

Just Energy Group – External Stakeholder FAQs

Customers

1. I hear Just Energy is going out of business What's going on?

Just Energy is very much in business and will continue to serve you without interruption – nothing has changed for our valued customers and all existing contracts and agreements remain in place and in force. The unprecedented storm that recently hit Texas resulted in charges from the Electric Reliability Council of Texas (ERCOT) that have created a liquidity challenge for Just Energy, and we just announced that Just Energy has sought and received protection under the *Companies' Creditors Arrangement Act* (CCAA). This is Canadian legislation that allows businesses to restructure under a process that permits them to continue to operate. The goal is to emerge as a strong, stable business.

As part of the protection under CCAA, we have secured interim financing, which will allow us to continue to operate in the normal course.

2. Do I need to continue to pay my bills?

Yes. The filing has no impact on customer bills, our agreements with customers or the services we provide to customers.

3. Can I renew my agreement with Just Energy when it is up?

Yes. The filing has no impact on agreements with customers, our ability to enter into new agreements or the services we provide to customers.

4. I'm an investor with questions. Can you help me?

Please contact Alpha IR, Phone: (617) 982-0475, JE@alpha-ir.com

5. I'm a business partner/vendor with questions. Can you help me?

Please send your request to vendorinquiries@justenergy.com.

Suppliers/brokers/regulators/LDC/ISO

1. I hear Just Energy is going out of business. What's going on?

Just Energy is very much in business in all regions we serve across the U.S. and Canada and will continue to serve you without interruption – nothing has changed for our valued customers and all existing contracts and agreements remain in place and in force.

The unprecedented storm that recently hit Texas resulted in charges from the Electric Reliability Council of Texas (ERCOT) that have created a liquidity challenge for Just Energy, and we just announced that Just Energy has sought and received protection under the *Companies' Creditors Arrangement Act* (CCAA). This is Canadian legislation that allows businesses to restructure under a process that permits them to continue to operate. The goal is to emerge as a strong, stable business.

As part of the protection under CCAA, we have secured interim financing, which will allow us to continue to operate in the normal course.

2. As a supplier/broker will I continue to be paid?

Yes. We continue to proudly provide a vital service to our customers while meeting our regulatory obligations to our regulators, including ERCOT. Our valued partners – including vendors and brokers – will be paid in the normal course for goods and services provided post-filing.

3. I have an outstanding account receivable from Just Energy. Will I get paid?

You will be paid in the normal course for all goods and services provided post-filing. For information regarding the CCAA filing, please see the Monitor's website <http://cfcanada.fticonsulting.com/justenergy>.

Information regarding the CCAA proceedings can also be obtained by calling the Monitor's hotline at 416-649-8127 or 1-844-669-6340, or by email at justenergy@fticonsulting.com.

4. Does the CCAA filing change anything in our relationship with Just Energy?

We continue to proudly provide a vital service to our customers while meeting our regulatory obligations. Our valued partners – including vendors and brokers – will be paid in the normal course. In addition:

- CCAA protection prevents creditors, vendors, suppliers and others from enforcing any rights against the Company thereby providing the Company the opportunity to restructure its business in a stable and structured environment.
- Suppliers and vendors that are parties to agreements with the Company (written or oral) for the supply of goods or services are restrained until further order of the Court from discontinuing, altering, interfering with or terminating the supply of such goods or services required by the Company.
- Vendors and suppliers will be paid for all goods and services requested by the Company from March 9, 2021 and after (the "post-filing Period").
- The Initial Order generally prohibits us from paying for goods and services that were received before March 9, 2021 (the "pre-filing Period").
- If you are owed monies for goods or services supplied during the pre-Filing Period, you will have the opportunity to file a proof of claim in any claims process approved by the Court.

5. I have further questions. Who should I contact?

You should contact your usual contact at Just Energy. For information regarding the CCAA proceedings, you can access the Court-appointed Monitor, FTI Consulting Canada's website at <http://cfcanada.fticonsulting.com/justenergy>.

Information regarding the CCAA proceedings can also be obtained by calling the Monitor's hotline at 416-649-8127 or 1-844-669-6340, or by email at justenergy@fticonsulting.com.

6. Is Just Energy at risk of a POLR event?

Other retail energy providers in Texas whose customers were shifted to a POLR were not paying ERCOT. We continue to pay ERCOT, and in fact we pursued this course of action because it was the best path to ensure we could continue to pay ERCOT.