name and password to log in.

The user name was set by your Regional Manager and is typically your IC Number. If you have trouble logging in, contact your RM for your user name and password.



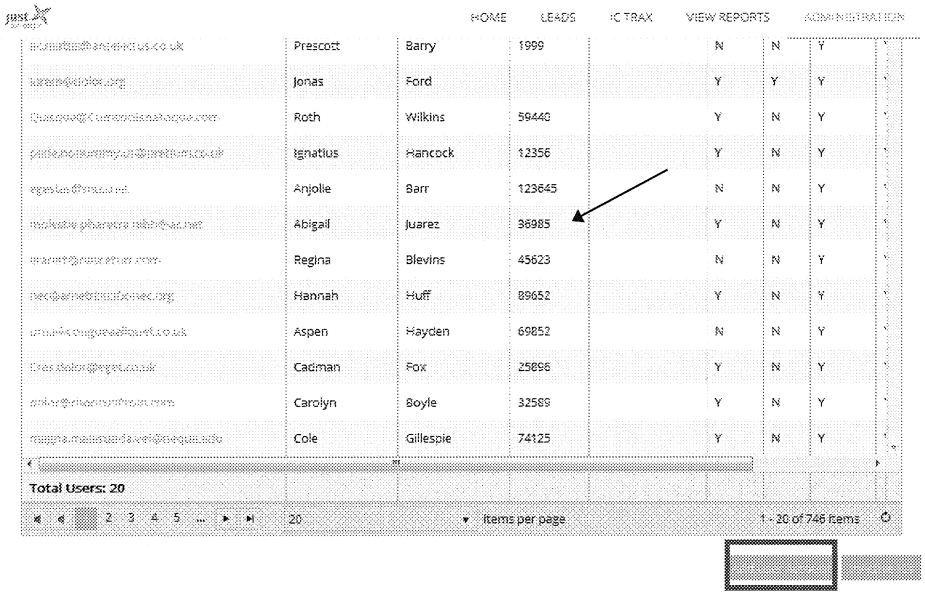
4.2 Setup a new tablet and User Account

1. When an IC receives a new device, they will require a user account to be set up. It is your job to now go in to the JEM website and setup their user account.

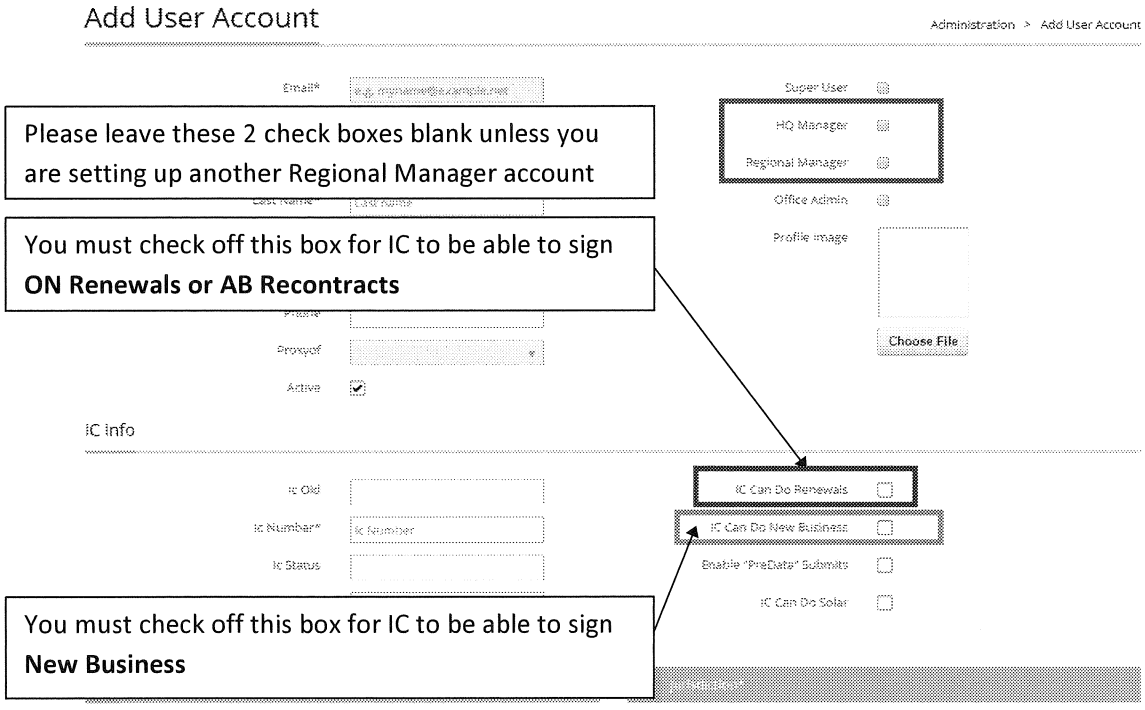
2. Use this link to login to the website: https://jem.justenergy.com/web/Home.aspx

3. Once logged in, click on the **ADMINISTRATION** button on the top right to go in to the User Accounts area.

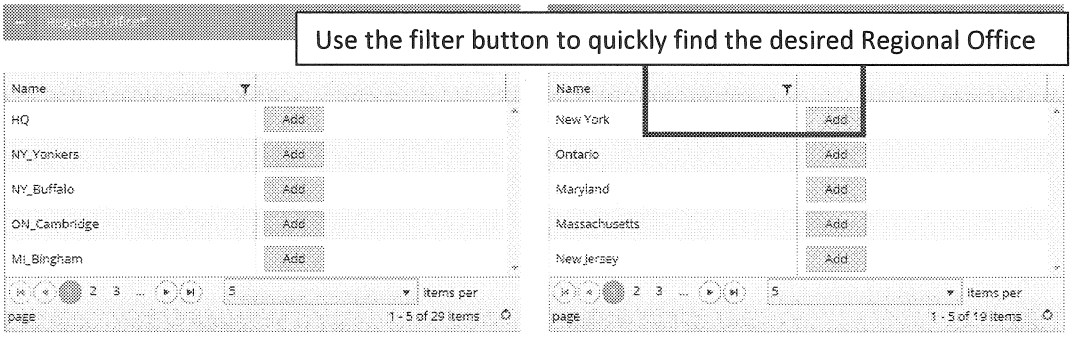
4. Scroll down to the bottom and click "Add User Account".



5. You will now be in the User Account Editor area. Enter in all IC information available. Make sure all fields marked * are properly filled in.

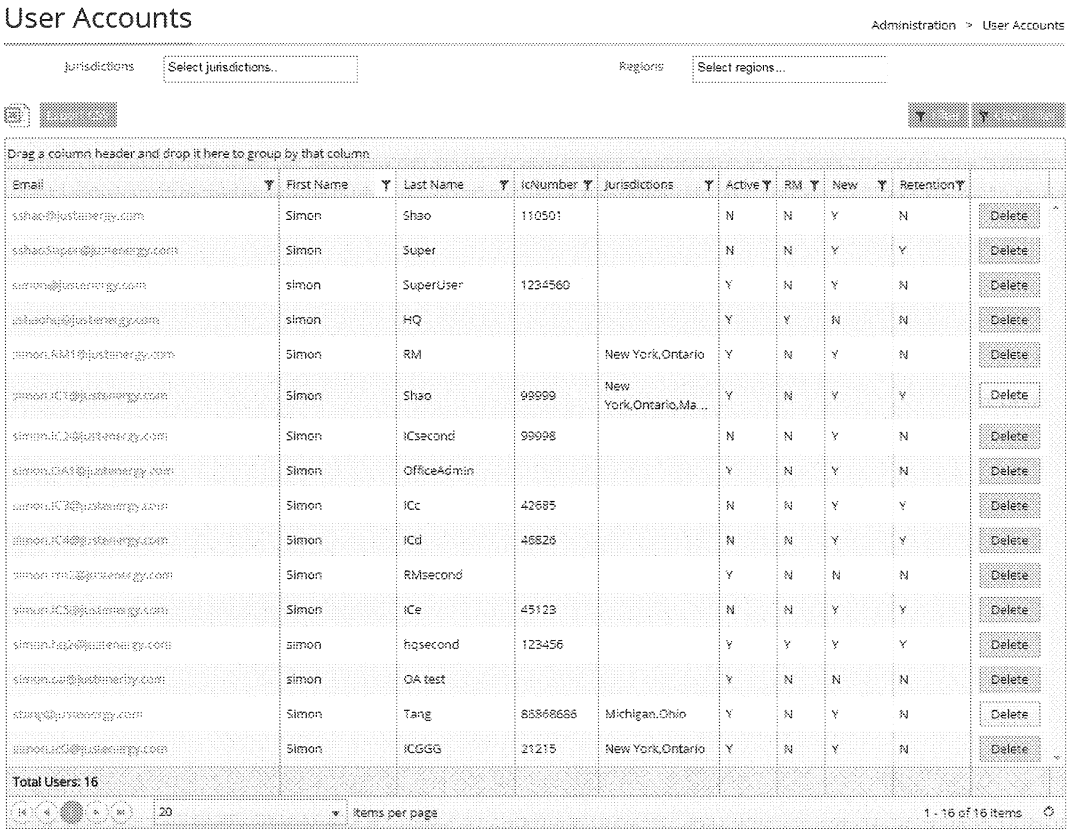


6. Scroll down to add the "Regional Office" an IC belongs to. This will be the name of the Regional Office. Click "Add" to add the Regional Office to this IC's user account.
Repeat this step for Jurisdiction and Overrides (if applicable).



7. Scroll down to the bottom of the screen and click "Save" to create the account.
   The IC may now log into their new account using their device via the JEM application.

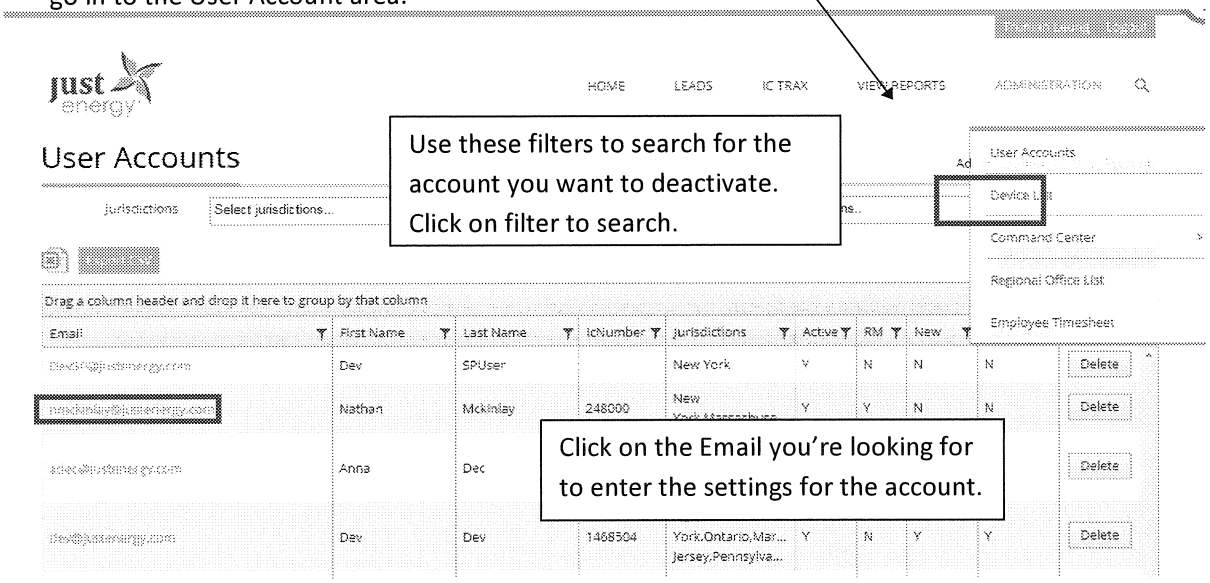
8. When an IC leaves the company, the Regional Manager or Admin must come back to the User Accounts screen and **"Delete"** the User Account. This will stop the IC from logging in to their account after they leave the company.



Deactivating Accounts

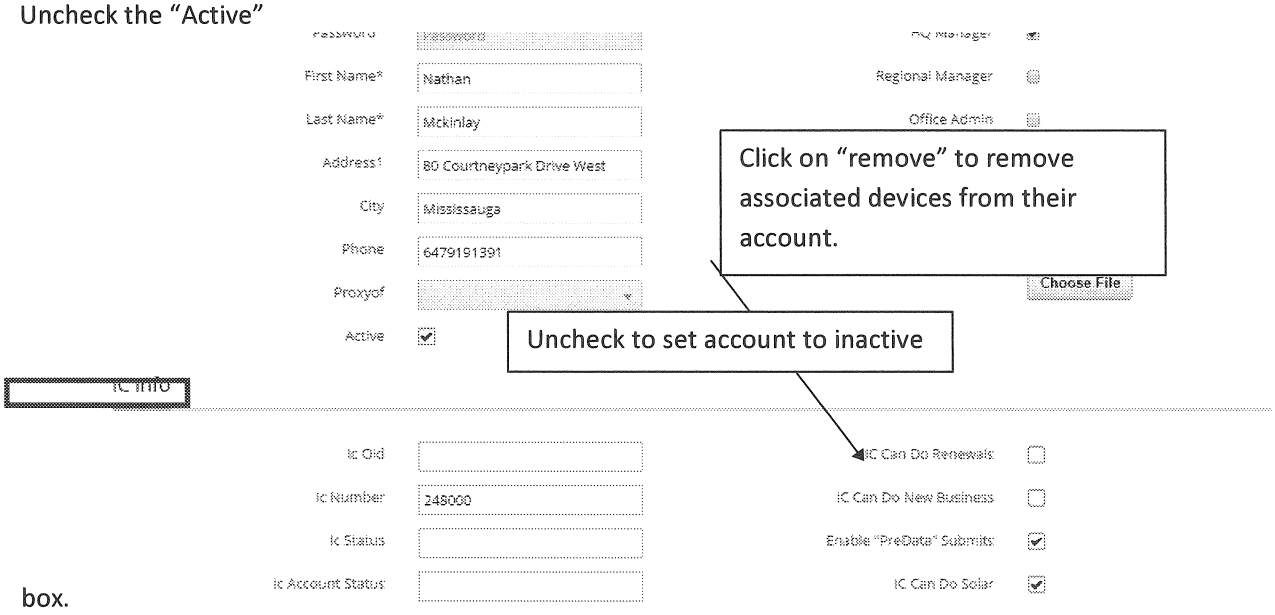
To deactivate a user account, there are two steps required. The account must be set as "inactive" and all associated devices removed from the account.

1. Log in to the JEM Management website; the website is used to manage tablet user accounts.
2. Use this link to login to the website: https://jem.justenergy.com/web/Home.aspx
3. Once logged in, hover over the button on the top right "Administration" button, and click on "User Accounts" to go in to the User Account area:

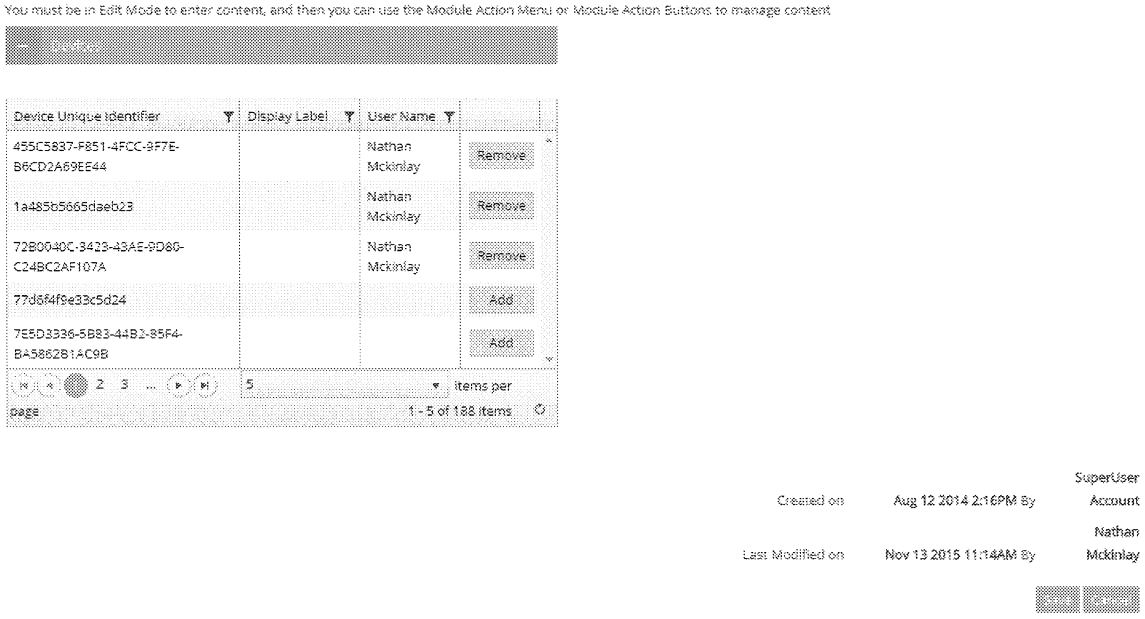


4. Find the account that you want to deactivate by searching the list using the appropriate filter. Click on the Email when you find the account.

5. Uncheck the "Active" box.



6. Remove all devices from the account by clicking on the "Remove" button for associated devices:

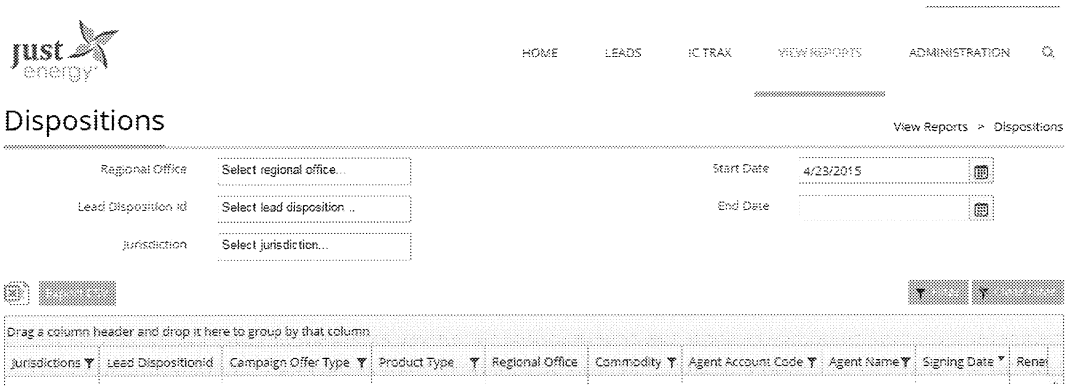


7. Click on "Save" to confirm changes.

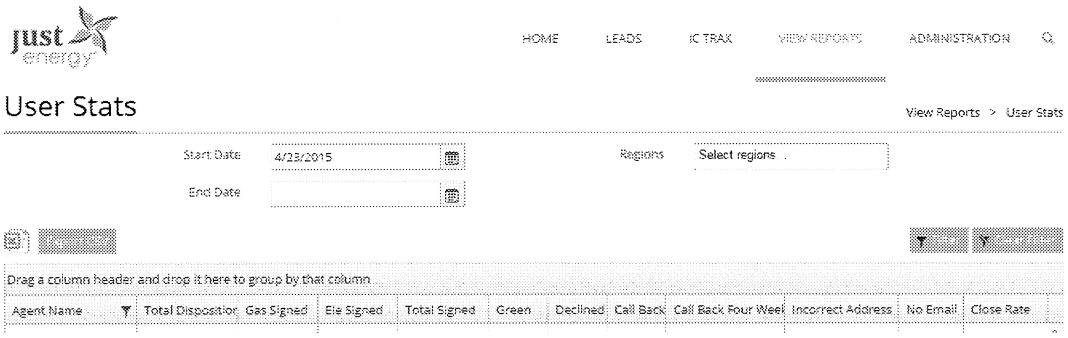
4.3 Reports

The **View Reports** tab allows you to view stats for yourself and any ICs who report to you. There are currently 2 reports available for you to view, the Dispositions Report and the User Stats Report.

The **Dispositions Report** allows you to search for and view all your past dispositions and disposition detail:

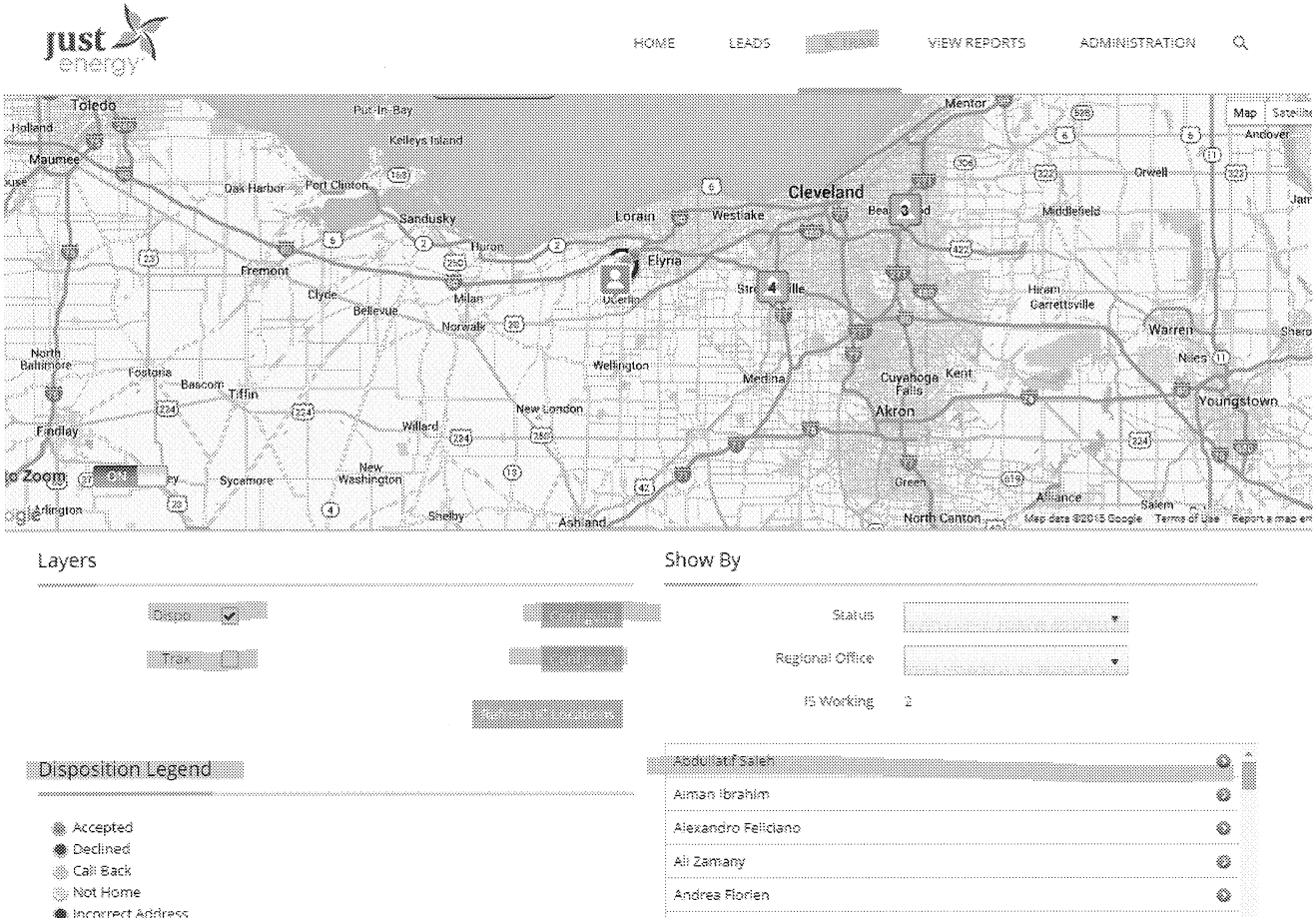


The **User Stats Report** provides a quick overview of your total number of deals actioned per disposition:



4.4 IC Trax

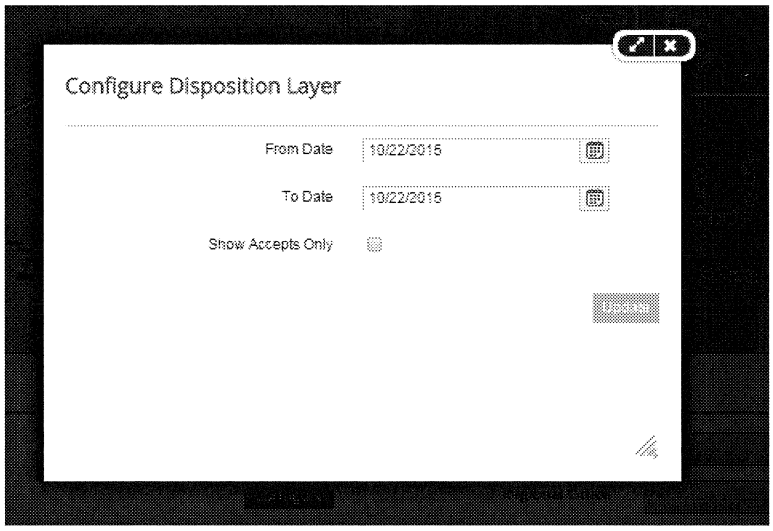
The **IC Trax** tab allows you to view the route and mapped dispositions for yourself and any ICs who report to you. There are currently views available for you on this page, the Dispo and the Trax.



The **Dispo** allows you see the dispositions completed on the map.

- Each disposition will have 2 pins; 1 black and 1 yellow – one represents the location of the Agent at time of the disposition the other represents the location of the Address dispositioned. This is based of Google geo code data. Agent must have location services turned on for this feature to work.
- Take note of the legend to identify the disposition type.

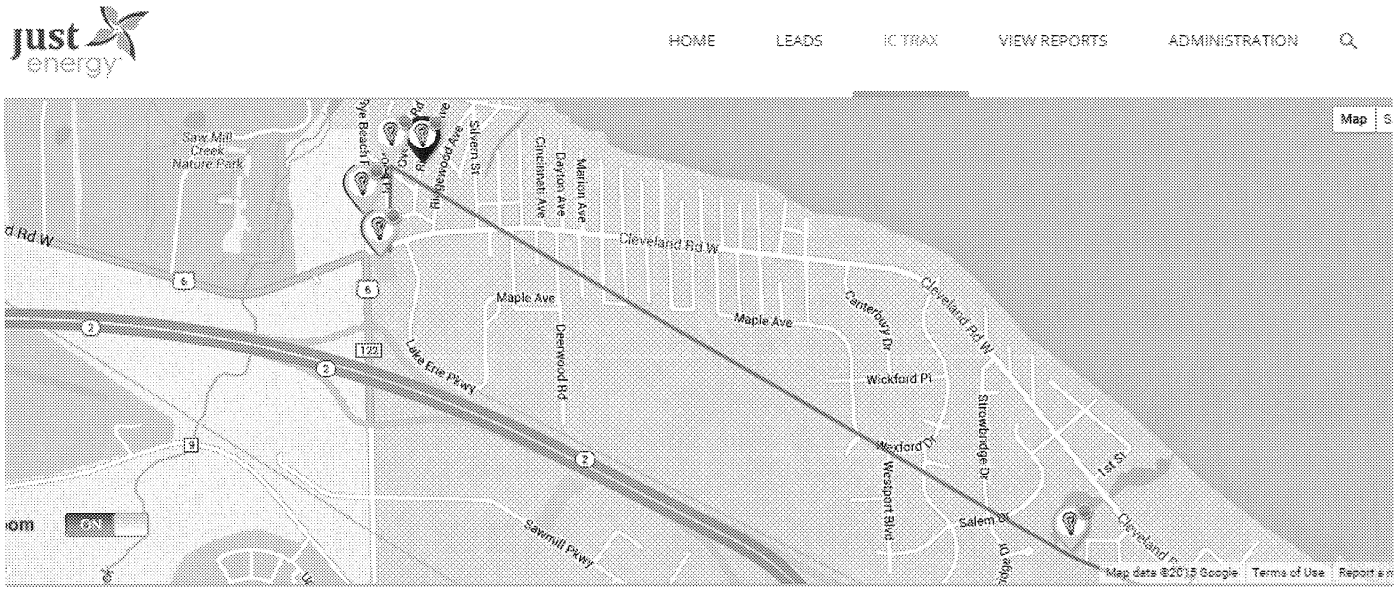
- You can drill down to see info for a single agent by selecting the agent from the list of users. Agents who have made a disposition in last 30 minutes appear in green while others appear in grey.
- Configure button allows you to update the date criteria or filter for Accepted deals only. By default today's records will be shown.



The **Trax** connects the dispositions made with a line showing you the route the agent took.

- Configure button allows you to update the date criteria for Trax, by default today's records will be shown.

iPad & Android **[JUST ENERGY APPLICATION]**



Layers

Dispo ☑ Select All

Trax ☑ Select All

Refresh Selection

Show By

Status

Regional Office

IS Working 2

Disposition Legend

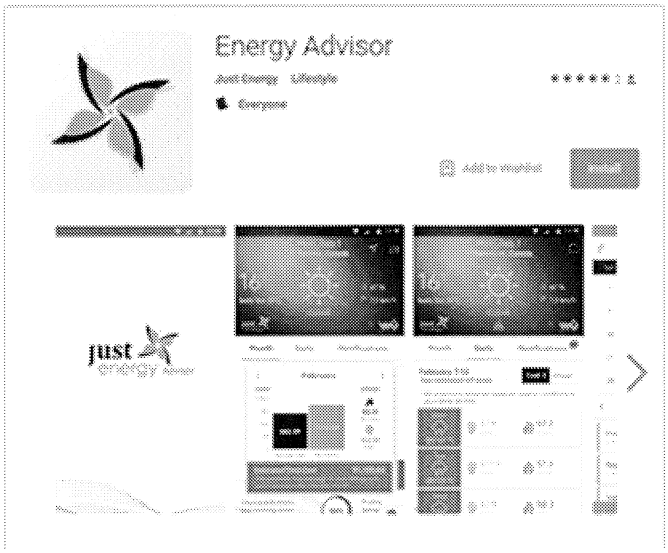
- Accepted
- Declined

Elena Borodachi

THIS IS EXHIBIT "132" REFERRED TO IN THE AFFIDAVIT OF MICHELLE ALEXANDER SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018

A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.

From: Employee Announcements
Sent: Thur 18/08/2016 3:51:32 PM
Importance: Normal
Subject: Download the Just Energy Advisor App Today!
MAIL_RECEIVED: Thur 18/08/2016 3:52:00 PM



The Just Energy Advisor App is now avai
Android – Download Now!

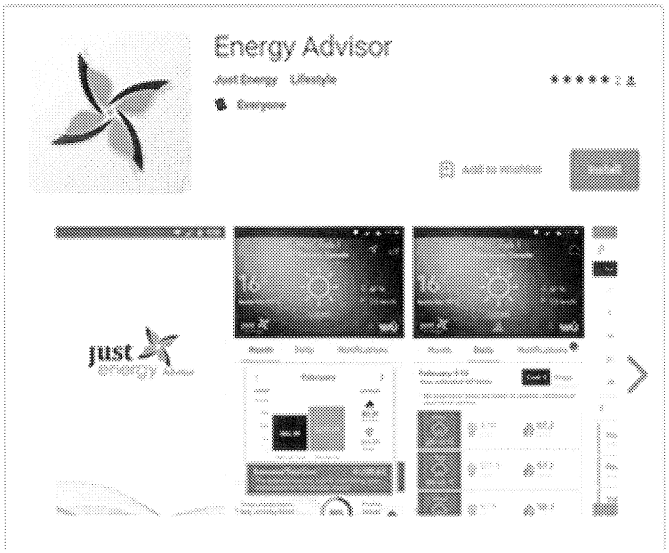
We are pleased to announce that the Just En
is now available for download in Google Pla
available soon in the Apple App Store. We e
employees to download the app. Let us knov
feedback by sending it via the app.

The Energy Advisor App is free and availab
As you do not need to be a JE customer to u
giving both customers and future customers
ways to engage with us. The energy advisor
another way that JE is continuing to deliver
be the Trusted Advisor by providing comfor
and control.

Download the App Here

About the App

Just Energy Advisor uses sophisticated algo
users with energy bill projections based on l



forecasts and home historical energy usage.

This app will tell you the current weather an forecast, and provide you with a projection c energy costs based on those weather forecas historical consumption habits. But that's not designed to help users become more efficien energy consumption and your energy bills at

Other value-added features include:

•□□□□□□□ Remind you when it's time to ch filter

•□□□□□□□ Explain why you should care ab Furnace tune-ups

•□□□□□□□ Alert you when your utility pric

•□□□□□□□ And it'll even remind you of the filter.

•□□□□□□□ Plus much more!

Note: Bill projections currently available only for th Ontario, Alberta, Texas, Georgia, New York, New J Pennsylvania, Maryland, Delaware, Massachusetts

Download the App Now!

-

This communication may be privileged and contain confidential information intended only for the person(s) to whom it was intended to be

sent. Any unauthorized disclosure, copying, other distribution of this communication, or taking any action on its contents is strictly prohibited. If you have received this message in error, please notify us immediately and delete this message without reading, copying, or forwarding it to anyone.

THIS IS EXHIBIT "133" REFERRED TO IN THE
AFFIDAVIT OF MICHELLE ALEXANDER
SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018

A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.

To: Vanessa Anesetti-Parra[vanesetti@justenergy.com]
Cc: Frances Murray[fmurray@justenergy.com]
From: Nola Ruzycki
Sent: Wed 23/04/2014 5:10:53 PM
Importance: Normal
Subject: Re: Please send communication
MAIL_RECEIVED: Wed 23/04/2014 5:10:54 PM
image001.gif
image002.png
image003.gif
image004.png

Completing an enrollment on the IC's iPad is considered a door-to-door sale. At verification call is required. A return Ontario has already been fined for these practices as they did not complete the verification call and deemed it a Internet enrollment

Sent from my iPhone

On Apr 23, 2014, at 5:33 PM, "Vanessa Anesetti-Parra" <vanesetti@justenergy.com> wrote:

FYI

Vanessa Anesetti-Parra
Senior Manager, Compliance & Regulatory Admin.

Ext 73574

From: Richard Teixeira
Sent: Wednesday, April 23, 2014 2:25 PM
To: Vanessa Anesetti-Parra; Jason Herod; Ravi Maharaj
Cc: Kajal Ghodiwala; Vanessa Ramnath
Subject: RE: Please send communication

Thanks Vanessa. We're not sure where the confusion is however I'll coordinate with Ravi and ensure that a communication goes out that clearly outlines that ICs are not too assist with enrollments in any way shape or form.

Thank you,

Richard Teixeira

From: Vanessa Anesetti-Parra
Sent: Tuesday, April 22, 2014 11:08 AM
To: Jason Herod; Ravi Maharaj; Richard Teixeira
Cc: Kajal Ghodiwala; Vanessa Ramnath
Subject: Please send communication
Importance: High

Good morning

As a result of the IP address quality check, we are identifying multiple IP addresses being used for different consumers enrollments.

When we investigate and speak with the IC's, they explain that they "assist" consumers with the enrollments at times using the IC's iPad.

As you know, the consumer must enroll on their own, without assistance from the IC and on the consumers device, not the IC's.

During conversations with RD's and IC's, it seems as though they are not aware that they cannot assist consumers and claim that they have been advised by CS that they are allowed.

CCR will continue to investigate and take appropriate remedial action as these cases are received; however, we recommend that Sales send communication to the ON sales force reiterating that under no circumstances can an IC complete the enrollment on behalf of the consumer or allow the consumer to use their device to complete the enrollment.

Should you require specific examples, please advise.

Thank you,

<image001.gif>

Vanessa Anesetti-Parra
Senior Manager, Compliance & Regulatory Admin.
USA & Canada
T 905.795.3574 | F 1.866.299.3749 | TF 1-866-359-6067 Ext. 73574
6345 Dixie Road, Suite 200, Mississauga, Ontario, L5T 2E6
E-mail vanesetti@justenergy.com | Web justenergy.com

<image002.png>

<image003.gif>

<image004.png>

Just Energy is a green, clean company. Be part of our mission. Think before you ink.

This communication may be privileged and contain confidential information intended only for the person(s) to whom it was intended to be sent. Any unauthorized disclosure, copying, other distribution of this communication, or taking any action on its contents is strictly prohibited. If you have received this message in error, please notify us immediately and delete this message without reading, copying, or forwarding it to anyone.

THIS IS EXHIBIT "134" REFERRED TO IN THE AFFIDAVIT OF MICHELLE ALEXANDER SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018

A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.

V.2010.01.21

CREW DEVELOPMENT PROGRAM

This form is to be completed by the Regional Distributor and Crew Coordinator who will be eligible for a Crew Development Bonus Please print legibly and submit this form to Head Office, Sales & Marketing.

Objective

- Encourage the development of Crew Coordinators ("CC").
- Provide incentive for movement of Assistant Crew Coordinator ("ACC") to other offices.
- Demonstrate clear progression path for Independent Contractors ("IC").

Structure

- CC provided $3,000 bonus for the approved promotion of a IC in their crew (in existing office).
- CC provided $5,000 bonus for the approved promotion of an IC in their crew (relocated to another office).

Implementation

- 1/3 of bonus made on promotion (to be paid on next scheduled commission payment date).
- 2/3 of bonus made once new crew coordinator establishes a crew of 5 and achieves 1,000 Accepted RCE threshold (all tracking will be performed at end of month).

FORM MUST BE FILLED OUT ENTIRELY TO BE PROCESSED

Date:		Regional Office:	
Applicable Contest Name:	Crew Development Bonus CHECK ONE: Initial 1/3 Payment ☐ Balance 2/3 Payment ☐		
Regional Distributor: (PLEASE PRINT)			
Regional Distributor Signature:			

CONTRACTOR BEING PROMOTED TO CREW COORDINATOR	
Contractor Number: (PLEASE PRINT)	
Contractor Name: (PLEASE PRINT)	

CREW COORDINATOR BEING REWARDED			
Crew Coordinator Number:		Amount $	
Crew Coordinator Name: (PLEASE PRINT)			
Crew Coordinator Signature:			

THE INDEPENDENT CONTRACTOR (the "CONTRACTOR") BEING REWARDED FOR THE PROMOTION OF ANOTHER CONTRACTOR FROM THEIR CREW TO START A CREW OF THEIR OWN (the "NEW CREW COORDINATOR") UNDERSTANDS AND ACCEPTS THAT HE/SHE WILL BE REWARDED 1/3 OF THE ELIGIBLE BONUS AMOUNT ON THE COMMISSION DATE FOLLOWING THE SUBMISSION OF THIS FORM AND THE ELIGIBLE BALANCE 2/3 BONUS AMOUNT WHEN THE NEW CREW COORDINATOR MEETS THE CRITERIA LISTED BELOW. ALL DATA TO SUPPORT THE CRITERIA BELOW WILL BE RUN AT THE END OF EACH MONTH. ALL CREW DEVELOPMENT PROMOTIONS MUST BE AUTHORIZED BY BOTH THE REGIONAL DISTRIBUTOR AND SALES. JUST ENERGY RESERVES THE RIGHT TO DENY ANY CREW DEVELOPMENT BONUS REQUESTS AT ITS SOLE AND UNFETTERED DISCRETION. THE CONTRACTOR UNDERSTANDS AND ACCEPTS THAT IF THE CONTRACTOR'S INDEPENDENT CONTRACTOR AGREEMENT IS CANCELLED WITHIN 30 DAYS OF RECEIVING A CREW DEVELOPMENT BONUS (BY EITHER THE CONTRACTOR OR JUST ENERGY), OR THE CONTRACTOR RECEIVING THIS BONUS IS NO LONGER IN THEIR CURRENT POSITION AS A CREW COORDINATOR, THE CONTRACTOR WILL BE SUBJECT TO REPAYMENT WHICH MAY BE DEDUCTED FROM FUTURE COMMISSIONS OWED.

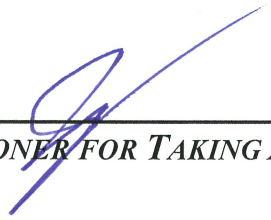
CRITERIA 1: BUILDS A CREW THAT HAS SUCCESSFULLY ENROLLED AT LEAST 1,000 ACCEPTED RCEs

CRITERIA 2: BUILDS A CREW WITH AT LEAST 5 ACTIVE ICs ON/AFTER THE 1,000 RCE THRESHOLD IS MET.

SALES AUTHORIZATION	
Requestor:	
Authorized Signature:	

COMMISSIONS PROCESSING	
Received and Processed by:	
Delivery method: Courier to Regional Office: ☐ Pick up at Head Office: ☐ (Mississauga, ON - 4:00pm) Send out with Commissions: ☐ Courier to outside location: ☐ $20 Administration Fee	All details on this bonus can be found at: N:\Sales\Crew Development Program\Crew Development Program Tracking & Request Forms

THIS IS EXHIBIT "135" REFERRED TO IN THE
AFFIDAVIT OF MICHELLE ALEXANDER
SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018



A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.

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Contractor Name: (PLEASE PRINT)	

CREW COORDINATOR BEING REWARDED			
Crew Coordinator Number:		Amount $	
Crew Coordinator Name: (PLEASE PRINT)			
Crew Coordinator Signature:			

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SALES AUTHORIZATION	
Requestor:	
Authorized Signature:	

COMMISSIONS PROCESSING	
Received and Processed by:	
Delivery method: Courier to Regional Office: ☐ Pick up at Head Office: ☐ (Mississauga, ON - 4:00pm) Send out with Commissions: ☐ Courier to outside location: ☐ $20 Administration Fee	All details on this bonus can be found at: N:\Sales\Crew Development Program\Crew Development Program Tracking & Request Forms

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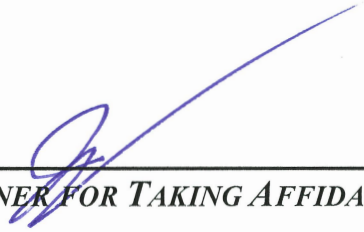

A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.

6345 Dixie Road, Suite 200
Mississauga, Ontario L5T 2E6

T 905.670.4440
F 905.670.9160

TO: Sales Offices

DATE: November 10, 2014

RE: Independent Contractor and Employee Recruitment Policy

This memorandum is to serve as a notice of the advertisement structure of Just Energy with respects to recruiting which will ensure all Regional offices meets all Just Energy requirements. The document will also serve as the official policy moving forward.

These policies are now:

- All recruitment placements should come only from Sales Operations through Sabrina Hubley and Just Energy's legal department. No Regional Office is permitted to place recruitment ads on their own volition moving forward. In the event that "new" or "revised" recruitment ads are going to be placed, Sales Operations "Sabrina Hubley" and Legal will work together to finalize and execute.

- Not all recruitment ads that Just Energy places will have to specify sales. i.e. the ads can state "Career Opportunities - call xxx". However, we will run some ads with the use of the term "sales" to test market the response rates which we anticipate will still drive call volume.

- Recruitment ads will not contain any information that is not an accurate reflection of the role (i.e. no use of the terms "registration agent", "customer relations representatives", "customer representative", etc...

- No more use of average earnings, average per hour, earnings up to etc...

- No more use of terms such as "unlimited earning potential" or "unlimited compensation." It is not an accurate description of the compensation structure however it will be substituted with language such as - "high income opportunity", etc...

- Recruitments ads will no longer be placed in any customer service category or section.

- As for any descriptions of the company in regard to green energy, we will now adjust the language to "We are **one of the largest** green energy suppliers in North America". Do not refer as green company.

The intent with this protocol is not to create any further challenges with respect to the day to day operations within a sales office, but to have a clear, concise, and efficient process with eliminating risk.

Your attention and understanding of these processes and protocols are greatly appreciated. Please do not hesitate to contact Sabrina Hubley should you have any further questions.

HAIDAR OMARALI **PLAINTIFF**	and	**JUST ENERGY GROUP INC., ET AL** **DEFENDANTS**	Court File No: CV-15-52749300CP

ONTARIO
SUPERIOR COURT OF JUSTICE

Proceeding commenced at **TORONTO**

Proceeding under the *Class Proceedings Act, 1992*

AFFIDAVIT OF MICHELLE ALEXANDER

KOSKIE MINSKY LLP
900-20 Queen Street West
Toronto, ON M5H 3R3

David Rosenfeld LSUC#: 51143A
Tel: 416-595-2700
Fax: 416-204-2894

Jody Brown LSUC # 58844D
Tel: 416-595-2709
Fax: 416-204-2815

Lawyers for the Plaintiff

4877

HAIDAR OMARALI **PLAINTIFF**	and	**JUST ENERGY GROUP INC., ET AL** **DEFENDANTS**	Court File No: CV-15-52749300CP

ONTARIO
SUPERIOR COURT OF JUSTICE

Proceeding commenced at **TORONTO**

Proceeding under the *Class Proceedings Act, 1992*

PLAINTIFF'S MOTION RECORD
(Summary Judgment Motion)
Returnable June 11-13, 2019

VOLUME 7 OF 7

KOSKIE MINSKY LLP
900-20 Queen Street West
Toronto, ON M5H 3R3

David Rosenfeld LSUC#: 51143A
Tel: 416-595-2700
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Jody Brown LSUC # 58844D
Tel: 416-595-2709
Fax: 416-204-2815

Lawyers for the Plaintiff