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 6 OF 7)

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

September 5, 2018

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

TO: **FASKEN MARTINEAU DUMOULIN LLP**
333 Bay Street, Suite 2400
Bay Adelaide Centre, Box 20
Toronto, ON M5H 2T6

Paul J. Martin
Tel: 416-865-4439
Fax: 416-364-7813

Lawyers for the Defendants

TABLE OF CONTENTS

Tab No.	Description	Page No.
	VOLUME 1 OF 7	
A.	Notice of Motion dated September 5, 2018	1
B.	Affidavit of Katlyn Schwantz, sworn August 29, 2018	11
1.	**Exhibit "A"** – Text Messages with Joel Stewart	18
C.	Affidavit of Jennifer Borg, sworn August 29, 2018	54
D.	Affidavit of Jamie Acton, sworn August 29, 2018	61
E.	Affidavit of Roland Lavigne, sworn August 30, 2018	68
F.	Affidavit of Behram Nemati, sworn August 30, 2018	75
G.	Affidavit of Daniel Barbien, sworn September 2, 2018	82
H.	Affidavit of Michelle Alexander, sworn September 5, 2018	89
1.	**Exhibit "1" -** Amended Statement of Claim	105
2.	**Exhibit "2" -** Statement of Defence	125
3.	**Exhibit "3" -** Reasons (Certification), dated July 27, 2016	144
4.	**Exhibit "4" -** Certification Order	170
5.	**Exhibit "5" -** Reasons (Denying Leave), dated November 17, 2016	177
6.	**Exhibit "6" -** Affidavit of Haidar Omarali, sworn August 6, 2015	180
7.	**Exhibit "7" -** Affidavit of Mortuza Awal, sworn August 2, 2015	475
8.	**Exhibit "8" -** Affidavit of Petra Filipovic, sworn August 7, 2015	482
9.	**Exhibit "9" -** Transcript from the cross-examination of Haidar Omarali	489
10.	**Exhibit "10" -** Transcript from the cross-examination of Petra Filipovic	645
11.	**Exhibit "11" -** Transcript from the cross-examination of Mortuza Awal	684

Tab No.	Description	Page No.
	VOLUME 2 OF 7	
12.	**Exhibit "12"** - JE00004714	719
13.	**Exhibit "13"** - JE00007730	725
14.	**Exhibit "14"** - JE00006819	731
15.	**Exhibit "15"** - Excerpts from transcript of Ravi Maharaj, dated January 24, 2018	747
16.	**Exhibit "16"** - Excerpts from transcript of Ravi Maharaj, dated January 25, 2018	917
17.	**Exhibit "17"** - June 20, 2018 Answers arising from discovery related documents	1074
18.	**Exhibit "18"** - July 5, 2018 Answers arising from discovery related documents	1200
19.	**Exhibit "19"** - July 31, 2018 Answers arising from discovery related documents	1304
	VOLUME 3 OF 7	
20.	**Exhibit "20"** - Copy of correspondence from counsel to the defendants	1537
21.	**Exhibit "21"** - Letter to the defendants dated May 19, 2015	1541
22.	**Exhibit "22"** - Letter to the defendants dated April 21, 2017	1546
23.	**Exhibit "23"** - Proposed discovery plan	1548
24.	**Exhibit "24"** - JE00007378	1568
25.	**Exhibit "25"** - JE00007712	1599
26.	**Exhibit "26"** - JE00006037	1631
27.	**Exhibit "27"** - JE00007304	1826
28.	**Exhibit "28"** - JE00007145	1961
29.	**Exhibit "29"** - JE00009545	1963

Tab No.	Description	Page No.
30.	**Exhibit "30" -** JE00007172	2071
31.	**Exhibit "31" -** JE00004614	2210
32.	**Exhibit "32" -** JE00007593	2213
33.	**Exhibit "33" -** JE00007592	2215
34.	**Exhibit "34" -** JE00007295	2218
35.	**Exhibit "35" -** JE00008591	2236
36.	**Exhibit "36" -** JE00007565	2238
37.	**Exhibit "37" -** JE00007749	2240
38.	**Exhibit "38" -** JE00007750	2269
39.	**Exhibit "39" -** JE00007751	2314
40.	**Exhibit "40" -** JE00002950	2316
VOLUME 4 OF 7		
41.	**Exhibit "41" -** JE00002951	2318
42.	**Exhibit "42" -** JE00002946	2323
43.	**Exhibit "43" -** JE00002947	2331
44.	**Exhibit "44" -** JE00002948	2334
45.	**Exhibit "45" -** JE00002949	2337
46.	**Exhibit "46" -** JE00002940	2361
47.	**Exhibit "47" -** JE00002941	2363
48.	**Exhibit "48" -** JE00002942	2365
49.	**Exhibit "49" -** JE00002943	2367
50.	**Exhibit "50" -** JE00002944	2372
51.	**Exhibit "51" -** JE00002945	2374

Tab No.	Description	Page No.
52.	**Exhibit "52"** - JE00002939	2377
53.	**Exhibit "53"** - JE00008187	2380
54.	**Exhibit "54"** - JE00009502	2382
55.	**Exhibit "55"** - JE000010495	2393
56.	**Exhibit "56"** - JE00009417	2395
57.	**Exhibit "57"** - JE00008821	2408
58.	**Exhibit "58"** - JE00007436	2421
59.	**Exhibit "59"** - JE00009418	2434
60.	**Exhibit "60"** - JE00008822	2445
61.	**Exhibit "61"** - JE00000635	2456
62.	**Exhibit "62"** - JE00009419	2477
63.	**Exhibit "63"** - JE00000636	2486
64.	**Exhibit "64"** - JE00002477	2503
65.	**Exhibit "65"** - JE00009739	2520
66.	**Exhibit "66"** - JE00009420	2537
67.	**Exhibit "67"** - JE00006271	2548
68.	**Exhibit "68"** - JE00008314	2559
69.	**Exhibit "69"** - JE00009421	2570
70.	**Exhibit "70"** - JE00008825	2587
71.	**Exhibit "71"** - JE00007441	2604
72.	**Exhibit "72"** - JE00009392	2621
73.	**Exhibit "73"** - JE00008310	2638
74.	**Exhibit "74"** - JE00000638	2655

Tab No.	Description	Page No.
75.	**Exhibit "75"** - JE00002482	2688
76.	**Exhibit "76"** - JE00004895	2721
77.	**Exhibit "77"** - JE00000540	2754
78.	**Exhibit "78"** - JE00000541	2783
79.	**Exhibit "79"** - JE00007201	2812
80.	**Exhibit "80"** - JE00009416	2816
81.	**Exhibit "81"** - JE00000523	2819
VOLUME 5 OF 7		
82.	**Exhibit "82"** - JE00000522	2935
83.	**Exhibit "83"** - JE00008237	2968
84.	**Exhibit "84"** - JE00008239	3009
85.	**Exhibit "85"** - JE00003039	3052
86.	**Exhibit "86"** - JE00003040	3054
87.	**Exhibit "87"** - JE00003041	3073
88.	**Exhibit "88"** - JE00003042	3180
89.	**Exhibit "89"** - JE00003043	3182
90.	**Exhibit "90"** - JE00003044	3188
91.	**Exhibit "91"** - JE00003045	3214
92.	**Exhibit "92"** - JE00001304	3233
93.	**Exhibit "93"** - JE00001306	3237
94.	**Exhibit "94"** - JE00008143	3299
95.	**Exhibit "95"** - JE00008812	3341
96.	**Exhibit "96"** - JE00008469	3346

Tab No.	Description	Page No.
97.	**Exhibit "97" -** JE00008607	3354
98.	**Exhibit "98" -** JE00000056	3358
99.	**Exhibit "99" -** JE00006300	3368
100.	**Exhibit "100" -** JE00000060	3372
101.	**Exhibit "101" -** JE00008575	3486
102.	**Exhibit "102" -** JE00008771	3492
103.	**Exhibit "103" -** JE00008780	3514
104.	**Exhibit "104" -** JE00008538	3518
105.	**Exhibit "105" -** JE00008559	3520
VOLUME 6 OF 7		
106.	**Exhibit "106" -** JE00008144	3526
107.	**Exhibit "107" -** JE00008145	3528
108.	**Exhibit "108" -** JE00008581	3570
109.	**Exhibit "109" -** JE00008592	3572
110.	**Exhibit "110" -** JE00008540	3574
111.	**Exhibit "111" -** JE00008577	3576
112.	**Exhibit "112" -** Chart of Weekly Calls	3579
VOLUME 7 OF 7		
112.	**Exhibit "112" -** …Continuation of Tab 112 (Tabs AA-FF)	4279
113.	**Exhibit "113" -** JE00006025	4525
114.	**Exhibit "114" -** JE00009139	4528
115.	**Exhibit "115" -** JE00006049	4531
116.	**Exhibit "116" -** JE00005652	4588

Tab No.	Description	Page No.
117.	**Exhibit "117"** - JE00005626	4590
118.	**Exhibit "118"** - JE00005038	4653
119.	**Exhibit "119"** - JE00005639	4701
120.	**Exhibit "120"** - JE00005653	4703
121.	**Exhibit "121"** - JE00005638	4705
122.	**Exhibit "122"** - JE00004859	4707
123.	**Exhibit "123"** - JE00008955	4736
124.	**Exhibit "124"** - JE00005689	4771
125.	**Exhibit "125"** - JE00007801	4787
126.	**Exhibit "126"** - JE00001700	4807
127.	**Exhibit "127"** - JE00006237	4810
128.	**Exhibit "128"** - JE00008919	4812
129.	**Exhibit "129"** - JE00002435	4815
130.	**Exhibit "130"** - JE00007610	4820
131.	**Exhibit "131"** - JE00007611	4840
132.	**Exhibit "132"** - JE00006124	4863
133.	**Exhibit "133"** - JE00008146	4867
134.	**Exhibit "134"** - JE00005695	4871
135.	**Exhibit "135"** - JE00006880	4873
136.	**Exhibit "136"** - JE00005906	4875

THIS IS EXHIBIT "106" REFERRED TO IN THE
AFFIDAVIT OF MICHELLE ALEXANDER
SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018

A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.

To: Frances Murray[fmurray@justenergy.com]
From: Nola Ruzycki
Sent: Mon 2014-04-21 5:37:42 PM
Importance: Normal
Subject: JE Responses to OEB Staff Compliance Inspection Request Received April 7_14
Received: Mon 2014-04-21 5:37:45 PM
JE Responses to OEB Staff Compliance Inspection Request Received April 7_14.doc

Hi Frances,

The document still has the full 41 pages of responses from our previous response, please ensure we remove.

I am confused by the response in 1 b. one of the products that we offer is called Rate Escape which offers a flat fee for NG and a set fee for Electricity each month plus the GA with the option to add green energy on both gas or electric . It may also have a component where we pay exit fees up to $300 per commodity but is not simply a stand-alone exit fee product feature.

The contract also contains the clause below: So where we state the monthly price is static it may only be static for a 12 month period and then could be changed for gas from $44.99/ month up to a max of $79.99/month and electricity from 4.99/kwh to max of $5.99/kwh.

The Monthly Natural Gas Supply Price may be reviewed and adjusted by Just Energy on an annual basis based on your consumption pattern in the past 12 months and natural gas prices available to Just Energy, plus our marketing and overhead charges and margin. Just Energy agrees that your Monthly Natural Gas Supply Price will never exceed $79.99/month or $99.99/month if the JustGreen Gas option has been selected, during the initial term.

We should address allof the products contracts he referenced. I could not find the Myenergy dual contract on the web.

For the question d) on Cancellation I seem to recall a cancellation provision if the customer goes over the threshold etc.

Our Right to Cancel: We can end this Agreement, at no cost to us, if: (i) required/allowed by law; (ii) the Utility is unable to service your Location; (iii) a legislative or regulatory change materially alters our ability to profitably perform this Agreement; (iv) you move; or (v) you "Default" during the Term. You will be given 15 calendar days prior notice. This Agreement will be deemed terminated at no cost and without liability to either party if Just Energy does not commence supply of Energy within 12 months of the anticipated Start Date, for whatever reason, and you have not contacted us in writing to implement this Agreement; or, if this Agreement is unable to be implemented for reasons beyond our control. Both parties may terminate this Agreement, without cost or penalty, within 30 days of you receiving a bill which includes any annual increase to the Monthly Natural Gas Supply Price, as contemplated in section 6.2 above. Default:You will be in Default if you: (a) breach a term of this Agreement or your Utility's rules; or (b) switch to another energy supplier, including the Utility.

THIS IS EXHIBIT "107" 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 Ontario L.P.'s Response to Ontario Energy Board Staff Supplementary Information Request Received on April 7, 2014

April 22, 2014

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1. Sales brochures and sales scripts

Ref: Al OECP_brochure_03072013-PRESS_Exhibitl.pdf,
A1.1 OECP_brochure 05142013-PRESS_Exhibit2.pdf,
A1.2 ON_DUAL_RATEESCAPE_PREDTBLL_MAR_22_2013_Exhibit3.pdf,
A1.3 ON DUAL MYENERGY PREDTBILL_EN_MAR_22_2013_Exhibit4.pdf,
A1.4 Just Energy Sales Scripts_Exhibit9.

Just Energy's sales brochures and sales scripts for its conservation program, predict-a-bill, myenergy, and rate escape products, make statements to
consumers that they can receive both electricity and natural gas protection, stability, predictability.

a) Will a consumer who enrolls in an above-referenced Just Energy contract receive a price or financial advantage or a cost saving from doing so? If "yes", please explain, providing specific supporting data.

RESPONSE: While Just Energy does not promise that consumers who enroll in its contracts will receive cost savings in its marketing efforts, consumers who do enroll in its contracts could potentially experience costs savings under certain conditions. As Board Staff is aware, Just Energy's contract offerings include a fixed priced offer. Not uncommon to the mortgage industry, should the volatile energy prices ("utility rate") surpass Just Energy's fixed price, consumers would experience costs savings over what they would have paid with their utility company for that period of time.

b) If the answer to (a) above is "no", please explain how enrollment in a Just Energy contract provides a consumer with protection, stability and predictability.

RESPONSE: Just Energy's Conversation and Predict-A-Bill program both offer flat costs per month for supply that do not vary with consumption. The monthly price is static regardless of a consumer's level of consumption. During the recent cold weather, which was 20% higher than normal, consumers on this product had no change in the cost of the supply portion of their bill even though their consumption increased.

Just Energy's MyEnergy product is an electricity variable price product that has a capped component to the rate. The Rate Escape program is a product feature as opposed to a product wherein we offer to pay the exit fees a consumer may incur from their existing supplier should they choose Just Energy as their supplier.

The products mentioned above protects consumer supply prices from volatility they would experience in the open market, provides consumer with stability in their energy prices, and allows consumers to predict the cost of their energy supply. These features allow Just Energy consumers to budget their energy costs more effectively.

Just Energy is of the view that these statements accurately reflect the features of the above noted Just Energy product offerings.

c) Indicate the start and, if applicable, end date(s) that the above statements have been used in marketing contract offers.

RESPONSE: Please see below the start and end dates that the statements protection, stability or predictability were used in Just Energy's marketing materials:

- Conservation brochure- April 2013 to present
- Predict-A-Bill brochure-October 2012 to August 2013
- MyEnergy Electricity- October 2012 to August 2013
- RateEscape-January 2013 to present

d) Do the terms of Just Energy's contracts provide Just Energy with the right to cancel the contracts? If "yes", describe under what circumstances.

RESPONSE: Just Energy's terms and conditions do set out its rights to cancel consumer contracts beyond verification from the consumer and acceptance from the utility. Just Energy's general business practice is to cancel contracts if they have expired or upon a consumer's request.

Kindly see below section of Just Energy's terms and conditions that set out its rights to cancel consumer contracts:

OECP: Section etc.....

Specific cancel if they have too high of consumption

1ii. Organizational structure as it pertains to Sales and Regulatory Compliance, including all regional sales offices and / or Sales Distributors including flowchart

RESPONSE: The data that address this response is *Just Energy Sales & Regulatory Compliance Org. Chart Exhibit1ii*. Just Energy's Regulatory Department works closely with individuals from each sales channel to relay the sales and regulatory compliance rules and set the regulatory framework to ensure compliance of their marketing activities. The Corporate & Consumer Relations ("CCR") Department is responsible for handling all Just Energy sales and regulatory compliance matters through its processing and monitoring of customer inquiries relating to sales conduct.

With respect to Just Energy's in person sales structure, we advise that Just Energy enters into Independent Contractor ("IC") and Independent Representative ("IR") Agreements with individual salespersons and Regional Distributors. Both the Independent Contract and Regional Distributor are ICs and not third party sales distributors. The role of an IR is to market energy contracts to consumers via Just Energy's multi-level marketing structure. The role of an IC is to

market door-to-door with the intent of retailing energy contracts to consumers on the behalf of Just Energy. The role of a Regional Distributor is to market on the behalf of Just Energy and to oversee Independent ICs and provide day to day sales support and leadership to individual salesperson.

1iii. Provide a sample of supplier / Sales Distributor contract

RESPONSE: Just Energy Ontario L.P. does not use Sales Distributors.

1iv. Provide a sample of supplier / Independent Contractor contract

RESPONSE: The data that addresses this request is designated as confidential and provided in the attachment labeled *MLM_Independent Representative Enrollment Exhibit#1iv*, MLM_*Independent Representative Agreement Exhibit#1iv , Just Energy Independent Contractor Agreement Exhibit#1iv and Just Energy Regional Distributor Agreements Exhibit#1iv*. We have also attached the multi-level marketing privacy policy, policies & procedures and compensation structure which are attached *as MLM_Privacy_Policy Exhibit1iv, MLM_policies_procedures Exhibit1iv* and *MLM_Comp_Plan_CA_Revised_7_3_2013 Exhibit#1iv.*

1v. Compensation structure / use of claw-back / Fines charged / Other sales incentives

RESPONSE: The data that addresses this request is designated as confidential and provided in the attachment labeled *Just Energy JECP Compensation Structure Exhibit#1v* and *Just Energy General Compensation Structure Exhibit#1v*. The document reflecting Just Energy's multi-level marketing compensation structure was provided in response to question 1iv and labeled *MLM_Comp_Plan_CA_Revised_7_3_2013 Exhibit#1iv.* Multi-level marketing bonuses are paid to IRs and their up-line in their sales group based on a number of factors. They may qualify for a bonus based on the number of "points" an IR gathers within a given timeframe. Points are based on certain events including signing up a customer, signing up for a multi-level marketing business site and directly recruiting a new IR who must in turn sign up customers. Bonuses may also be earned based on the ability of the IR to grow their sales and in turn build their team. The Monthly Residual Income ("MRI") is earned based on the number of monthly bills paid by each of their signed customer in a given month,

With respect of Just Energy's door-to-door sales structure, we advise that a contract is deemed valid if it is properly completed, signed by the customer, approved by Just Energy Ontario L.P. and is verified by the customer. To incent compliant behavior, Just Energy offsets against future commissions the amount equal to the commission advanced for a contract that is subsequently determined not to be a valid contract, an amount equal to the commission advanced for any valid contract that is subsequently cancelled.

Just Energy's reconciliation commission payment structure acts as a disincentive for non-compliant behavior in that it is not given out until the contract has flowed for 60 days. Reconciliation commission payment is earned after the flow of natural gas and/or electricity has commenced for at least 60 days with respect to a submitted valid contract.

Just Energy also reserves the right make deductions and/or offset against an IC's future commissions any amounts that have been paid or advanced by Just Energy with respect to a contract that is subsequently cancelled or determined not to be a valid Contract.

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1vi. Salespersons – employees or independent contractors

RESPONSE: All Just Energy ICs or IRs are not employees.

2) Salesperson recruitment processes:

i. Documented recruitment process

RESPONSE: Multi- level marketing IRs recruit friends, family and acquaintances. These recruitment type conversations are primarily conducted through personal meetings after which interested individuals sign up online to become IRs. When the online sign up process is complete, the new IR is given a number of resources including marketing, sales and regulatory compliance standards through an online resource center. These resources include a detailed market training guide and a link to a detailed interactive training module and OEB certification quiz. The IR's personal business site does not allow customer enrollment until they have completed the Ontario OEB training and successful passed the quiz. Information relating to IR recruitment can be found in the document labeled *MLM_Privacy_Policy Exhibit1iv* which is provided in response to question 1iv.

The document that addresses Just Energy's recruiting and orientation processes is designated as confidential and is attached labeled *Just Energy Door-to-Door Ontario Recruiting and Orientation Exhibit#2i.*

2ii. Use of criminal background checks

RESPONSE: The data that addresses this response with respect of Just Energy's door-to-door IC criminal background check process is designated as confidential and attached labeled *Just Energy Process of Background checks in Ontario Exhibit#2b* and *Just Energy Bkrd Check Matrix Exhibit#2ii.* All new ICs are required to complete an IC Agreement, a back ground check consent form and provide two copies of their government issued identification.

Due to the family, friend and acquaintance nature of multi-level marketing sales, it does not conduct criminal background checks on its IRs. We however, cross check an IR enrollment against former terminated ICs. This is to ensure that previously terminated ICs do not try to sell on our behalf as an IR.

2iii. Proof of identity – key identification used

RESPONSE: In order to conduct criminal background checks, Just Energy requires all prospective ICs to provide 2 pieces of identification; one of which must be government issued and contain the applicant's full name, date of birth, signature and photo. A secondary piece of ID which allow Just Energy to validate the identity of the prospective IC and contains their full name; preferably secondary ID is also government issued ID, such as a Birth Certificate or SIN card.

As part of the online sign up process for IRs, they are required to provide their Social Insurance Number. They must also upload a picture that is posted on their personal business website. When IRs sign up a customer, the customer is asked during the online enrollment process to validate the image of the IR before the enrollment is completed. The customer does so my checking a box to verify that the image shown is that of their IR.

2iv. Assessment of salespersons qualifications and competencies

RESPONSE: All Just Energy door-to-door ICs go through an orientation on how to sell Just Energy's products and services through a comprehensive orientation program, in addition to the Ontario OEB training and passing the mandated quiz prior to marketing on Just Energy's behalf. Presentation review sessions are regularly conducted in the sales offices which gage the IC's ability to effectively sell Just Energy's offers and interact with consumers which also allows Just Energy to provide guidance to ensure sales and regulatory compliance. All ICs, once going through the full on-boarding process, then go through a field shadow process. This process allows senior ICs to shadow new ICs to ensure compliance with sales presentations, compliance and regulatory processes, objection handling, etc...Senior ICs are looking to ensure that the new ICs fully understand the details of the program and the compliance/regulatory dos and don'ts to mitigate

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against negative customer exposure. The Senior IC will then shadow the new IC until they feel that the new IC comprehends the sales entire sales process.

With respect of IRs, due to the nature of the multi-level marketing sales structure, they are monitored by their IR sponsor. There is no additional screening done outside of the required OEB training and test.

2v. Standards required to be met, such as standards for education, training, certification and performance, at point of hiring and ongoing

RESPONSE: Just Energy does not look for specific skill sets during the recruiting process as Just Energy trains prospective ICs to become salespersons. They are required to go through the Just Energy Orientation Program which include the OEB required training and quizt. With respect of IRs, in addition to the OEB required training and test, weekly meetings are offered in Toronto which focus on appropriate sales techniques, recruitment and product offerings.

2vi. ID Badge and Business Card processing for new recruits

RESPONSE: In addition to the document provided in response to question 2i labeled *Just Energy Door-to-Door Ontario Recruiting and Orientation Exhibit#2vi*, please see attached the following documents which are designated as confidential and labeled *OEB Badge template Exhibit#2iv* and *Ontario IC Business Card Exhibit#2vi*. Also designated as confidential are the following documents labeled *MLM Online Badge Exhibit2vi*, *MLM Business Card Exhibit2vi* and *MLM Printed Badge Exhibit 2vi* . These documents are with respect to Just Energy's multi-level marketing sales structure. The first being the online version of the IR badge which appears on the IR's enrollment website, the second being the printed version of the same and the third being an IR business card.

2vii. Copies of any salesperson sales and telephone scripts (not including Board- approved verification or renewal scripts) used for In Person Sales

RESPONSE: The data that addresses this request is designated as confidential and provided in the attachment labeled *Just Energy Door-to-Door Sales Scripts_Exhibit2vii, Just Energy Door-to-Door Welcome Call Scripts_Exhibit2vii and Just Energy MLM Scripts Exhibit2vii.*

3) Salesperson training processes (other than training material required by the Code):

i. Training processes / length of training / group training or individual training

RESPONSE: The data that addresses this request is designated as confidential and provided in the attachment labeled *JE D-to-D Orientation Process Exhibit 3i*. This exhibit contains a series of documents that reflects the full training package offered to Just Energy's door-to-door salespersons. There are five modules that include information relating to the energy market, Just Energy's products and services, applicable rules and legislation, Just Energy's compliance policy and consequences for non-compliance. Each module takes approximately one hour to complete in a group setting which is determined based on the size of the training class.

With respect of Just Energy's mutli-level marketing structure, we advise that a key component of IR training is the Ontario industry training and quiz required by the Board. Beyond this, there are weekly group meetings offered to all IRs led by senior IRs.

3ii. Sales training (selling techniques)

RESPONSE: The data that addresses this request is provided in response to question 3i labeled *Just Energy Door-to-Door Sales Training Process Exhibit 3i.* Module four and five contains the sales training portion of the Orientation program. In addition to the content of these modules, field shadowing is conducted whereby a new IC follows and closely observes a senior IC during their marketing activity so that the new IC gain practical experience as to how to incorporate Just Energy's sales and compliance standards while retailing to consumers.

With respect to Just Energy's multi-level marketing sales structure, we advise that there are quarterly and weekly meetings held; some of which include workshops where topics such as

products, services and selling techniques are discussed. Conference calls are also conducted during which senior IRs speak about; among other things, the multi-level marketing business model and sales techniques. There is published documentation on all IR websites on guidelines IRs must follow during their marketing activity. These documents are designated as confidential and are provided in the attachment labeled *MLM_EnrollingCustomers Exhibit3ii, MLM_PresentingToRepsAndCustomers Exhibit3ii, MLM TrademarksIPUse Exhibit3ii* and *MLM WebsitesAdvertisting Exhibit3ii.*

3iii. Drop off rates during recruitment and training process

RESPONSE: The data that addresses this request is provided in the two tables below. The first table represents the number of ICs that dropped off during the recruitment process in the month of October 2013. The first column reflects the number of individuals who showed up for their first day of orientation and were successfully badged (passed the background check). The second column reflects the number of individuals who were badged; however, did not have any customers who signed contracts. The data reflects that 69% of individuals who attended the first day of orientation in October 2013 did not go on to successfully market on the behalf of Just Energy.

The second table represents the number of IRs who dropped off during the recruitment process in the month of October 2013. The data reflects that 17% of individuals who sign up to be an IR (completed and submitted IR Agreements) either did not complete or pass the training or OEB quiz. You will notice that the data relating to drop off rates for the multi-level marketing sales channel was pulled differently due to the nature of the sales channel. More specifically, IRs who do not sign an energy contract for a reasonably long period does not suggest that they are no longer marketing on Just Energy's behalf. This would be true; however, in the case of our door-to-door sales structure.

Ontario Door-to-Door Sales Structure	
No. of ICs Badged	No. of ICs who were badged and Did Not Have Any Customers Who Signed Contracts
113	78

Ontario Multi-Level Marketing Sales Structure	
No. of IRs Sign-Ups	No. of IRs who Did Not Complete The OEB Quiz
152	27

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3iv. Training processes concerning of electronic devices

RESPONSE: The data that addresses this request is designated as confidential and provided in the attachment labeled *Just Energy ON New Business iPad Overview V2.0 Exhibit 3iv*. This document outlines the process by which Just Energy trains its ICs to use the iPad while retailing to consumers door-to-door. We note that a verification call in accordance with Just Energy's regulatory requirements is conducted for consumers who sign on the iPad in the presence of an IC. Just Energy does not have a training process concerning electronic devices for IRs.

4. Quality monitoring and quality assurance processes used in relation to salespersons:

i. Roles and responsibilities for monitoring compliance in the day to day practices of salespersons and quality assurance of sales

RESPONSE: One of Just Energy's internal control measures is our process of monitoring the compliance of the marketing activities of its sales force. The CCR department is responsible for determining whether a salesperson is in compliance with internal policies and other regulatory or legal requirements. CCR communicates on a regular basis with Regional Distributors, Operation Staff, multi-level Marketing Compliance Supervisor, multi-level Marketing Director, IRs and ICs. CCR also logs and investigates allegations from all internal and external sources, monitors sales

activities of each salesperson, and imposes fines, commission claw backs and suspensions or terminates the contractual relationship with salespersons if necessary. CCR Specialists are required to conduct interviews with salespersons to obtain information and evaluate salespersons' knowledge and presentation against the approved training materials and Just Energy's business practices.

Additionally, through internal reports the CCR department is able to identify areas requiring improvement with salespersons. Please refer to Just Energy's response to question 4ix for information relating to these reports. This preventative approach for monitoring salesperson compliance exceeds legal and regulatory requirements.

In addition to the above and specifically in the case of multi-level marketing compliance, the CCR department works with the multi-level marketing Compliance Supervisor to ensure all IR allegations investigated by the CCR department are addressed and consequences they assessed are implemented in a timely manner.

The compliance monitoring activities conducted by the CCR department and the multi-level marketing Compliance Supervisor are outlined in detail in the attached documents which are designated as confidential and labeled *COMPLIANCE MATRIX-ON-IC-RD-Nov 2013*, *Compliance Monitoring Ontario Exhibit4i, COMPLIANCE MATRIX-ON-IC-RD-May 2012 Exhibit4i, 6 Months IC Trending Report Exhibit4i, CCR MLM_1 1 FINAL 4_2_12 Exhibit4i, MLM Complaint Process Aid June 2012 Exhibit4i, MLM Compliant Resolution Process-June 2012 Exhibit4i* and *COMPLIANCE MATRIX MLM- IR (12-03-02) Exhibit4i.*

Regional offices will conduct daily meeting which will cover topics such as Just Energy's compliance processes and consequences of non-compliance. During these meetings, the Regional Distributor conducts role playing exercises to ensure that the sales presentation meets compliance and internal business standards.

Quality assurance activities are also conducted by Just Energy's Operations Department who monitor reports to ensure that all contracts imported into our system contain information in the appropriate format in the required fields. Information is provided to Just Energy's internal sales department in the event there are instances in which salespersons fail to or enter incorrect information in the required contract fields. Feedback is provided to the appropriate sales channel who then communicates same with the applicable salesperson.

Just Energy's document control approval process also serves as an internal control measure. Customer facing documents are tracked, version controlled and date-stamped. These materials include the review and approval of the Regulatory and Legal departments prior to publishing.

4ii. Use of group forums for sharing information on products, compliance and sales

RESPONSE: The CCR department relies on various means of communication to discuss products, compliance feedback and sales related updates. Primarily, Compliance relies of the use of emails, telephone calls and in person office visits. Emails are sent daily to sales offices detailing the content of inquiries received by customers. On a bi-weekly and as needed basis, the CCR department conducts phone discussions with Regional Distributors on the overall compliance performance of ICs under their leadership. The CCR Manager conducts office visits during which Just Energy's high standard for sales, compliance and marketing standards and consequences for

non-compliance are discussed. A weekly meeting is conducted by the CCR Manager to discuss multi-level marketing compliance topics with the Director of Multi-Level Marketing Operations as well as the Multi-level Marketing Compliance Supervisor.

In addition, Just Energy makes available to IRs, online back-office website resources known as "M-Center" and "M-University". Here they can obtain information regarding Just Energy products, compliance rules and policies as well as market rules and regulations. In "M-Center" we provide all contact info to assist IRs, supportive documentation and a help desk with quick FAQs. "M-University" houses IR training documentation.

4iii. Ongoing support for salespersons

RESPONSE: The CCR department has an "open door" policy in that ICs and Regional Distributors are welcomed to direct any compliance related matters and or questions to any member of our CCR staff. ICs are made aware of each allegation that is logged against their marketing activity. In cases where there is a consequence issued as a result of an inquiry, the CCR department sends to the IC's attention a letter detailing the allegation and requires that it is signed by the IC involved and remitted back to the CCR department. The purpose of this process is to ensure that ICs are

made aware of inquiries made about their marketing activity and to stress the importance of upholding and maintaining high sales and compliance standards while marketing to consumers. The CCR department's contact information is included in the letter should the IC wish to discuss or ask questions relating to the allegation.

With respect to Just Energy's multi-level marketing structure, we advise that IRs have the opportunity during weekly sales calls and quarterly sales meetings to ask questions or raise topics of discussion. IRs seeking support also has the opportunity to contact Just Energy's Multi-Level Marketing Compliance and Customer Service Team .

4iv. QA of contract applications submitted by salespersons

RESPONSE: With respect to door-to-door sales, paper contacts are reviewed by Just Energy staff to ensure all appropriate fields are completed prior to their import into our system. As advised in response to question 4i, there are quality assurance activities that are conducted by Just Energy's Operations department who monitor reports to ensure that all contracts imported into our system is in the appropriate format in the required fields. Information is provided to the applicable sales channel in the event there are instances in which salespersons fail to or enter

incorrect information in the required contract fields. In the event there are salespersons who are repeatedly failing to or entering incorrect information; data relating to the same is forwarded to the CCR department for investigation.

4v. Assessment of salespersons performance and ensuring adherence to performance standards

RESPONSE: The Sales department monitors the activities of the sales offices. In addition, the CCR Department has direct communication with the Sales department, Sales Offices and multi-level Marketing Supervisor and Director of Operations as noted in 1ii, 4i and 4iv.

4vi. Communication methods and frequency between supplier / Sales Distributor and supplier / salespersons, Sales Distributor / salesperson - regular and adhoc

RESPONSE: Just Energy has frequent communication with its salespersons as reflected in the responses provided to questions 3ii, 4i and 4ii.

4vii. In field monitoring and assessment

RESPONSE: In field monitoring is conducted by the Crew Coordinator of the specific individual salesperson to ensure that the Just Energy's high compliance standard and sales process is upheld.

4viii. Shadowing

RESPONSE: Information related to shadowing is provided in response to questions 2iv and 3ii. Also, as indicated in response to questions related to Just Energy's compliance processes, field shadowing is a form of remedial action assessed by Just Energy's CCR department in response to consumer feedback relating to salesperson conduct.

4ix. Types of reporting in place to monitor salesperson and Sales Distributor complaints

RESPONSE: The CCR department uses various reports to capture and monitor allegations related to salesperson conduct. The purpose of these reports is to also ensure that Regional Distributors and internal sales departments are aware of and are informed about IC performance according to Just Energy's internal and Regulatory marketing standards. See below an outline of some of these reports.

Daily Report – the Daily report provides a breakdown of salesperson related feedback that were logged in our complaint management system ("CARE") from the previous day. The report contains details of the feedback including the classification, the incident date (the date the salesperson visit took place/date the contract was signed) and complaint date (date the complaint was logged into the system/date the complaint was made to Just Energy), as well as the description comments (details of the complaint). The report is distributed to the Regional Distributors, the CCR department and internal Sales department on a daily basis.

IC Strike Count Report - The purpose of the "IC Strike Count" Report is for the reader (Mainly Regional Distributors) to have a clear synopsis of the total strikes issued & classification type per IC logged within a 12 month rolling period. The report also serves as a tool to assist the Regional Distributor in immediately addressing and coaching ICs that may be heading towards termination of their ICA. This report is sent weekly (or as requested) to the Regional Distributors and the internal Sales department.

Trending Report - The IC trending report provides a rolling 6 month count of complaints logged against ICs. The report only includes IC with an Active or Suspended status that has received 4 or more complaints in the reporting period. The report is created bi-weekly and sent to the CCR Specialists for review. The CCR Specialist reviews the report to identify complaint type trending and discuss their findings with the Regional Distributor and internal Sales department during the prescheduled bi-weekly conference call.

IR Disputed Enrollment Report - This is an auto generated report which outlines any disputed enrollment complaints logged in CARE the previous day. All IRs appearing in the report are suspended pending investigation.

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Six Months Sales Channel Report - This report is distributed by CCR on a weekly basis. It outlines the allegation ratio (# of salesperson related complaints/# of contracts submitted). The report is dynamic in that if a complaint is received in January relating to a contract signed in November, the ratio for November will be subjected to change as a result.

4x. Policies and procedures to incent compliant behavior

RESPONSE: Please refer to responses to questions 1iv; 1v; 2iv; 2v; 3i; 3ii; 4i, 4ii, 4iii; 4iv, 4v; 4vii; and 4viii. Just Energy's policy with respect of door-to-door sales is that a contract is deemed valid if it is properly completed, signed by the customer, approved by Just Energy Ontario L.P. and where required is verified by the customer. To incent compliant behavior, Just Energy offsets against future commissions the amount equal to the commission advanced for a contract that is

subsequently determined not to be a valid contract, an amount equal to the commission advanced for any valid contract that is subsequently cancelled.

Just Energy's reconciliation commission payment structure acts as a disincentive for non-compliant behavior in that it is not given out until the contract has flowed for 60 days. Reconciliation commission payment is earned after the flow of natural gas and/or electricity has commenced for at least 60 days with respect to a submitted valid contract.

Just Energy also reserves the right make deductions and/or offset against an IC's future commissions any amounts that have been paid or advanced by Just Energy with respect to a contract that is subsequently cancelled or determined not to be a valid contract.

In addition, Just Energy also incents compliant behavior by awarding, on a bi-annual basis, two ICs with a Positive Feedback Award. Feedback from consumers, who have had a positive experience in terms of their interaction with a salesperson, is forwarded to the CCR department through the CARE system. The CCR department validates the positive experience and issues the sales person a positive feedback certificate. On a bi-annual basis, a draw is conducted with the names of all the salespersons who have been awarded a certificate.

Just Energy also has a Positive Compliance Incentive program ("PCI") which is managed by the CCR department. The program applies to door to door IC marketing to the low volume residential and commercial consumers.

The objective of the program is to incent and reward ICs and Sales Offices for achieving and maintaining a compliance ratio which exceeds expectations. The PCI rewards ICs who achieve and/or maintain a compliance ratio of 0.5% or lower over each quarterly period measured, and

Regional Sales Offices with an overall Compliance Ratio of 0.5% or lower over each quarterly period measured. Eligible ICs must have submitted a minimum of 100 new sales contracts during the period measured to qualify. Eligible Regional Sales Offices must have submitted a total of 650 new sales contracts during the period measured to qualify.

4xi. Those in place to deter or discipline breaches of non-compliant behavior

RESPONSE: Before a salesperson can actively market on behalf of Just Energy they must first sign an Agreement which includes standards by which they must conduct their marketing activity. As part of these standards, salespersons are expected to adhere to the compliance matrix. The compliance matrix is used to discipline non-compliant behavior and essentially deter salespersons from engaging in same. As noted in the response to question 4v, depending on the investigation

results, validity determined by the CCR specialist and classification of the feedback logged, Compliance will assess a consequence in accordance to the Compliance matrix. The consequences are assessed on a 12 month rolling basis based on the complaint date. Certain complaints result in immediate termination (i.e. Fraud,) and others are assessed penalties under a strike rule, and others result in assessment of points with consequences assigned at various point thresholds.

Similarly and with respect to the door-to-door sales structure, in efforts for the Regional Distributors to encourage compliant behavior/marketing, compliance devised a Regional Distributor Compliance matrix. The Regional Distributor compliance matrix works in conjunction with the IC matrix in that, when an IC is issued a penalty, a penalty is also issued to its regional distributor. Detailed information relating to Just Energy's deterrence and discipline of non-compliant behavior can also be found in response to question 4i.

5. Complaint handling processes in relation to salespersons:

i. Documented process

RESPONSE: Please see the documents attached in response to question 4.i.

5ii. Investigation of complaints with salespersons

RESPONSE: The data that addresses this response is contained in the documents attached in response to question 4i.

5iii. Processes to identify need for specific training and/or coaching or remedial action

RESPONSE: The data that addresses this response is contained in the documents attached in response to question 4i.

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5iv. Timelines to execute appropriate action

RESPONSE: The CCR department investigates all IC related feedback logged by customer service and external parties including the Ontario Energy Board. As part of the investigation process, compliance will review the narrative and the classification assigned to the feedback. Depending on the investigation results, CCR will determine the case as one of three possible validities (verified, indeterminable or refuted) and will assign a consequence based on the Ontario

compliance matrix in response to question 4i. In order to implement the penalty, compliance executes a "batching" process every 7 days. Batching essentially implements the monetary deductions appends consequences to the IC's record and generates allegation letters.

5v. Record keeping related to training, remedial training and where necessary, discipline of salespersons

RESPONSE: All salesperson related feedback is logged in a complaint management system known as CARE. When an IC feedback is logged, it generates a CARE case for compliance to investigate. CARE houses complaints indefinitely and gives the CCR department the ability to capture salesperson marketing complaint history. Each CARE case also captures the validity and

consequences assessed. The reports mentioned in response to question 4i are generated using data housed in CARE. As such, CARE is the CCR department's primary source for record keeping as it provides the CCR department with detailed information of the salesperson complaint history and consequences assessed which in turn provides a synopsis of the salesperson marketing activity.

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THIS IS EXHIBIT "108" REFERRED TO IN THE
AFFIDAVIT OF MICHELLE ALEXANDER
SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018

A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.

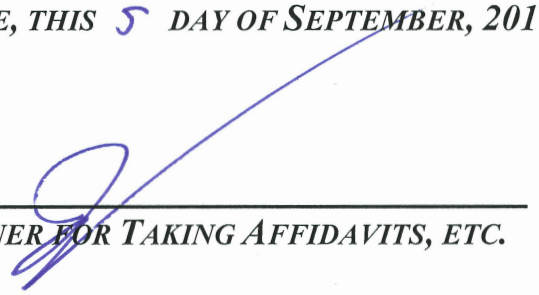
To: Nola Ruzycki[nruzycki@justenergy.com]
From: Frances Murray
Sent: Fri 06/12/2013 5:40:59 PM
Importance: Normal
Subject: Just Energy Response to In Person Sales Inspection notification Received October 31, 2013 Part 1
MAIL_RECEIVED: Fri 06/12/2013 5:41:01 PM
JE Responses to OEB Staff Compliance Inspection Request Received Oct 31-2013.pdf
Just Energy Sales & Regulatory Compliance Org. Chart Exhibit1ii.pdf
MLM_Privacy_Policy Exhibit1iv.pdf
Just Energy_Independent Contractor Agreement Exhibit#1iv.pdf
MLM__Independent Representative Enrollment Exhibit#1iv.pdf
MLM_Comp_Plan_CA_Revised_7_3_2013 Exhibit#1iv.pdf
MLM_Independent Representative Agreement Exhibit#1iv.PDF
MLM_policies_procedures Exhibit1iv.pdf
Just Energy JECP Compensation Structure Exhibit#1v.pdf
Just Energy General Compensation Structure Exhibit#1v.pdf
Just Energy Door -to-Door Ontario Recruiting and Orientation Exhibit#2i.pdf

Hi Chris,

Please find attached Just Energy's Response to Board Staff In Person Sales Compliance Inspection . Owing to the size of the attachments you will receive multiple emails.

Sincerely,

THIS IS EXHIBIT "109" REFERRED TO IN THE
AFFIDAVIT OF MICHELLE ALEXANDER
SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018



A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.

To: Nola Ruzycki[nruzycki@justenergy.com]
From: Frances Murray
Sent: Fri 06/12/2013 5:42:43 PM
Importance: Normal
Subject: RE: Just Energy Response to In Person Sales Inspection notification Received October 31, 2013 Part 2
MAIL_RECEIVED: Fri 06/12/2013 5:42:44 PM
Just Energy Process of Background checks in Ontario Exhibit#2ii.pdf
Just Energy Bkrd Check Matrix Exhibit#2ii.pdf
Ontario IC Business Card Exhibit#2vi.pdf
MLM Business Card Exhibit2vi.pdf
MLM Online Badge Exhibit2vi.pdf
MLM Printed Badge Exhibit 2vi.pdf
OEB Badge template Exhibit#2vi.pdf
Just Energy Door-to-Door Sales Scripts_Exhibit2vii.zip
Just Energy Door-to-Door Welcome Call Scripts_Exhibit2vii.zip
Just Energy MLM Scripts Exhibit2vii.zip

See attached part 2 of Just Energy's Response

From: Frances Murray
Sent: Friday, December 06, 2013 5:41 PM
To: Nola Ruzycki
Subject: Just Energy Response to In Person Sales Inspection notification Received October 31, 2013 Part 1

Hi Chris,

Please find attached Just Energy's Response to Board Staff In Person Sales Compliance Inspection . Owing to the size of the attachments you will receive multiple emails.

Sincerely,

THIS IS EXHIBIT "110" REFERRED TO IN THE AFFIDAVIT OF MICHELLE ALEXANDER SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018

A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.

To: Nola Ruzycki[nruzycki@justenergy.com]
From: Frances Murray
Sent: Fri 2013-12-06 5:48:12 PM
Importance: Normal
Subject: RE: Just Energy Response to In Person Sales Inspection notification Received October 31, 2013 Part 3
Received: Fri 2013-12-06 5:48:16 PM
JE D-to-D Orientation Process Exhibit 3i.zip
MLM_PresentingToRepsAndCustomers Exhibit3ii.pdf
MLM TrademarksIPUse Exhibit3ii.pdf
MLM WebsitesAdvertisting Exhibit3ii.pdf
MLM_EnrollingCustomers Exhibit3ii.pdf
ON New Business iPad Overview V2.0 Exhibit 3iv.pdf
COMPLIANCE MATRIX MLM- IR (12-03-02) Exhibit4i.pdf
CCR MLM_1 1 FINAL 4_2_12 Exhibit4i.vsd
6 Months IC Trending Report Exhibit4i.pdf
COMPLIANCE MATRIX-ON-IC-RD-Nov 2013 Exhibit4i.pdf
COMPLIANCE MATRIX-ON-IC-RD-May 2012 Exhibit4i.pdf

See attached part 3 of Just Energy's Response.

From: Frances Murray
Sent: Friday, December 06, 2013 5:43 PM
To: Nola Ruzycki
Subject: RE: Just Energy Response to In Person Sales Inspection notification Received October 31, 2013 Part 2

See attached part 2 of Just Energy's Response

From: Frances Murray
Sent: Friday, December 06, 2013 5:41 PM
To: Nola Ruzycki
Subject: Just Energy Response to In Person Sales Inspection notification Received October 31, 2013 Part 1

Hi Chris,

Please find attached Just Energy's Response to Board Staff In Person Sales Compliance Inspection . Owing to the size of the attachments you will receive multiple emails.

Sincerely,

THIS IS EXHIBIT "111" REFERRED TO IN THE
AFFIDAVIT OF MICHELLE ALEXANDER
SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018

A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.

To: Nola Ruzycki[nruzycki@justenergy.com]
From: Frances Murray
Sent: Fri 06/12/2013 5:50:51 PM
Importance: Normal
Subject: RE: Just Energy Response to In Person Sales Inspection notification Received October 31, 2013 Part 4
MAIL_RECEIVED: Fri 06/12/2013 5:50:52 PM
Compliance Monitoring Ontario Exhibit4i.pdf
MLM Compliant Resolution Process-June 2012 Exhibit4i.pdf
MLM Compliant Resolution Process-June 2012 Exhibit4i.pdf

See attached part 4 which is the final part of Just Energy's Response.

From: Frances Murray
Sent: Friday, December 06, 2013 5:48 PM
To: Nola Ruzycki
Subject: RE: Just Energy Response to In Person Sales Inspection notification Received October 31, 2013 Part 3

See attached part 3 of Just Energy's Response.

From: Frances Murray
Sent: Friday, December 06, 2013 5:43 PM
To: Nola Ruzycki
Subject: RE: Just Energy Response to In Person Sales Inspection notification Received October 31, 2013 Part 2

See attached part 2 of Just Energy's Response

From: Frances Murray
Sent: Friday, December 06, 2013 5:41 PM
To: Nola Ruzycki
Subject: Just Energy Response to In Person Sales Inspection notification Received October 31, 2013 Part 1

3578

Hi Chris,

Please find attached Just Energy's Response to Board Staff In Person Sales Compliance Inspection . Owing to the size of the attachments you will receive multiple emails.

Sincerely,

THIS IS EXHIBIT "112" REFERRED TO IN THE
AFFIDAVIT OF MICHELLE ALEXANDER
SWORN BEFORE ME, THIS 5 DAY OF SEPTEMBER, 2018

A COMMISSIONER FOR TAKING AFFIDAVITS, ETC.

Raview

Date	Doc ID	Author	Covering Email Date	Covering Email ID	Author	Pinpoint Citation	Tab
February 20, 2014	JE00001925	Ravi Maharaj	February 20, 2014	JE00001924	Ravi Maharaj	Independent Document	A.
February 25, 2014	JE00001962	Ravi Maharaj	February 25, 2014	JE00001961	Ravi Maharaj	Independent Document *(Email to Keith Hudson only)*	B.
February 27, 2014	JE0001986	Ravi Maharaj	February 27, 2014	JE00001985	Ravi Maharaj	Independent Document *(Email to Richard Teixeira and Rosalba Gullo only)*	C.
February 28, 2014	JE00003776	Markus Feldhofer	February 28, 2014	JE00003775	Markus Feldhofer	Independent Document *(Email from Markus Feldhofer to Ravi Maharaj and Richard Teixeira)*	D.
March 4, 2014	JE00007408	Markus Feldhofer	March 5, 2014	JE00007407	Richard Teixeira	Independent Document	E.

E-mail Summary of Weekly Call

Date	Doc ID	Author	Covering Email Date	Pinpoint Citation	Tab
October 23, 2014	JE00001638	Ravi Maharaj	N/A	Page 74	F.
October 30, 2014	JE00001638	Ravi Maharaj	N/A	Page 73	F.
November 6, 2014	JE00001638	Ravi Maharaj	N/A	Page 71	F.
November 13, 2014	JE00001638	Ravi Maharaj	N/A	Page 70	F.
November 20, 2014	JE00001638	Ravi Maharaj	N/A	Page 68	F.
November 27, 2014	JE00001638	Ravi Maharaj	N/A	Page 66	F.
December 4, 2014	**Not in Production**				
December 11, 2014	JE00001638	Ravi Maharaj	N/A	Page 64	F.
December 18, 2014	JE00001638	Ravi Maharaj	N/A	Page 62	F.
December 25, 2014					
January 2, 2015	JE00001638	Ravi Maharaj	N/A	Page 60	F.
January 8, 2015	JE00001638	Ravi Maharaj	N/A	Page 58	F.
January 15, 2015	JE00001638	Ravi Maharaj	N/A	Page 56	F.
January 22, 2015	JE00001638	Ravi Maharaj	N/A	Page 54	F.

January 29, 2015	JE00001638	Ravi Maharaj	N/A	Page 52	F.
February 5, 2015	JE00001638	Ravi Maharaj	N/A	Page 49	F.
February 12, 2015	JE00001638	Ravi Maharaj	N/A	Page 47	F.
February 19, 2015	JE00001638	Ravi Maharaj	N/A	Page 45	F.
February 26, 2015	JE00001638	Ravi Maharaj	N/A	Page 42	F.
March 5, 2015	JE00001638	Ravi Maharaj	N/A	Page 40	F.
March 12, 2015	JE00001638	Ravi Maharaj	N/A	Page 37	F.
March 19, 2015	JE00001638	Ravi Maharaj	N/A	Page 35	F.
March 26, 2015	JE00001638	Ravi Maharaj	N/A	Page 33	F.
April 2, 2015	JE00001638	Ravi Maharaj	N/A	Page 30	F.
April 9, 2015	JE00001638	Ravi Maharaj	N/A	Page 27	F.
April 16, 2015	JE00001638	Ravi Maharaj	N/A	Page 25	F.
April 30, 2015	JE00001638	Ravi Maharaj	N/A	Page 22	F.
May 7, 2015	JE00001638	Ravi Maharaj	N/A	Page 20	F.
May 14, 2015	JE00001638	Ravi Maharaj	N/A	Page 17	F.
May 21, 2015	JE00001638	Ravi Maharaj	N/A	Page 14	F.
May 28, 2015	JE00001638	Ravi Maharaj	N/A	Page 12	F.
June 4, 2015	JE00001638	Ravi Maharaj	N/A	Page 9	F.

June 11, 2015	JE00001638	Ravi Maharaj	N/A	Page 7	F.
June 18, 2015	JE00001638	Ravi Maharaj	N/A	Page 4	F.
June 25, 2015	JE00001638	Ravi Maharaj	N/A	Page 1	F.
July 2, 2015	JE00001777	Regional Fairview *(Summary email authored by Ravi Maharaj)*	N/A	Page 11	G.
July 9, 2015	JE00001777	Regional Fairview *(Summary email authored by Ravi Maharaj)*	N/A	Page 7	G.
July 16, 2015	JE00005302	Regional Fairview *(Summary email authored by Ravi Maharaj)*	N/A	Page 1	H.
July 23, 2015	**Not in Production**				
July 30, 2015	JE00003119	Ravi Maharaj	N/A	Page 1	I.
August 6, 2015	JE00005275	Regional Fairview *(Summary email authored by Ravi Maharaj)*	N/A	Page 1	J.
August 13, 2015	**Not in Production**				
August 20, 2015	JE00005354	Regional Fairview *(Summary email authored by Ravi*	N/A	Page 1	K.

		Maharaj)			
August 27, 2015	**Not in Production**				
September 3, 2015					
September 10, 2015					
September 17, 2015					
September 24, 2015					
October 1, 2014					
October 8, 2014					
October 15, 2014					
October 22, 2015	**See the Bi-Weekly Renewal Sheet Below**				
October 29, 2015	**Not in Production**				
November 5, 2015					
November 12, 2015					
November 19, 2015					
November 26, 2015					
December 3, 2015					
December 10, 2015	JE00005248	Regional Fairview *(Summary email authored by Ravi*	N/A	Page 1	L.

		Maharaj)			
December 17, 2015	JE00009049	Ravi Maharaj	N/A	Page 1	M.
December 24, 2015	**Not in Production**				
December 31, 2014					
January 8, 2016	JE00002078	Ravi Maharaj	N/A	Page 1	N.
January 14, 2016	**Not in Production**				
January 21, 2016					
January 28, 2016					
February 4, 2016					
February 11, 2016					
February 18, 2016					
February 25, 2016					
March 3, 2016					
March 10, 2016					
March 18, 2016	JE00005902	Nadia Fertile *(Summary email authored by Ravi Maharaj)*	N/A	Page 1	O.
March 25, 2016	**Not in Production**				

April 1, 2016	JE00004901	Ravi Maharaj	N/A	Page 1	P.
April 8, 2016	**Not in Production**				
April 15, 2016					
April 22, 2016					
April 29, 2016					
May 6, 2016					
May 13, 2016	JE00009269	Regional Fairview *(Summary email authored by Ravi Maharaj)*	N/A	Page 1	Q.
May 20, 2016	**Not in Production**				
May 27, 2016	JE00006097	Regional Fairview *(Summary email authored by Ravi Maharaj)*	N/A	Page 1	R.
June 3, 2016	**Not in Production**				
June 10, 2016					
June 17, 2016					
June 24, 2016	JE00004613	Ravi Maharaj	N/A	Page 1	S.
July 1, 2016					
July 8, 2016	JE00005491	Regional Fairview *(Summary email*	N/A	Page 1	T.

		authored by Ravi Maharaj)			
July 15, 2016	**Not in Production**				
July 22, 2016					
July 29, 2016					
August 5, 2016					
August 12, 2016					
August 19, 2016					
August 26, 2016	JE00004646	Ravi Maharaj	N/A	Page 1	U.
September 2, 2016	JE00006123	Regional Fairview *(Summary email authored by Ravi Maharaj)*	N/A	Page 1	V.
September 9, 2016	JE00006141	Regional Fairview *(Summary email authored by Ravi Maharaj)*	N/A	Page 1	W.
September 16, 2016	**Not in Production**				
September 23, 2016					
September 30, 2016					
October 7, 2016					

October 14, 2016 **October 21, 2016**					
October 28, 2016	JE00005568	Regional Fairview *(Summary email authored by Ravi Maharaj)*	N/A	Page 1	X.

Ontario Reminders Emails

Date	Doc ID	Author	Covering Email Date	Pinpoint Citation	Tab
April 25, 2014	JE00008882	Ravi Maharaj	N/A	Page 34	Y.
June 2, 2014	JE00008882	Ravi Maharaj	N/A	Page 33	Y.
June 17, 2014	JE00008882	Ravi Maharaj	N/A	Page 31	Y.
June 23, 2014	**Does not exist in email chain (jumps from June 30, 2014 to June 17, 2014)**				
June 30, 2014	JE00008882	Ravi Maharaj	N/A	Page 28	Y.
July 3, 2014	JE00008882	Ravi Maharaj	N/A	Page 27	Y.
July 4, 2014	JE00008882	Ravi Maharaj	N/A	Page 25	Y.
July 11, 2014	**Does not exist in email chain (jumps from July 31, 2014 to July 4, 2014)**				
July 18, 2014					
July 24, 2014					
July 31, 2014	JE00008882	Ravi Maharaj	N/A	Page 23	Y.
August 8, 2014	JE00008882	Ravi Maharaj	N/A	Page 21	Y.
August 15, 2014	JE00008882	Ravi Maharaj	N/A	Page 19	Y.
August 22, 2014	JE00008882	Ravi Maharaj	N/A	Page 15	Y.
August 29, 2014	JE00008882	Ravi Maharaj	N/A	Page 13	Y.

September 5, 2014	JE00008882	Ravi Maharaj	N/A	Page 10	Y.
September 12, 2014	**Does not exist in email chain (jumps from September 19, 2014 to September 5, 2014)**				
September 19, 2014	JE00008882	Ravi Maharaj	N/A	Page 7	Y.
September 26, 2014	JE00008882	Ravi Maharaj	N/A	Page 4	Y.
October 3, 2014	**Does not exist in email chain (jumps from October 10, 2014 to September 26, 2014)**				
October 10, 2014	JE00008882	Ravi Maharaj	N/A	Page 1	Y.
October 17, 2014	JE00008928	Ravi Maharaj	N/A	Page 1	Z.
October 24, 2014	JE00008940	Ravi Maharaj	N/A	Page 1	AA.
October 31, 2014	JE00009061	Ravi Maharaj	N/A	Page 4	BB.
November 7, 2014	JE00009061	Ravi Maharaj	N/A	Page 1	BB.
November 14, 2014	JE00009073	Ravi Maharaj	N/A	Page 1	CC.
November 21, 2014	JE00009079	Ravi Maharaj	N/A	Page 1	DD.
November 28, 2014	JE00009110	Shaun Shivers *(Summary email authored by Ravi Maharaj)*	N/A	Page 4	EE.
December 12, 2014	JE00009110	Shaun Shivers *(Summary email authored by Ravi Maharaj)*	N/A	Page 1	EE.

The Bi-Weekly Renewal Emails

Date	Doc ID	Author	Covering Email Date	Pinpoint Citation	Tab
June 19, 2014	JE00001550	Ravi Maharaj	N/A	Page 41	FF.
July 3, 2014	JE00001550	Ravi Maharaj	N/A	Page 40	FF.
July 17, 2014	**Does not exist in email chain (jumps from July 3, 2014 to July 31, 2014)**				
July 31, 2014	JE00001550	Ravi Maharaj	N/A	Page 39	FF.
August 14, 2014	JE00001550	Ravi Maharaj	N/A	Page 38	FF.
August 28, 2014	JE00001550	Ravi Maharaj	N/A	Page 36	FF.
September 11, 2014	**Does not exist in email chain (jumps from August 28, 2014 to September 25, 2014)**				
September 25, 2014	JE00001550	Ravi Maharaj	N/A	Page 35	FF.
October 9, 2014	JE00001550	Ravi Maharaj	N/A	Page 33	FF.
October 23, 2014	JE00001550	Ravi Maharaj	N/A	Page 32	FF.
November 6, 2014	JE00001550	Ravi Maharaj	N/A	Page 30	FF.
November 20, 2014	JE00001550	Ravi Maharaj	N/A	Page 29	FF.
December 4, 2014	**Does not exist in email chain (jumps from November 20, 2014 to December 18, 2014)**				
December 18, 2014	JE00001550	Ravi Maharaj	N/A	Page 27	FF.
December 15, 2014	**Does not exist in email chain (holiday)**				

January 15, 2015	JE00001550	Ravi Maharaj	N/A	Page 26	FF.
January 29, 2015	JE00001550	Ravi Maharaj	N/A	Page 25	FF.
February 12, 2015	JE00001550	Ravi Maharaj	N/A	Page 23	FF.
February 26, 2015	JE00001550	Ravi Maharaj	N/A	Page 22	FF.
March 12, 2015	JE00001550	Ravi Maharaj	N/A	Page 21	FF.
March 26, 2015	JE00001550	Ravi Maharaj	N/A	Page 20	FF.
April 9, 2015	JE00001550	Ravi Maharaj	N/A	Page 18	FF.
April 23, 2015	**Does not exist in email chain (jumps from April 9, 2015 to May 7, 2015)**				
May 7, 2015	JE00001550	Ravi Maharaj	N/A	Page 17	FF.
May 21, 2015	JE00001550	Ravi Maharaj	N/A	Page 16	FF.
June 4, 2015	JE00001550	Ravi Maharaj	N/A	Page 14	FF.
June 18, 2015	JE00001550	Ravi Maharaj	N/A	Page 12	FF.
July 2, 2015	JE00001550	Ravi Maharaj	N/A	Page 11	FF.
July 16, 2015	JE00001550	Ravi Maharaj	N/A	Page 10	FF.
July 30, 2015	JE00001550	Ravi Maharaj (*Summary email authored by Henna Baig*)	N/A	Page 9	FF.
August 14, 2018	**Does not exist in email chain (jumps from July 30, 2015 to August 28, 2015)**				

August 28, 2015	JE00001550	Ravi Maharaj	N/A	Page 7	FF.
September 11, 2015	JE00001550	Ravi Maharaj (*Summary email authored by Henna Baig*)	N/A	Page 5	FF.
September 24, 2015	JE00001550	Ravi Maharaj	N/A	Page 4	FF.
October 8, 2015	**Does not exist in email chain (jumps from September 24, 2015 to October 22, 2015)**				
October 22, 2015	JE00001550	Ravi Maharaj	N/A	Page 2	FF.

The Ontario RAVIEW

Hi Team,

Please keep the following items in mind during your daily activities.

IC Coachable

- Please ensure ICs are reminded of the proper FPRC Coding. This will assist with minimizing errors and ensuring valid deals are processed on time; without issue.
    - Format = LETTER – LETTER – 8 DIGITS.
    - CF12345678
    - BN12345678
    - TR12345678

- Please motivate and encourage ICs to utilize the Portal. This will greatly increase conversion rates by minimizing the data entry errors that occur on paper.

- Please remember to instill in your ICs the importance of carrying themselves in a professional manner while working on behalf of Just Energy while on duty; and also when on Social Media.

- Please ensure ICs are not signing up CXs that are moving. These deals will not be processed.

- Please remind ICs the importance of entering the CX address properly. This is the address that is forwarded to the Install Technician. A wrong address may result in a missed install; which could jeopardize deals. Let's be great at the things we are capable of controlling.

Smart Stat

- When an IC comes across customers that already have a thermostat in place, but still sign up for the JECP; please forward the particulars of these deals to myself so we can accurately code the customers and avoid unnecessary installs (since a thermostat is already in place and no install is required).

- Here's a list of the most common incompatibility reasons; please ensure ICs are aware that deals associated to these items will not able to be installed.
    - wall furnaces
    - millivolt boilers
    - most "fan centers"
    - millivolt furnaces

- baseboard heating
- floor heating
- solar panels
- <18ga wiring
- Infinity systems
- electric baseboard heating only
- Any oil heating apparatus

Road Trips

- Please ensure to advise if Road Trips are cancelled. This will ensure Install Technicians who were previously allocated to that area are returned to regions where they can more efficiently attend to new installs.

Admins and Recruiters

- Please remember when new forms are released (Disclosure, or Price Comparison, Contracts) ICs should destroy all old forms immediately. Deals completed on this paper after the date will not be processed.

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- Please ensure to review all paper contracts for data entry errors prior to submitting them. This double check will ensure affected deals are revised, and will minimize any processing issues.

- Please ensure the provide the following specific details when requesting PC Forms and/or Contracts:

    a. Residential/Non-Residential
    b. Product
    c. Price
    d. Green
    e. Utility Zone (Gas only)

Call Center

- Please ensure that "test calls" for new IC's called into the Call Center should be completed prior to 11AM. This way it will not affect the business volume; and the test call can be handled by a senior call center rep who can allocate time to provide New Hires with an enhanced training experience. Completing these types of calls later in the day will tie up valuable resources that could be better utilized on actual deals. Lastly, when booking an install during these test call; please book a date at least a week or two

ahead. This will ensure the install is able to be retracted; and avoid having the Install Technicians attending the location in error. This will also endure they are free for actual deal installs; which will benefit all of us. Your attention to this matter will be greatly appreciated.

- When completing Test Calls; please ensure to use the following info:
    - **First Name: Testzzz Last Name: Testzzz**

  This will cause the enrollment to get logged accurately as a "test call"; and more importantly not affect our conversion ratio, essentially not compromising our bottom line. Your attention to this specific request will be greatly appreciated.

- Independent Contractors (ICs) should at no time be involved in "helping" potential customers complete the portal enrollment process. Failure to adhere to this specific directive will result in the immediate termination of the IC; as well as significant fines to the associated Regional. Please take the time to reinforce this with your teams.

iPads

- When setting up an IC for an iPad; please create a New Record for each New IC. You should never rename an Exiting IC to another Name /IC Number. This is not a safe practice because all deals that have been completed by the previous user will fall under the new user.

- Please remember to connect users to an office.

Incentive Trip

- Please ensure to speak with your Independent Contractors who are qualifying for the Annual Incentive Trips. Specifically, an Independent Contractor with a Poor Compliance Record could potentially compromise Trip Eligibility.

- Please remember to issue your JE Nation Points to your ICs. This is a great tool to motivate and reinforce positive actions.

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Thank you in advance.

3597

Your Friendly Neighborhood RSM

The Ontario RAVIEW

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    - millivolt furnaces
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- Any oil heating apparatus

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- As discussed currently with iOS7 (available on iPad 2+ and iPhone 4+ devices) there is no way to remove an Apple ID and password from a device without having that password. Even wiping the device does not remove the password requirement. When we receive a device back from an IC we need to ensure they remove their Apple ID prior to returning the device.

Incentive Trip

3601

- Please ensure to speak with your Independent Contractors who are qualifying for the Annual Incentive Trips. Specifically, an Independent Contractor with a Poor Compliance Record could potentially compromise Trip Eligibility.

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Your Friendly Neighborhood RSM

The Ontario RAVIEW

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- Please ensure ICs are aware of "No Solicitation" Doors, and keep them top of mind while preparing there Street Sheets / iPad Mapping. Avoiding these CXs are paramount to reducing possible complaints.

Smart Stat

- When an IC comes across customers that already have an NHS Stand Alone Ecobee Smart Stat in place, but still sign up for JECP; please forward the particulars of these deals to myself so we can accurately code the customers and avoid unnecessary installs (since a thermostat is already in place and no install is required).

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3603

- wall furnaces
- millivolt boilers
- most "fan centers"
- millivolt furnaces
- baseboard heating
- floor heating
- solar panels
- <18ga wiring
- Infinity systems
- electric baseboard heating only
- Any oil heating apparatus

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3605

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Thank you in advance.

Commit to the Expectation.

Plan your Work; then Work your Plan.

Your Friendly Neighborhood RSM

The Ontario Raview

3606

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IC Coachable

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- Please remind ICs the importance of entering the CX address properly. This is the address that is forwarded to the Install Technician. A wrong address may result in a missed install; which could jeopardize deals. Let's be great at the things we are capable of controlling.

- Please ensure ICs are aware of "No Solicitation" Doors, and keep them top of mind while preparing there Street Sheets / iPad Mapping. Avoiding these CXs are paramount to reducing possible complaints.

Smart Stat

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    - solar panels
    - Infinity systems
    - Any oil heating apparatus
    - millivolt boilers
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    - electric baseboard heating only

3607

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  - ✓ Residential/Non-Residential
  - ✓ Product
  - ✓ Price
  - ✓ Green
  - ✓ Utility Zone (Gas only)

Call Center

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3608

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The Ontario Raview

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IC Coachable - Commit to the Expectation.

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Format = LETTER – LETTER – 8 DIGITS.
CF12345678
BN12345678
TR12345678

Please motivate and encourage ICs to utilize the Portal. This will greatly increase conversion rates by minimizing the data entry errors that occur on paper.

Please remind ICs of the following very important points of interest:

IC Cell Phone use – prohibited.
No Solicitation List – [redacted] from soliciting to consumers on the lists.
Permits – permits must be obtained where required.
Solicitation Hours – municipal solicitation hours are to be adhered to.
Rude/Unprofessional Behavior – this has to stop.

Please remember to instill in your ICs the importance of carrying themselves in a professional manner while working on behalf of Just Energy while on duty; and especially when on Social Media.

Please ensure ICs are not signing up CXs that are moving. These deals will not be processed.

For all emergency situations; please direct the CX to call **1 866 587 8674**. Calling this number will ensure there is troubleshooting if it is a simple problem, and proper scheduling of a service call for escalated issues. This will ensure the CX emergency issue is handled in a timely manner; 24/7 365.

Please remind ICs the importance of entering the CX address properly. This is the address that is forwarded to the Install Technician. A wrong address may result in a missed install; which could jeopardize deals. Let's [redacted].

[redacted] preparing there Street Sheets / iPad Mapping. Avoiding these CXs are paramount to reducing possible complaints.

3610

The Ontario Raview

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Road Trips – [redacted]

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Please ensure to review all paper contracts for data entry errors prior to submitting them; especially the validating information. This double check will ensure affected deals are revised, and will minimize any processing issues / cancelations.

The Ontario Raview

Please utilize the Issue Tracker via the Extranet to upload request to the appropriate channels. Following this process is vital to ensuring items are handled in a sequential, timely, and efficient manner.

Please ensure the provide the following specific details when requesting PC Forms and/or Contracts:

- Residential/Non-Residential
- Product
- Price
- Green
- Utility Zone (Gas only)

Call Center

[redacted] it will not affect the business volume; and the test call can be handled by a senior call center rep who can allocate time to provide New Hires with an enhanced training experience. Completing these types of calls later in the day will tie up valuable resources that could be better utilized on actual deals.

When completing Test Calls on the iPad; please ensure to use the following info:

First Name: Testzzz **Last Name:** Testzzz

Independent Contractors (ICs) should at no time [redacted] complete the portal enrollment process. Failure to adhere to this specific directive will result in the immediate termination of the IC; as well as significant fines to the associated Regional. Please take the time to reinforce this with your teams.

iPads

When setting up an IC for an iPad; please create a New Record for each New IC. You should never rename an Exiting IC to another Name /IC Number. This is not a safe practice because all deals that have been completed by the previous user will fall under the new user.

Please remember to connect users to an office.

Please be advised that with iOS7 (available on iPad 2+ and iPhone 4+ devices) there is no way to remove an Apple ID and password from a device without having that password. Even wiping the device does not remove the password requirement. When we receive a device back from an IC we need to ensure they remove their Apple ID prior to returning the device.

3612

The Ontario Raview

Incentive Trip – "Why Do We Play? We Play, To Win, [redacted]"

Please ensure to speak with your Independent Contractors who are qualifying for the Annual Incentive Trips. Specifically, an Independent Contractor with a Poor Compliance Record could potentially compromise Trip Eligibility.

Please remember to issue at least 80% of your JE Nation Points to your ICs, per month. This is a great tool to motivate and reinforce positive actions.

If there are any concerns with any items on this list please do not hesitate to speak with me directly. Lastly, if there are any items would like to see added; please forward accordingly.

Your attention to detail and commitment to these items will only ensure Ontario continues to excel at what we do!

Thank you in advance.

Your Friendly Neighborhood RSM

To: Ryan Parnell[rparnell@justenergy.com]; Kyle Gillespie[kgillespie@justenergy.com]; Shaun Shivers[sshivers@justenergy.com]; Jeff Paulino[jpaulino@justenergy.com]
From: Ravi Maharaj
Sent: Thur 25/06/2015 12:39:58 PM
Importance: Normal
Subject: FW: Ontario Conference Call Summary
MAIL_RECEIVED: Thur 25/06/2015 12:40:03 PM
Dominican Republic Incentive Contests - June 1-28, 2015.msg
MEMO_ New Contracts (JECP, MVC MPP, MVC PPP) Effective July 1st, 2015.msg
58472_JECP_brochure_V9_JUN_11_15_v1.pdf
Pearson MacDonald Iron Clad Rules.msg
DKC PanAm Memo.pdf
Referral Bonus Program .msg
Crew Development Program.msg
Head Office Closure.msg
Just Energy Ontario Welcome Call Script (Highlighted).pdf

FYI 4 FYI sake…

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, June 25, 2015 1:37 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike); Valerie Green; Nadia Fertile; Indranie Persaud; Recruiter Toronto
Cc: Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Gord Potter; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: "CLEAN YOUR EARS" & Attitude.

- Repetition is the key to success!

•□□□□□□□ The 4 Tex Commandments:

- Drive Sales
- Compliance Culture
- Succession Planning
- Recruiting

•□□□□□□□ June Incentives!!!!! (see attached)

- IC Bonus Pay Tiers
- Crew Coordinator Over Rides 2X
- RD Over Ride Pay Tiers
- $5000 Bonus
- RSM Incentive "Make Me An Offer"

•□□□□□□□ 2X Trip Points Week!!!

•□□□□□□□ London Article: FYI http://www.lfpress.com/2015/06/24/never-sign-an-energy-contract-at-your-door-get-three-quotes

•□□□□□□□ June 1st, 2015 = OEB Refresh Training Completed:

•□□□□□□ Are there any ICs that have not completed this process?

•□□□□□□ RSO OEB Audits over the next few weeks.

•□□□□□□ Adding Admins / Recruiters to this email. Please advise if you would like anyone to be added to assist with some of the Admin items.

•□□□□□□ JE Nation Points: please use by the end of the month!

•□□□□□□ MEMO: New MVC Script (see attached / confirms email)

i. **Commercial Information:**

I. What is the account holder's na
II. What is the position of the per
III. Can you please provide me wit
IV. And the customer's phone num
V. And their billing address includ
VI. Is the service address the sam
If Yes: Proceed to the ne
If No: What is the service ac
VII. And their email address is?
VIII. Just to confirm the correct s
IX. **If multiple:** Loop through q
second location"

- □□□□□□□ MEMO: JECP Brochure (see attached)

- □□□□□□□ MEMO: New Contracts (JECP, MVC MPP, MVC PPP) (see attached)

- □□□□□□□ MEMO: Referral Bonus and Crew Coordinator Program (see attached)

- □□□□□□□ MEMO: Head Office Closure (see attached)

- □□□□□□□ MEMO: Pearson MacDonald Iron Clad Rules / Pan Am Games (see attached)

- □□□□□□□ July 1st changes; please ensure your teams are in areas to facilitate the paper change.

  - JECP Contract
  - MVC MPP Contract
  - MVC PPP Contract
  - Gas PC Forms
  - Power Disclosure Statements
  - JECP Brochure

- □□□□□□□ New iPad Form: coming soon.

•□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Installed SS Last Week (as a Region): 257 INSTALLS!

•□□□□□□□ Upcoming June Events: ~~Permit Data Base TRN~~ / New iPad App TRN / ~~Annual OEB Refresher Testing~~ / OEB Office Audits

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 41
- Viking: 11
- Oshawa: 25
- Fairview: 28
- Toronto: (no updates)

Older but relevant and reoccurring items:

•□□□□□□□ Summer Student Incentive Program!

- The Permit Tracker.

- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx

- Distribution List (CC me on everything):

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

3. Any Install Related issues please send to: JE SmartStat Coordinators Coordinators@justenergy.com

4. For any portal related issues such as: pre-data records (errors and checks), welcome emails issues, and customer enrollments: application_support@justenergy.com

5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Attendance:

Kevin (field)

Mithra (interviews)

Gintaras

Dan G

DQ

Joel S

Finlay

Simon

Brian

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, June 18, 2015 1:27 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike); Valerie Green; Nadia Fertile; Indranie Persaud; Recruiter Toronto
Cc: Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Gord Potter; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: "Show Me The Money!!!".

- Repetition is the key to success!

•□□□□□□□ The 4 Tex Commandments:

- Drive Sales
- Compliance Culture
- Succession Planning
- Recruiting

•□□□□□□□ June Incentives!!!!! (see attached)

- IC Bonus Pay Tiers
- Crew Coordinator Over Rides 2X
- RD Over Ride Pay Tiers
- $5000 Bonus
- RSM Incentive "Make Me An Offer"

- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx

•□□□□□□□ June 1st, 2015 = OEB Refresh Training Completed:

•□□□□□□□ Are there any ICs that have not completed this process?

•□□□□□□□ RSO OEB Audits over the next few weeks.

•□□□□□□□ Adding Admins / Recruiters to this email. Please advise if you would like anyone to be added to assist with some of the Admin items.

•□□□□□□□ MEMO: JECP Brochure (see attached for new brochure PDF).

•□□□□□□□ MEMO: New Power Disclosure Forms (see attached for new brochure PDF).

•□□□□□□□ MEMO: Void Cheqs and ICAs (see attached).

•□□□□□□□ MEMO: Recruiting Policy Reminder (see attached)

•□□□□□□□ MEMO: Utility Account Format List (see attached)

•□□□□□□□ Dominican Trip: FYI you DO need passports to enter that country now (see attached)

•□□□□□□□ Brockville D2D Permits: http://www.recorder.ca/2015/06/12/brockville-may-target-pushy-salespeople

•□□□□□□□ July 1st changes; please ensure your teams are in areas to facilitate the paper change.

- JECP Contract
- MVC MPP Contract
- MVC PPP Contract
- Gas PC Forms
- Power Disclosure Statements
- JECP Brochure

•□□□□□□□ New iPad Form: coming soon.

•□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Installed SS Last Week (as a Region): 233 INSTALLS!

- The Permit Tracker: A revised Permit Hand Book and 4 Week Tracker.

•□□□□□□□ Upcoming June Events: ~~Permit Data Base TRN~~ / New iPad App TRN / ~~Annual OEB Refresher Testing~~ / OEB Office Audits

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 40
- Viking: 15 (not updated)
- Oshawa: 24
- Fairview: 28
- Toronto: (no updates)

Older but relevant and reoccurring items:

•□□□□□□ Summer Student Incentive Program!

- Distribution List (CC me on everything):

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

3. Any Install Related issues please send to: JE SmartStat Coordinators Coordinators@justenergy.com

4. For any portal related issues such as: pre-data records (errors and checks), welcome emails issues, and customer enrollments: application_support@justenergy.com

5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Attendance:

Brian (excused)

Simon

Dan G

DQ

Gintaras

Joel S

Kambiz

Dan C

Finlay

Mithra (interviews)

Kevin (interviews)

Humera

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, June 11, 2015 4:13 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike); Valerie Green; Regional (Dennis)
Cc: Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Nola Ruzycki; Frances Murray; Gord Potter; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: "JUNE JUICE!!!".

- Repetition is the key to success!

•□□□□□□ The 4 Tex Commandments:

- Drive Sales
- Compliance Culture
- Succession Planning
- Recruiting

•□□□□□□□ Guest Speaker: "The Piazza Man" Dennis Piazza (2X Office of the Year Winner, Recruiting Tips)

•□□□□□□□ June Incentives!!!!! (more info to follow on Monday)

- IC Pay
- Crew Coordinator Pay
- RD pay
- $5000 Bonus
- RSM Incentive "Make Me An Offer"

- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx

•□□□□□□□ June 1st, 2015 = OEB Refresh Training Completed; Regional Office Audits over the next 2 weeks.

•□□□□□□□ Adding Admins / Recruiters to this email. Please advise if you would like anyone to be added to assist with some of the Admin items.

•□□□□□□□ New iPad Form: coming soon.

•□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Installed SS Last Week (as a Region): 276 INSTALLS!

- The Permit Tracker: A revised Permit Hand Book and 4 Week Tracker.

•□□□□□□□ Upcoming June Events: ~~Permit Data Base TRN~~ / New iPad App TRN / ~~Annual OEB Refresher Testing~~

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 37
- Viking: 15
- Oshawa: 24
- Fairview: 26
- Toronto: (no updates)

•□□□□□□□ Please remember to Maintain Compliance. This is not a fad, but a cultural change. Please do not become a statistic.

Older but relevant and reoccurring items:

•□□□□□□□ Summer Student Incentive Program!

- Distribution List (CC me on everything):

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

3. Any Install Related issues please send to: JE SmartStat Coordinators Coordinators@justenergy.com

4. For any portal related issues such as: pre-data records (errors and checks), welcome emails issues, and customer enrollments: application_support@justenergy.com

5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Attendance:

Kevin (in field)

Mithra (interviews)

Joel S

Gintaras

Dan G

Dan Q

Brian

Dan C

Finlay

Daniel O

Simon

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, June 04, 2015 1:51 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Nola Ruzycki; Frances Murray; Gord Potter; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: "Business as usual".

- Repetition is the key to success!

•□□□□□□□ Jody Kelly Ontario Tour NEXT WEEK.

- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx

- Guest Speaker: Megan Taylor (June Initiatives) (see attached).

- https://vimeo.com/127944497 (Dominican Republic Trip Video)

- SITEL CSRs: please ensure to maintain professionalism when speaking to CSRs.

- Binder Checks & iPad Photo Checks. Does it have the Binder Approved Sticker? Is it an appropriate picture?

•□□□□□□□ June 1st, 2015 = OEB Refresh Training.

•□□□□□□□ New iPad Form: coming soon.

•□□□□□□□ New Home (No Power = No Call): please stop using dummy account numbers (00000000 / 7777777) as there is no acceptable scenario for using a dummy account number in Ontario. All New Home deals should have the GAS account number submitted as **blank**, otherwise a valid account number must be populated. There is no New Home scenario for Ontario ELE, so there is no acceptable scenario for ICs to submit any Ontario ELE deal with a blank or dummy account number.

•□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□□ New Commissions Example (attached) reflects $750 Referral Bonus; and has also been updated on the Extranet.

•□□□□□□□ iPad Contingencies; do you even carry paper 'bro?

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Installed SS Last Week (as a Region): 208 INSTALLS!

- The Permit Tracker: A revised Permit Hand Book and 4 Week Tracker.

•□□□□□□□ Upcoming June Events: Permit Data Base TRN / New iPad App TRN / Annual OEB Refresher Testing

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 33
- Viking: 14
- Oshawa: 22
- Fairview: 24
- Toronto: (no updates)

•□□□□□□□ 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
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

Older but relevant and reoccurring items:

•□□□□□□□ Summer Student Incentive Program!

- Distribution List (CC me on everything):

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

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5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

If there are any follow ups to these items please feel free to contact me directly.

3634

Look forward to speaking to you all next week!

Attendance:

Fin (excused)

Mithra (excused)

Kam

Joel S

Dan G

Kevin

Daniel O

Simon G

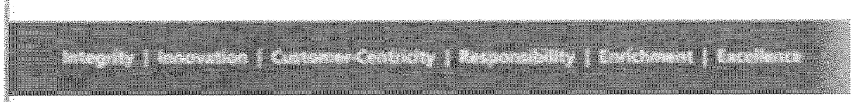
Humera

Gintaras

just energ

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



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, May 28, 2015 2:02 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Nola Ruzycki; Frances Murray; Gord Potter; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: "The Only Thing Constant Is Change".

- Repetition is the key to success!

- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx

- Just Energy: Vision for the Future (long and short videos attached).

- JE Nation Points; please use before the end of the month.

- Guest Speaker: Megan Taylor (MEMO to be sent out with all exciting info on secret JUNE incentives)

- https://vimeo.com/127944497 (Dominican Republic Trip Video)

- Binder Checks & iPad Photo Checks. Does it have the Binder Approved Sticker? Is it an appropriate picture?

- Grinds My Gears: "I have no idea where to send this email" emails.

- Account Numbers: Hydro One. For this utility they need to give the account number-point of delivery number which is found a little further down on the customer's bill.

- Please DO NOT work on any Native Reservation Lands.

•□□□□□□ June 1st, 2015 = New iPad App and OEB Refresh Training.

•□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□ iPad Contingencies; do you even carry paper 'bro?

•□□□□□□□ Ontario Company production = No Data This Week ☺

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Installed SS Last Week (as a Region): 230 INSTALLS!

- The Permit Tracker: A revised Permit Hand Book and 4 Week Tracker.

•□□□□□□□ Upcoming June Events: Permit Data Base TRN / New iPad App TRN / Annual OEB Refresher Testing

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 31
- Viking: 14
- Oshawa: 20
- Fairview: 25
- Toronto: (no updates)
- Dundas: (no updates)

•□□□□□□□ 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
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

Older but relevant and reoccurring items:

•□□□□□□□ Summer Student Incentive Program!

- Distribution List (CC me on everything):

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

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5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Attendance:

Gintaras

Dan G

Dan C

Brian M

Mithra (excused)

Joel S

Finlay

Kevin

Daniel O

3640

Simon

Mike Wiggan

Kambiz

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

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, May 21, 2015 3:42 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Sabrina Hubley; Jennifer Johnston; Ryan Parnell; Nola Ruzycki; Frances Murray; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: "Man's mind, once stretched by a new idea, never regains its original dimensions" Oliver Wendall Holmes Jr.

- Repetition is the key to success!

•□□□□□□ Guest Speaker: Richard Teixeira (Class Action FAQ).

- The Just Energy Story Video (see attached).

•□□□□□□ Excessive Install Cancelations Last Week (Follow Up Clean Up from January).

•□□□□□□ IC calling back SITEL for information; please use your VM email (see attached).

•□□□□□□ Sales and Install Forecasting: VM and Install Teams; please remember to send emails of your plans as soon as you can.

•□□□□□□ Goal Setting 101 (see attached).

•□□□□□□ June 1st, 2015 = New iPad App and OEB Refresh Training.

•□□□□□□ Install Booking; try to restate any UNIT #s.

•□□□□□□□ Installers DO NOT assist with JECP Portal Reaffirmations.

•□□□□□□□ JE Nation Clothing Purchased will be shipped to the Regional Office of the IC.

•□□□□□□□ New Power Stream Account Number; please DO NOT add to IC Binders, this should ONLY be used as the office level to illustrate the change. This is NOT a binder approved item.

•□□□□□□□ MVC Portal Reaffs (last 3 weeks): 108!!! Reminder of IC Portal participation = 0 Tolerance.

•□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□□ Crew Coordinator Development Program.

•□□□□□□□ iPad Contingencies; do you even carry paper 'bro?

•□□□□□□□ Ontario Company production = No Data This Week ☺

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Installed SS Last Week (as a Region): 246 INSTALLS!

- The Permit Tracker: A revised Permit Hand Book and 4 Week Tracker (see attached).

•□□□□□□□ Upcoming June Events: Permit Data Base TRN / New iPad App TRN / Annual OEB Refresher Testing

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 34
- Viking: 13
- Oshawa: 18
- Fairview: 23
- Toronto: 6 (no updates)
- Dundas: 8 (no updates)

•□□□□□□□ 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
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

Older but relevant and reoccurring items:

•□□□□□□ Summer Student Incentive Program!

•□□□□□□ Dominican Trip Points; please ensure this is posted as a visual for your ICs.

- Distribution List (CC me on everything):

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

3. Any Install Related issues please send to: JE SmartStat Coordinators Coordinators@justenergy.com

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5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63

- Most Office Deals / Week: 486

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!

Attendance:

Gintaras

Dan G

Dan C

Kambiz

Brain

Mithra

Finlay

Joel S

Daniel O

Simon

Mike

Humera

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, May 14, 2015 1:50 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Sabrina Hubley; Jennifer Johnston; Ryan Parnell; Ravi Maharaj; Nola Ruzycki; Frances Murray
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: 0 to 100 Real Quick!

https://www.youtube.com/watch?v=cb9GCzgHjR0

•□□□□□□ Repetition is the key to success!

•□□□□□□ Succession Plans; plan your work and work your plan.

•□□□□□□□ MVC Portal Reaffs (last 2 weeks): 78!!! "portal contract exist" payroll problematic & reminder of IC Portal participation = 0 Tolerance.

•□□□□□□□ CCR Reporting Issues (see attached).

•□□□□□□□ DNC / DNS List; iPad Marketing Opt Out (see attached).

•□□□□□□□ JE Nation Pre-Paid Credit Cards (see attached).

•□□□□□□□ Head Office Closed Monday May 18th, 2015 (see attached).

•□□□□□□□ Great D2D Article:
http://www.forbes.com/sites/forbesleadershipforum/2015/04/14/selling-as-the-first-step-to-billions/

•□□□□□□□ New Home: stop using dummy account numbers (00000000 / 7777777). Just to clarify, there is no acceptable scenario for using a dummy account number in Ontario. All New Home deals should have the GAS account number submitted as **blank**, otherwise a valid account number must be populated. There is no New Home scenario for Ontario ELE, so there is no acceptable scenario for ICs to submit any Ontario ELE deal with a blank or dummy account number.

•□□□□□□□ QOTD: "I choose a lazy person to do a hard job; because a lazy person will find an easy way to do it" Bill Gates

•□□□□□□□ Posters! (see attached)

•□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE! (see attached).

•□□□□□□□ Crew Coordinator Development Program.

•□□□□□□□ May 8th Contracts (JECP, MVC PPP, MVC MPP) with updated Supply Mix.

•□□□□□□□ Power Stream changes; updated Utilities Account Format (see attached). POWERSTREAM (HV) utility will be changing account number format from 12 digits to 20 digits with no spaces effective May 25th, 2015. Grace period of 1-2 Months to adjust as well.

•□□□□□□□ JE Nation Taxable (see attached).

•□□□□□□□ Free Office Stuff!!! (see attached). Please reach out to Beverly in Sales Support.

•□□□□□□□ New JECP Script Revisions: 4D and 4F. These changes will be LIVE TMRW!

d. Was the representative polite and professional?
  i. **If Yes:** Proceed
  ii. **If No:** I'm sorry to hear that. In order to proceed v
  customer service department at 1-888-587-8674. T
  the representative? (Inform the sales rep that the c

f. Although the JECP program provides you with the opport
17%, please note that Just Energy does not guarantee s

•□□□□□□□ iPad Contingencies; do you even carry paper 'bro?

•□□□□□□□ Ontario Company production = 17%

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Installed SS Last Week (as a Region): 230 INSTALLS!

- The Permit Tracker: A revised Permit Hand Book and 4 Week Tracker (see attached).

•□□□□□□□ Upcoming June Events: Permit Data Base TRN / New iPad App TRN / Annual OEB Refresher Testing

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers. (no updates this week)

- Kitchi Resi: 34
- Viking: 12
- Oshawa: 16
- Fairview: 30

- Toronto: 6
- Dundas: 8

•□□□□□□□ 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
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

Older but relevant and reoccurring items:

•□□□□□□□ Summer Student Incentive Program!

•□□□□□□□ Dominican Trip Points; please ensure this is posted as a visual for your ICs.

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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

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Coordinators@justenergy.com

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5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Attendance:

Gintaras

Dan G

Dan C

Kambiz

Brain

Finlay

Joel S

Kevin

Dan ORR

Simon

Jahan

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, May 07, 2015 2:50 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Sabrina Hubley; Jennifer Johnston; Ryan Parnell; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

•□□□□□□□ Repetition is the key to success!

•□□□□□□□ Jen Johnson – Permits 101 / Office Visit Demos / 4 Week Forecast FAQ

•□□□□□□□ Victoria Day: Installs; please email Anthony, JE Coordinators, and Vendor Management Teams your plans.

•□□□□□□□ Top Crew Coordinators!!!

•□□□□□□□ Incomplete Advance Forms (see attached).

•□□□□□□□ Badge Request process (see attached).

•□□□□□□□ JE Nation (see attached).

•□□□□□□□ JECP Welcome Call Script (see attached).

•□□□□□□□ iPad Contingencies; do you even carry paper 'bro?

•□□□□□□□ Joel Stewart: LIVE Energy and Recruiting Feedback.

•□□□□□□□ Dominican Trip Points; where is it listed and whose close?

•□□□□□□□ Ontario Company production = 17%

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Installed SS Last Week (as a Region): 190 INSTALLS!

- The PERMIT TRACKER (click on link). This is a cultural change. What is your 4 week plan. What is your contingency plan? WHAT IS YOUR PLAN?

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 34
- Viking: 12
- Oshawa: 16 (no update)
- Fairview: 30
- Toronto: 6
- Dundas: 8

•□□□□□□□ 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
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- Role Play
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- Send Off
- Talk to New ICs (Bonus Key)

Older but relevant and reoccurring items:

•□□□□□□ Summer Student Incentive Program!

- Distribution List (CC me on everything):

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•□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Attendance:

Brian (excused)

Gintaras

Dan G

Kambiz

Mithra

Joel Stewart

Kevin St. Amant

Simon

Mike W

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, April 30, 2015 1:51 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Sabrina Hubley; Jennifer Johnston; Ryan Parnell; Ravi Maharaj
Subject: Ontario Conference Call Summary
Importance: High

Hey Guys,

Please see below for a summary of today's call:

•□□□□□□ Repetition is the key to success!

•□□□□□□ Gintaras – The OEB populates the Global Adjustment on the PC Forms.

•□□□□□□ The valuation of the Smart Stat has changed to $295 – brochures, contracts, CS script, ect.

•□□□□□□□ May 1st changes on deck.

▪• New JECP Brochure. we do not offer Home Efficiency Assessment anymore, we do not mention Increased Home Efficiency, we have added the free month info if they go online and sign up on portal, 24% reduction in energy consumption changed to 17%, customer data base updated from 1.8 million to say close to 2 million.

▪• New Supply Mix.

▪• New Contracts

▪• New Power PC Forms

▪• SAME Gas PC Forms

•□□□□□□□ JE Nation Commissions (see attached).

•□□□□□□□ NEW Bradford Permits:

http://www.bradfordtimes.ca/2015/04/29/door-to-door-sales-now-regulated-in-bradford-west-gwillimbury

•□□□□□□□ Top Crew Coordinators!!!

•□□□□□□□ Regional Distributor professionalism.

•□□□□□□□ Hitting wrong prompts on IVR; delays to change script.

•□□□□□□□ iPad Contingencies; do you even carry paper 'bro?

•□□□□□□□ Dominican Trip Points; where is it listed and whose close?

•□□□□□□□ Ontario Company production = No Data This Week

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Installed SS Last Week (as a Region): 165 INSTALLS!

- The PERMIT TRACKER (click on link). This is a cultural change. What is your 4 week plan. What is your contingency plan? WHAT IS YOUR PLAN?

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers. (no updates this week)

- Kitchi Resi: 31
- Viking: 11
- Oshawa: 16
- Fairview: 20
- Toronto: 8
- Dundas: 6

•□□□□□□□ 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
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

Older but relevant and reoccurring items:

•□□□□□□ Summer Student Incentive Program!

•□□□□□□ Weekly Badging Goals; please add to Sales Numbers email on Sunday night (example):

- This Weeks Goal: 10
- # of Badges: 11
- Goal Hit: Yes!
- Next Week's Goal: 10

- Distribution List (CC me on everything):

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

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•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Attendance:

Kam (excused)

Dan G

Dan C

Brian M

Joel S

Finlay

Daniel ORR

Simon

Mike Wiggan

Jahan

Gintaras

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, April 16, 2015 1:49 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ryan Parnell; Sabrina Hubley; Jennifer Johnston; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: "focus on the fingers".

- □□□□□□□ Repetition is the key to success!
- □□□□□□□ 2X Points Week!
- □□□□□□□ New JECP Office Record: 486 (+30)
- □□□□□□□ iPad Contingencies; do you even carry paper 'bro?
- □□□□□□□ ON Sales Penetration (see attached).
- □□□□□□□ Trip Deductions
- □□□□□□□ Ireland and Scotland; plan your work and work you plan "whose running your ship?".
- □□□□□□□ Dominican Trip Points; where is it listed and whose close?
- □□□□□□□ Ontario Company production = 24% (up 8%)

•□□□□□□□ April 1st paper work changes: May 1st changes on deck.

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Installed SS Last Week (as a Region): 323 INSTALLS!

•□□□□□□□ The Referral Bonus Program has been extended until **May 1st**.

- The PERMIT TRACKER (click on link). This is a cultural change. What is your 4 week plan. What is your contingency plan? WHAT IS YOUR PLAN?

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

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•□□□□□□□ 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
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

Older but relevant and reoccurring items:

•□□□□□□□ Summer Student Incentive Program!

•□□□□□□□ Weekly Badging Goals; please add to Sales Numbers email on Sunday night (example):

- This Weeks Goal: 10
- # of Badges: 11
- Goal Hit: Yes!
- Next Week's Goal: 10

- Distribution List (CC me on everything):

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•□□□□□□□ JECP Goals (current records):

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- Most Office Deals / Week: 486

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Gintaras

Dan G

Kam

Brain M

Joel S

Fin

Kevin

Daniel Orr

Mithra

Simon

Humera

Mike

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, April 09, 2015 1:38 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ryan Parnell; Sabrina Hubley; Jennifer Johnston; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

•□□□□□□□ Repetition is the key to success!

•□□□□□□□ Daily Planning / Territory Mapping / AM Managers Meeting examples

•□□□□□□□ Working without a Badge? (see attached) (Rosie)

•□□□□□□□ Trip Behavioral Guidelines (see attached).

•□□□□□□□ Trip Deductions (see attached).

•□□□□□□□ Ireland and Scotland; plan your work and work you plan "whose running your ship?"

•□□□□□□□ Top Crew Coordinators! (see attached)…

•□□□□□□□ Dominican Trip Points; where is it listed and whose close?

•□□□□□□□ Weekly Badging Goals; please add to Sales Numbers email on Sunday night (example):

- This Weeks Goal: 10
- # of Badges: 11
- Goal Hit: Yes!

- Next Week's Goal: 10

•□□□□□□□ 2 Week Competition; Most Badges = $1000. Don't be the guy at the bottom of the list. Congrats to Kitchi Resi!

•□□□□□□□ Ontario Company production = 16% (up 0.1%)

•□□□□□□□ Passports and Expiration Dates! (see attached)

•□□□□□□□ MVC Multi Accounts: Schedule A (see attached).

•□□□□□□□ Critical Control: New Name!

•□□□□□□□ JECP Welcome Call Script Revisions (CCR). PLEASE SEND YOUR THOUGHTS!

•□□□□□□□ April 1st paper work changes: May 1st changes on deck.

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Installed SS Last Week (as a Region): 232 INSTALLS!

•□□□□□□□ The Referral Bonus Program has been extended until **May 1st**.

- 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.

•□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers (no new numbers this week).

- Kitchi Resi: 27
- Viking: 10
- Oshawa: 17
- Fairview: 22
- Toronto: 9
- Dundas: 5

•□□□□□□ 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
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

Older but relevant and reoccurring items:

•□□□□□□□ Summer Student Incentive Program!

- Distribution List (CC me on everything):

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

3. Any Install Related issues please send to: JE SmartStat Coordinators Coordinators@justenergy.com

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5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 456

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!

Attendance:

DQ (excused)

Kevin (in field)

Brain

Gintaras

Kam

Dan G

Dainel ORR

Joel S

Dan C

Finlay

Simon

Mike W

Humera

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, April 02, 2015 1:49 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ryan Parnell; Sabrina Hubley; Ravi Maharaj; Jennifer Johnston
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: "

•□□□□□□ Repetition is the key to success!

•□□□□□□ Head Office Closed Friday April 3rd, 2015 (see attached).

•□□□□□□ Weekly Badging Goals; please add to Sales Numbers email on Sunday night (example):

- This Weeks Goal: 10
- # of Badges: 11

- Goal Hit: Yes!
- Next Week's Goal: 10

•□□□□□□□ Summer Student Incentive Program!

•□□□□□□□ Taking pictures of BILLS BILLS BILLS!

•□□□□□□□ 2 Week Competition; Most Badges = $1000. Don't be the guy at the bottom of the list.

•□□□□□□□ Ontario Company production = 15.9%

•□□□□□□□ Passports and Expiration Dates! (see attached)

•□□□□□□□ Rate Escape Insert: how is your inventory looking?

•□□□□□□□ MVC Cheat Sheet and Portal Step by Step.

•□□□□□□□ JECP Welcome Call Script Revisions (CCR). Please send your feedback! Refute Reuse Recycle!

•□□□□□□□ April 1st paper work changes: May 1st changes on deck.

•□□□□□□□ New MVC Prices!!! 5 years 6.09 to 5.49 and 3 years 5.89 to 5.29.

•□□□□□□□ 10PM MVC Reports: excel format / weekly summaries on Monday AM.

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ The Incentive Trip Week: plan your work; and work your plan.

•□□□□□□□ Installed SS Last Week (as a Region): Top Office LESS than 50% of CAKE!

•□□□□□□□ The Referral Bonus Program has been extended until **May 1st**.

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- 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. (Guest Speaker Jen!)

•□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 456

•□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 27
- Viking: 10
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•□□□□□□ 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
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

There's No Use Without The JUICE!!!!

Happy Tech Happy Cheq!!!

Team Work Make The Dream Work!

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!

Attendees:

Simon

Mithra

Jahan

Mike

Dan G

Dan Q

Kam

Dan C

Joel S

Finlay

Daniel O

Gintaras

Brian

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, March 26, 2015 2:11 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon); Regional (Ali); Regional (Humera)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ryan Parnell; Sabrina Hubley; Ravi Maharaj; Rosalba Gullo; Bibiana Zovic
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: " The 4 Minute Mile is not an impressive feat today".

https://www.youtube.com/watch?v=8kZg_ALxEz0

•□□□□□□□ Repetition is the key to success!

•□□□□□□□ Summer Student Incentive Program!

•□□□□□□□ 2 Week Competition; Most Badges = $1000. Don't be the guy at the bottom of the list.

•□□□□□□□ New JECP Brochures (see attached).

•□□□□□□□ Badging 101 (Guest Speaker Rosie)

•□□□□□□□ JECP Welcome Call Script Revisions (CCR). Please send your feedback! Refute Reuse Recycle!

•□□□□□□□ April 1st paper work changes (see attached for JECP and MVC Contracts).

•□□□□□□□ April 1st New MVC PPP pricing! Prices changing from 5 years 6.09 to 5.49 and 3 years 5.89 to 5.29.

•□□□□□□□ 10PM MVC Reports: excel format / weekly summaries on Monday AM.

•□□□□□□□ MVC Contract Conversion Ratio: Paper 22% (32 Deals) Portal 100% (17 Deals) = WOW!

•□□□□□□□ Verification Calls on the Extranet; GTG!! Please let me know if there are any issues with this.

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ The Incentive Trip Week: plan your work; and work your plan.

•□□□□□□□ Spring and Summer Clothing items.

•□□□□□□□ Installed SS Last Week (as a Region): 210!

•□□□□□□□ The Referral Bonus Program has been extended until **May 1st**.

•□□□□□□□ Recruiting Update (Guest Speaker Sabrina Hubley) Text MSG Blasting!!!!!!!

•□□□□□□□ JE Nation Points! Please use before the end of the month!

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Dist_VendorManagement_Canada@justenergy.com

3. Any Install Related issues please send to: JE SmartStat Coordinators
Coordinators@justenergy.com

4. For any portal related issues such as: pre-data records (errors and checks), welcome emails issues, and customer enrollments: application_support@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.

•□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers (still reflects last week's #s).

- Kitchi Resi: 22
- Viking: 9
- Oshawa: 16
- Fairview: 20
- Toronto: 6
- Dundas: 7

•□□□□□□ 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:

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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!!!

Team Work Make The Dream Work!

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 (excused)

Brain

Mithra

Finlay

Kevin

Dan C

Dan G

Simon

Kam

Jody

Dan G

DQ (interviews)

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, March 19, 2015 1:44 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon); Regional (Ali); Regional (Humera)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ravi Maharaj; Ryan Parnell; Sabrina Hubley
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

•□□□□□□ Repetition is the key to success!

•□□□□□□ Summer Student Incentive Program!

•□□□□□□ Parental Consent Form (see attached)

•□□□□□□ April 1st Orders; quantity amounts; Great Job! FYI Some Power PC Forms changing May 1st again; small amount ordered.

•□□□□□□ April 1st New MVC PPP pricing! Prices changing from 5 years 6.09 to 5.49 and 3 years 5.89 to 5.29.

•□□□□□□ 10PM MVC Reports: excel format / weekly summaries on Sunday.

•□□□□□□ Verification Calls on the Extranet; GTG!!

•□□□□□□ HE MVC (see attached).

•□□□□□□ 60 Day Inactivity.

•□□□□□□ Spring and Summer Clothing items.

•□□□□□□ MEMO: What you need while marketing (see attached).

•□□□□□□□ MEMO: Code of Conduct (see attached). (Guest Speaker Megan)

•□□□□□□□ Easter Plans; email Vendor Management Team. (Guest Speaker Arlene and Ryan)

•□□□□□□□ Gala Dress Code (see attached).

•□□□□□□□ Alternate Recruiting ideas from Mr. PARNELL (see attached).

•□□□□□□□ Meetups Toronto; great idea from SAB (click on link below)

•□□□□□□□
http://www.meetup.com/?allMeetups=false&keywords=job+seekers&radius=25&userFreeform=Toronto%2C+(

•□□□□□□□ The Referral Bonus Program has been extended until **May 1st**.

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•□□□□□□□ Top JECP Installs for last week: 201 Installs / 67% of region.

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers:

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There's No Use Without The JUICE!!!!

Happy Tech Happy Cheq!!!

Team Work Make The Dream Work!

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 M

Joel S

Finlay A

Humera

Dan G

Simon

DQ

Kevin

Absent

Gintaras

Kam

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, March 12, 2015 1:51 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon)
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:

- □□□□□□□ Summer Student Incentive Program!
- □□□□□□□ Regional and Guaranteed Advances: none were moved to any RD this month.
- □□□□□□□ April 1st Orders; quantity amounts.
- □□□□□□□ Verification Calls on the Extranet; so close you can taste it!
- □□□□□□□ Regional Admin Hand Book.
- □□□□□□□ 60 Day Inactivity.
- □□□□□□□ Pilot ICs as per Andy's Monday Call.
- □□□□□□□ Spring and Summer Clothing items.
- □□□□□□□ The Referral Bonus Program has been extended until **May 1st**.

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•□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers:

- Kitchi Resi:
- Viking:
- Oshawa:
- Fairview:
- Toronto:

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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:

Joel Stewart (excused)

Dan C (excused)

Daniel ORR

Kevin St. Amant

Dan G

Gintaras

Brian M

Finlay Arnold

Simon

Mithra

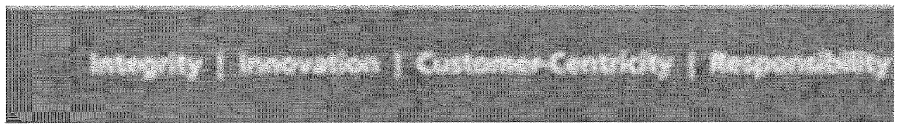
Absent

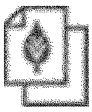
DQ

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, March 05, 2015 1:37 PM
To: Regional Yorkland (Gintaras); 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; Nola Ruzycki; Ravi Maharaj; Bibiana Zovic; Anna Dec
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

•□□□□□□ Are you coming on the TRIP! Please remember to complete Waiver (see attached).

•□□□□□□□ The Recruiting Incentive! (see attached).

•□□□□□□□ Emailing Sales Support! (see attached).

•□□□□□□□ Utility Accounts Format (see attached).

•□□□□□□□ 60 Day Inactivity; please forward all issues with inactive ICs to Sales Support.

•□□□□□□□ iPad Reset Monday March 9th, 2015.

•□□□□□□□ The CCR and Install Report! Please send your feedback.

•□□□□□□□ Extranet Issues (The Issue Tracker has issues): please forward your concerns, let's improve the most utilized tool in our day to day activities.

•□□□□□□□ Burlington = Don't even bother…

•□□□□□□□ 000000000 Account Numbers; please do not use this as a workaround to compete calls. These deals do not get paid.

•□□□□□□□ The Referral Bonus Program has been extended until **May 1st**. (see attached).

•□□□□□□□ Technician Education 101; please provide any and all feedback and content directly

to Jody. This will be a great tool to ensure the Technician reinforces the Sales culture that our ICs have established. Great Job Kevin!

•□□□□□□ NAB Bonus – now includes MVC Deals! Pease remember this is based on FPRC #s; so a Welcome Call should be promoted.

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Thanks!

Attendees:

Dan G

DQ

Brian M

Mithra

Finlay

Joel Stewart

Simon G

Kambiz

Kevin St. Amant

Daniel ORR

Kam

Ravi Maharaj
Regional Sales Manager

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6345 Dixie Road, Suite 200, Mississauga, Ontario, L5T 2E6
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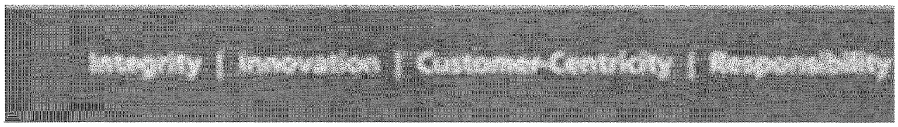
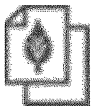
3698





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From: Ravi Maharaj
Sent: Thursday, February 26, 2015 1:56 PM
To: Regional Yorkland (Gintaras); 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; Nola Ruzycki; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

•□□□□□□□ Top Flight Security. If you encounter a rigid police experience (for any reason), it is imperative that you advise Ray and I, along with our CCR Team (see attached).

•□□□□□□□ Are you coming on the TRIP! Please remember to complete Waiver (see attached).

•□□□□□□□ Dominican Trip Qualifications. October 6th to 10th!

•□□□□□□□ Role Playing; please remember to ensure ICs are practicing politeness and call back presentations during their mornings. "Yes Sir No Sir", ect.

•□□□□□□□ Verification Call Recordings on the Extranet; just wait on it!

•□□□□□□□ New ICA (attached).

•□□□□□□□ JE Clothing Flyer (attached).

•□□□□□□□ The Referral Bonus Program has been extended until **May 1st**. (see attached).

•□□□□□□□ Mega Star Awards clarifications (see attached).

•□□□□□□□ Technician Education 101; please provide any and all feedback and content directly to Jody. This will be a great tool to ensure the Technician reinforces the Sales culture that our ICs have established.

•□□□□□□□ NAB Bonus – now includes MVC Deals! Did you receive your NAB MVC Poster?

•□□□□□□□ Positive Feedback - Samir FICIC #335130:

A representative from Just Energy came knocking on my door the other night. He informed me of my current contract rate. I had the option of looking in for a lower rate of 22 cents, versus the 24 and change I was paying now. He had all my details on this tablet. He then had me speak with someone live from the customer care centre, to verify I was the homeowner. The technology was quite impressive. Agreements were emailed to me while we were speaking. The experience was quite good. Just thought I would let you know. I had my Enbridge bill handy, and everything there was just as he said. So I locked in for the 5 years.

- 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.

•□□□□□□□ Early Bird gets The Super Chickens! When do you start knocking?

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers:

▪ Kitchi Resi: 20

- Viking: 4
- Oshawa: 16
- Fairview: 16
- Toronto: 4

•□□□□□□ 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
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

There's No Use Without The JUICE!!!!

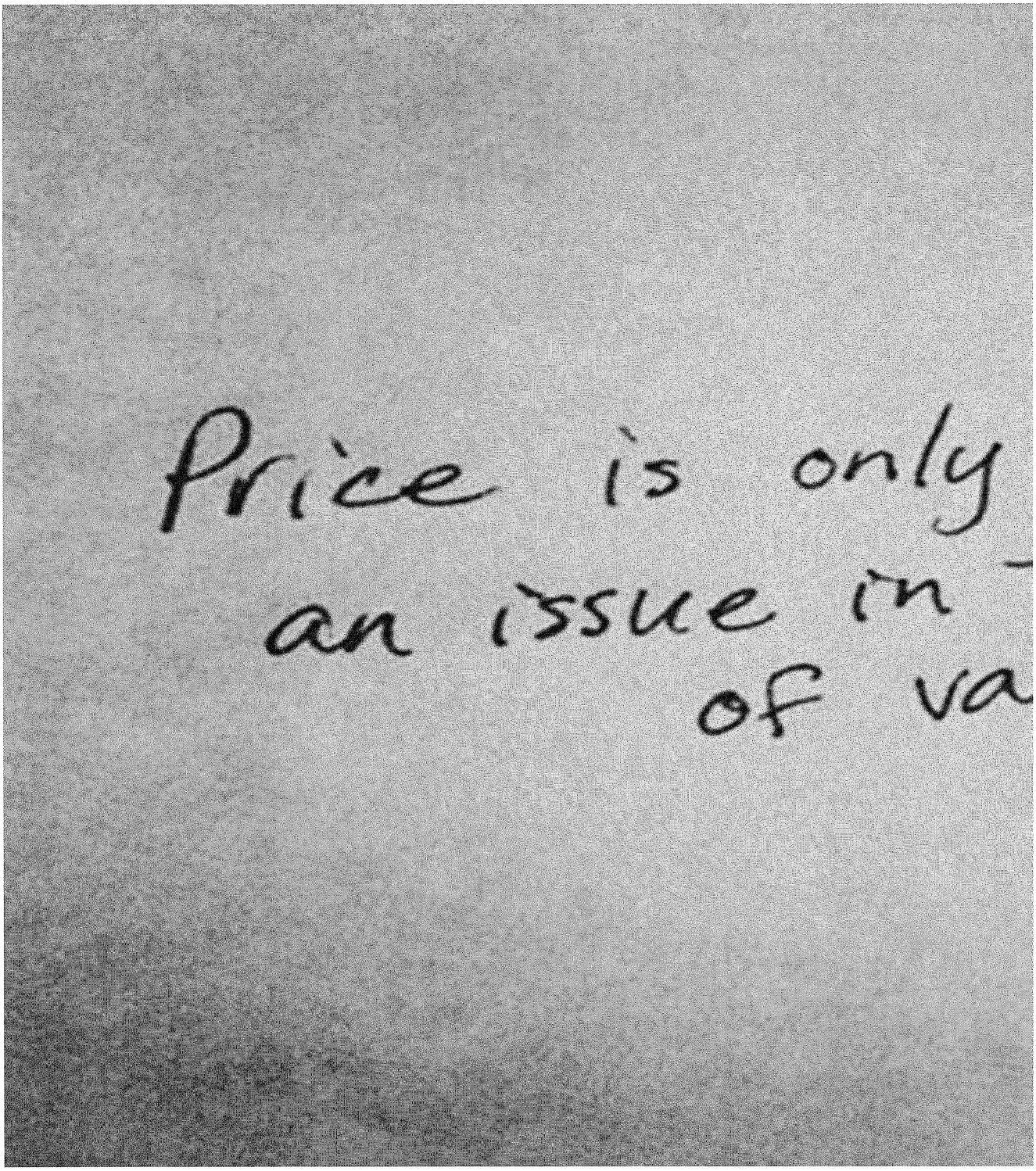
Happy Tech Happy Cheq!!!

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!

3702

Thanks!


Price is only
an issue in
of va

Attendees:

Daniel ORR (excused)

DQ (excused)

Kam

DC

Joel Stewart

Fin Arnold

Brian

Mithra

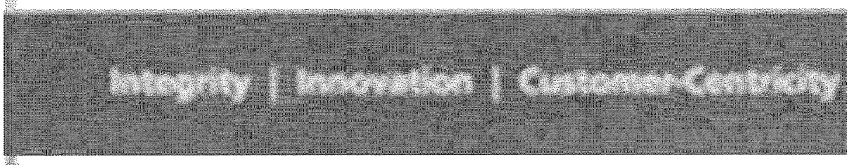
Simon (excused)

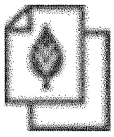
Dan G

Kevin

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, February 19, 2015 2:01 PM
To: Regional Yorkland (Gintaras); 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; Nola Ruzycki; Krste Krstinovski; Ryan Howie; Rosalba Gullo
Subject: Ontario Conference Call Summary

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!

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2. General Feedback (CSR Coaching, pull calls, eligible check, ect) Dist_VendorManagement_Canada@justenergy.com

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•□□□□□□□ 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
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- Role Play
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- 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
E-mail rmaharaj@justenergy.com | **Web** justenergy.com

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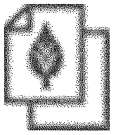

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From: Ravi Maharaj
Sent: Thursday, February 12, 2015 1:41 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional 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:

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- Badging
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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:

Daniel

Kevin

Gintaras

Brian

Dan G

Dan C

Dan Q

Mithra

Joel

Andrew

Fin

3714

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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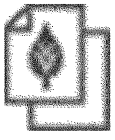

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From: Ravi Maharaj
Sent: Thursday, February 05, 2015 2:03 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional 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:

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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
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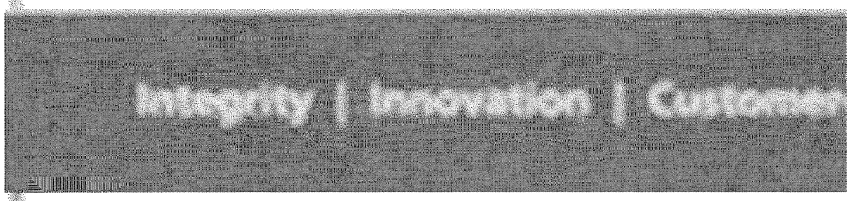

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From: Ravi Maharaj
Sent: Thursday, January 29, 2015 1:34 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional 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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- Talk to New ICs (Bonus Key)

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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

Mithra

Andrew D

Daniel ORR

Ravi Maharaj
Regional Sales Manager

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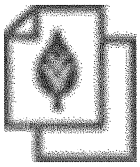

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From: Ravi Maharaj
Sent: Thursday, January 22, 2015 1:39 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional 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:

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- Role Play
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- Talk to New ICs (Bonus Key)

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Thanks!

Attendees:

Brian MARSELLUS

Daniel ORR

Finlay ARNOLD

Kam

DC

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Joel STEWART

Ravi Maharaj
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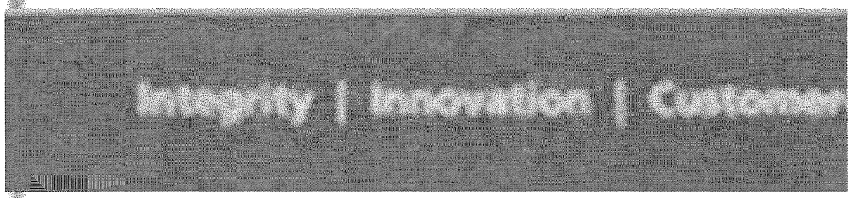

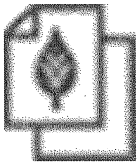

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From: Ravi Maharaj
Sent: Thursday, January 15, 2015 1:40 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional 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:

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- Managers Meeting
- Role Play
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

Happy Tech Happy Cheq!!!

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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

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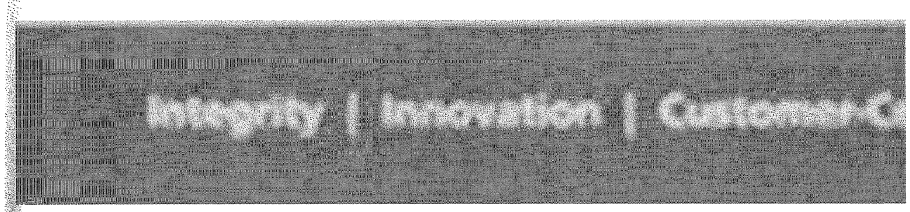
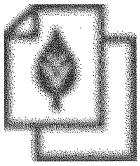
E-mail rmaharaj@justenergy.com | Web justenergy.com





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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.

3734

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

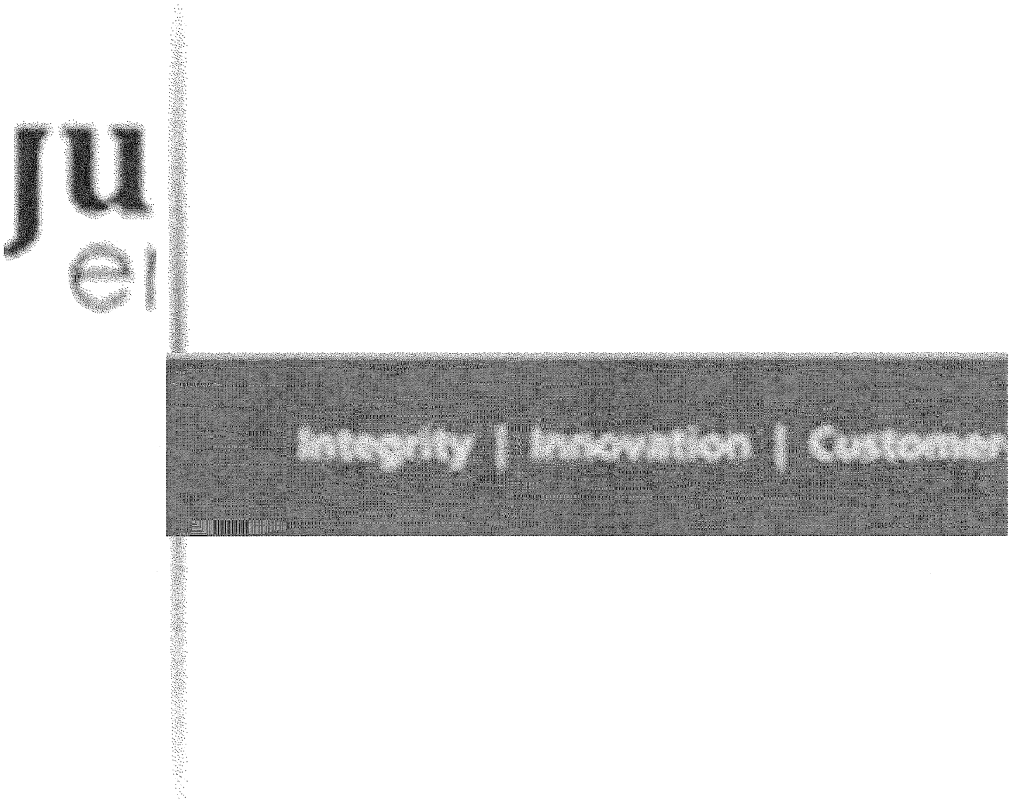
Finlay

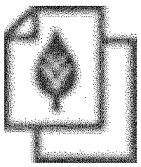
Joel Stewart

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

3736

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

- 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)

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

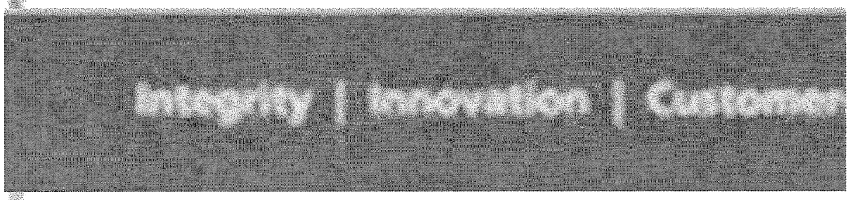
Ray

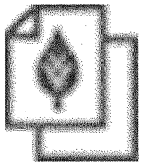
Finlay

Ravi Maharaj
Regional Sales Manager

T 905.670.4440 ext: 71245 | F 905.564.6107 | C 416.817.9508

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, 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

3740

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.

•□□□□□□□ <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:

Danny B

Gintaras

Brain M

Dan C

Dan G

Joel Stewart

Ray R

Fin

Greg Giza

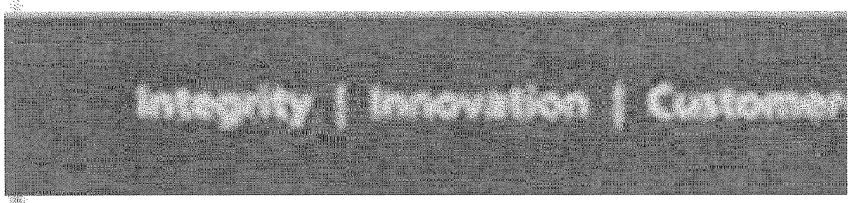
Andy P

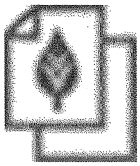
Lulu

Andrew

Ravi Maharaj
Regional Sales Manager

T 905.670.4440 ext: 71245 | F 905.564.6107 | C 416.817.9508
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, 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.

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•□□□□□□□ 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:

3748

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

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, 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.

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

3756

•□□□□□□□ 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

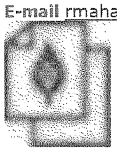
Brian

Danny B

Ray R

Ravi Maharaj
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, 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

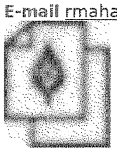
Jason

Rick

Andy P

Ravi Maharaj
Regional Sales Manager – Eastern Canada

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 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).

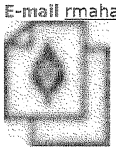
Next Week's Guest Speaker – Drake or Ryan Parnell lol

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
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 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).

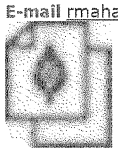
•□□□□□□□ Rate Tables, ICAs, and a New JECP Payment Hand Out will all be revised and ready for launch by November 3rd.

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



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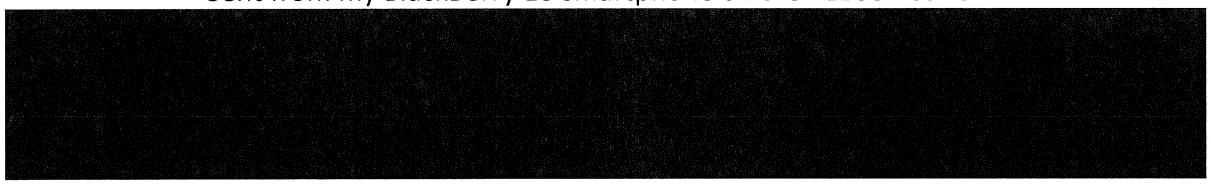
To: Ravi Maharaj[rmaharaj@justenergy.com]
From: Regional Fairview (Brian)
Sent: Thur 16/07/2015 5:54:34 PM
Importance: Normal
Subject: Fw: Ontario Conference Call Summary
MAIL_RECEIVED: Thur 16/07/2015 5:54:34 PM

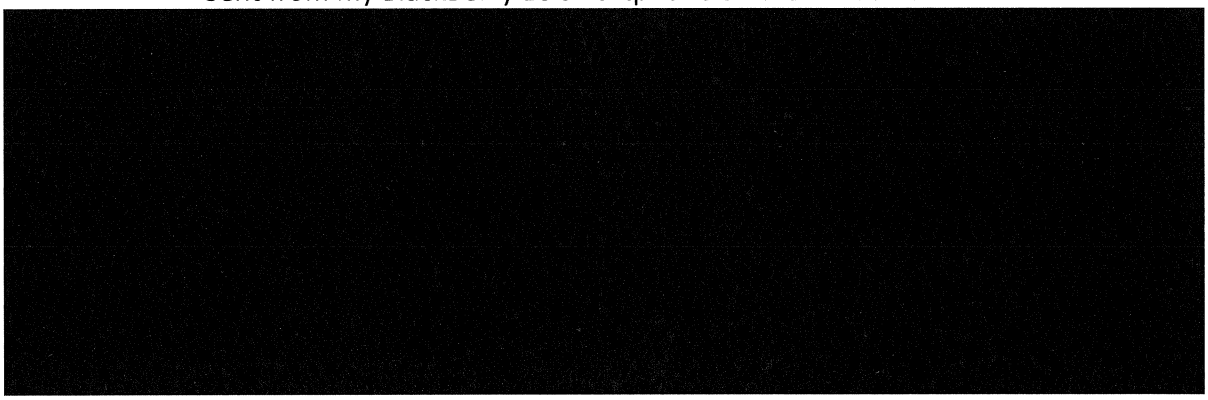
Let's get rid of the Kitchener records. Not good to have records from a office that deserted us.
Juice

Sent from my BlackBerry 10 smartphone on the TELUS network.



The red line through Kitchener will start questions.

Sent from my BlackBerry 10 smartphone on the TELUS network.



Attendance: Dan Q (excused), Dan G, Daniel O, Brian (excused), Mithra (excused), Finlay, Kevin, Gintaras, Simon, Kambiz

Hey Guys,

Please see below for a summary of today's call: "Steak & Beans".

- Repetition is the key to success!

•□□□□□□□ The 4 Tex Commandments:

- Drive Sales
- Compliance Culture
- Succession Planning
- Recruiting

•□□□□□□□ DR Trip Registration! (Megan Taylor)

- If there are any ICs missing from this list please let me know ASAP!

•□□□□□□□ Steak & Beans!!! (see attached)

- **Group A**
  - San Jose
  - Beachwood
  - ~~Kitchener Resi~~
  - Dallas & Dallas West
  - San Francisco
  - Bingham
  - Westchase

- **Group B**
  - North Loop
  - Syracuse
  - Cincinnati
  - Owings Mills
  - Bolingbrook
  - Warren
  - Fairview

- **Group C**
  - Manitoba
  - Columbus
  - Westmont (resi)
  - Wilmington
  - Grand Rapids
  - Baltimore
  - Oshawa

- **Group D**
  - DFW
  - Fort Wayne
  - Oak Park
  - Kew Gardens

- Philadelphia
- Corpus Christi
- Viking

- **Group E**
- Yorkland
- Toronto
- Islington
- Ottawa Commercial
- Cambridge and Kitchener Commercial

•□□□□□□□ Permit Budgets!!! Use it or lose it!!!!

•□□□□□□□ Golfing 101: This Friday!

•□□□□□□□ Update email list (FYI)

•□□□□□□□ Ponchos for the Liquid Sunshine! (see attached)

•□□□□□□□ Oshawa Recruiting idea (see attached).

•□□□□□□□ MEMO: Contracts Team. Dist_CDN_Contracts@justenergy.com

•□□□□□□□ MEMO: New iPad Purchase Form.

•□□□□□□□ MEMO: Dominican Republic Registration.

•□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Upcoming June Events: ~~Permit Data Base TRN~~ / New iPad App TRN / ~~Annual OEB Refresher Testing~~ / ~~OEB Office Audits~~

Older items:

•□□□□□□□ Summer Student Incentive Program!

- The Permit Tracker. https://permits.justenergy.com
- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx
- Distribution List (CC me on everything):

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

3. Any Install Related issues please send to: JE SmartStat Coordinators Coordinators@justenergy.com

4. For any portal related issues such as: pre-data records (errors and checks), welcome emails issues, and customer enrollments: Dist_CDN_Contracts@justenergy.com

5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, July 09, 2015 1:25 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike); Valerie Green; Nadia Fertile; Indranie Persaud; Recruiter Toronto; Anita Perras; Admin Oshawa; Admin Fairview; Regional Etobicoke (John); Leanne Evans
Cc: Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Gord Potter; Ravi Maharaj
Subject: Ontario Conference Call Summary

Attendance: Kevin, Daniel O, Kambiz, Gintaras, Dan G, Dan Q, Finlay, Mithra, Dan C, Simon, Joel S,

Hey Guys,

Please see below for a summary of today's call: "No Fear".

- Repetition is the key to success!

•□□□□□□□ The 4 Tex Commandments:

- Drive Sales
- Compliance Culture
- Succession Planning
- Recruiting

•□□□□□□□ 2X Points Week!!!

•□□□□□□□ Guest Speaker: Megan Taylor!

•□□□□□□□ Permit Budgets!!! (see attached) Use it or lose it!!!!

•□□□□□□□ Golfing 101: TBD

•□□□□□□□ MEMO: Contracts Team. Dist_CDN_Contracts@justenergy.com

•□□□□□□□ MEMO: New iPad Purchase Form.

•□□□□□□□ MEMO: JE Nation Password Reset.

•□□□□□□□ MEMO: Dominican Republic Registration.

•□□□□□□□ MEMO: Crew Coordinator Spot Light.

•□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Installed SS Last Week (as a Region): 179 INSTALLS!

•□□□□□□□ Upcoming June Events: ~~Permit Data Base TRN~~ / New iPad App TRN / ~~Annual OEB Refresher Testing~~ / ~~OEB Office Audits~~

Older items:

•□□□□□□□ Summer Student Incentive Program!

- The Permit Tracker. https://permits.justenergy.com
- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx
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3. Any Install Related issues please send to: JE SmartStat Coordinators Coordinators@justenergy.com

4. For any portal related issues such as: pre-data records (errors and checks), welcome emails issues, and customer enrollments: Dist_CDN_Contracts@justenergy.com

5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

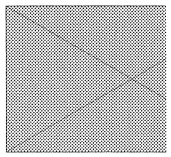
•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

If there are any follow ups to these items please feel free to contact me directly.

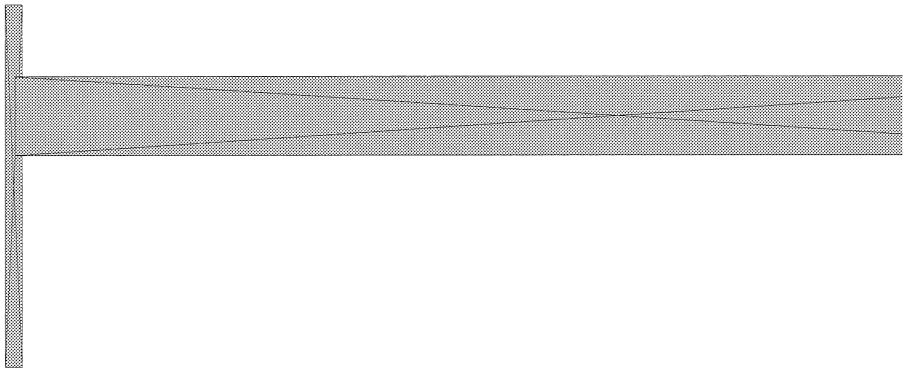
Look forward to speaking to you all next week!

Thanks!



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, July 02, 2015 1:40 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike); Valerie Green; Nadia Fertile; Indranie Persaud; Recruiter Toronto; Anita Perras; Admin Oshawa; Admin Fairview; Regional Etobicoke (John); Leanne Evans
Cc: Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Gord Potter; Ravi Maharaj
Subject: Ontario Conference Call Summary

Attendance:

Dan G

Dan Q

Kambiz

Brian

Joel S

Finlay

Daniel O

Kevin St.

Simon

Hey Guys,

Please see below for a summary of today's call: "Sexi Mexi!!"

NOTE: Yes I will be proposing this weekend; wish me luck! ☺

- Repetition is the key to success!

•□□□□□□□ The 4 Tex Commandments:

- Drive Sales
- Compliance Culture
- Succession Planning
- Recruiting

•□□□□□□□ June Incentives!!!!!

- IC Bonus Pay Tiers
- Crew Coordinator Over Rides 2X
- RD Over Ride Pay Tiers
- $5000 Bonus
- 3000 Points = Trip
- Trip Credits / Executive Suite
- RSM Incentive "Make Me An Offer"

•□□□□□□□ New iPad Form: coming soon.

•□□□□□□□ New Distribution Email List: For any portal related issues such as: pre-data records (errors and checks), welcome emails issues, and customer enrollments: Dist_CDN_Contracts@justenergy.com

•□□□□□□□ MEMO: effective immediately, Door-to-Door Sales Representatives **must be 18 years or older** in order to sell for the Just Energy brands in (see attached).

•□□□□□□□ New JECP Script (see attached).

•□□□□□□□ http://www.lfpress.com/2015/06/24/never-sign-an-energy-contract-at-your-door-get-three-quotes

•□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

3779

•□□□□□□□ New Email List; Contracts Team (no longer Application Support Team)

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Installed SS Last Week (as a Region): 231 INSTALLS!

•□□□□□□□ Upcoming June Events: ~~Permit Data Base TRN~~ / New iPad App TRN / ~~Annual OEB Refresher Testing~~ / ~~OEB Office Audits~~

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 37
- Viking: 11
- Oshawa: 25
- Fairview: 34
- Toronto: (no updates)

Older but relevant and reoccurring items:

•□□□□□□□ Summer Student Incentive Program!

- The Permit Tracker.

- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx

- Distribution List (CC me on everything):

1. Emergency (CS Closed / Waits, ect) IC_Escalation_Canada@justenergy.com

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5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
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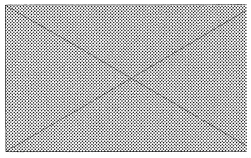
- Most Office Deals / Week: 486

If there are any follow ups to these items please feel free to contact me directly.

3781

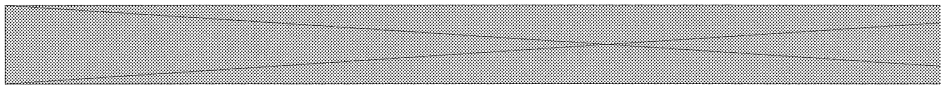
Look forward to speaking to you all next week!

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



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From: Ravi Maharaj
Sent: Thursday, June 25, 2015 1:37 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike); Valerie Green; Nadia Fertile; Indranie Persaud; Recruiter Toronto
Cc: Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Gord Potter; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: "CLEAN YOUR EARS" & Attitude.

- Repetition is the key to success!

•□□□□□□□ The 4 Tex Commandments:

- Drive Sales
- Compliance Culture
- Succession Planning
- Recruiting

•□□□□□□□ June Incentives!!!!! (see attached)

- IC Bonus Pay Tiers
- Crew Coordinator Over Rides 2X
- RD Over Ride Pay Tiers
- $5000 Bonus
- RSM Incentive "Make Me An Offer"

•□□□□□□□ 2X Trip Points Week!!!

•□□□□□□□ London Article: FYI http://www.lfpress.com/2015/06/24/never-sign-an-energy-contract-at-your-door-get-three-quotes

•□□□□□□□ June 1st, 2015 = OEB Refresh Training Completed:

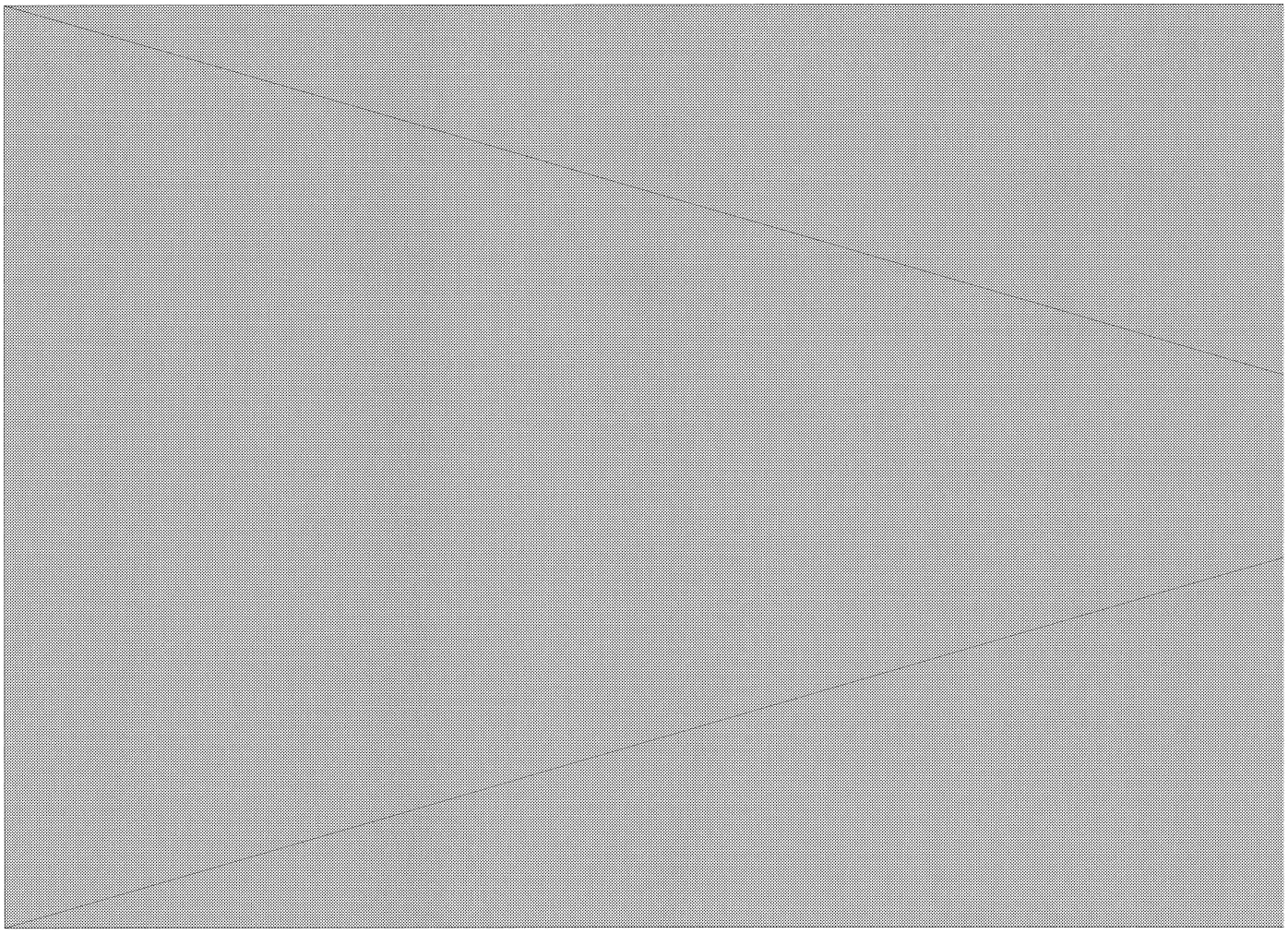
•□□□□□□□ Are there any ICs that have not completed this process?

•□□□□□□□ RSO OEB Audits over the next few weeks.

•□□□□□□□ Adding Admins / Recruiters to this email. Please advise if you would like anyone to be added to assist with some of the Admin items.

•□□□□□□□ JE Nation Points: please use by the end of the month!

•□□□□□□□ MEMO: New MVC Script (see attached / confirms email)



•□□□□□□□ MEMO: JECP Brochure (see attached)

•□□□□□□□ MEMO: New Contracts (JECP, MVC MPP, MVC PPP) (see attached)

•□□□□□□□ MEMO: Referral Bonus and Crew Coordinator Program (see attached)

•□□□□□□□ MEMO: Head Office Closure (see attached)

•□□□□□□□ MEMO: Pearson MacDonald Iron Clad Rules / Pan Am Games (see attached)

•□□□□□□□ July 1st changes; please ensure your teams are in areas to facilitate the paper change.

- JECP Contract
- MVC MPP Contract
- MVC PPP Contract
- Gas PC Forms
- Power Disclosure Statements
- JECP Brochure

•□□□□□□□ New iPad Form: coming soon.

•□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Installed SS Last Week (as a Region): 257 INSTALLS!

•□□□□□□□ Upcoming June Events: ~~Permit Data Base TRN~~ / New iPad App TRN / ~~Annual OEB Refresher Testing~~ / OEB Office Audits

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 41
- Viking: 11
- Oshawa: 25
- Fairview: 28
- Toronto: (no updates)

Older but relevant and reoccurring items:

•□□□□□□□ Summer Student Incentive Program!

- The Permit Tracker.
- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx
- Distribution List (CC me on everything):

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

3. Any Install Related issues please send to: JE SmartStat Coordinators

Coordinators@justenergy.com

4. For any portal related issues such as: pre-data records (errors and checks), welcome emails issues, and customer enrollments: application_support@justenergy.com

5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Attendance:

Kevin (field)

Mithra (interviews)

Gintaras

Dan G

DQ

Joel S

Finlay

Simon

Brian

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, June 18, 2015 1:27 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike); Valerie Green; Nadia Fertile; Indranie Persaud; Recruiter Toronto
Cc: Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Gord Potter; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: "Show Me The Money!!!".

- Repetition is the key to success!

•□□□□□□ The 4 Tex Commandments:

3789

- Drive Sales
- Compliance Culture
- Succession Planning
- Recruiting

•□□□□□□□ June Incentives!!!!! (see attached)

- IC Bonus Pay Tiers
- Crew Coordinator Over Rides 2X
- RD Over Ride Pay Tiers
- $5000 Bonus
- RSM Incentive "Make Me An Offer"

- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx

•□□□□□□□ June 1st, 2015 = OEB Refresh Training Completed:

•□□□□□□□ Are there any ICs that have not completed this process?

•□□□□□□□ RSO OEB Audits over the next few weeks.

•□□□□□□□ Adding Admins / Recruiters to this email. Please advise if you would like anyone to be added to assist with some of the Admin items.

•□□□□□□□ MEMO: JECP Brochure (see attached for new brochure PDF).

•□□□□□□□ MEMO: New Power Disclosure Forms (see attached for new brochure PDF).

•□□□□□□□ MEMO: Void Cheqs and ICAs (see attached).

•□□□□□□□ MEMO: Recruiting Policy Reminder (see attached)

•□□□□□□□ MEMO: Utility Account Format List (see attached)

•□□□□□□□ Dominican Trip: FYI you DO need passports to enter that country now (see attached)

•□□□□□□□ Brockville D2D Permits: http://www.recorder.ca/2015/06/12/brockville-may-target-pushy-salespeople

•□□□□□□□ July 1st changes; please ensure your teams are in areas to facilitate the paper change.

- JECP Contract
- MVC MPP Contract
- MVC PPP Contract
- Gas PC Forms
- Power Disclosure Statements

3791

- JECP Brochure

•□□□□□□□ New iPad Form: coming soon.

•□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Installed SS Last Week (as a Region): 233 INSTALLS!

- The Permit Tracker: A revised Permit Hand Book and 4 Week Tracker.

•□□□□□□□ Upcoming June Events: ~~Permit Data Base TRN~~ / New iPad App TRN / ~~Annual OEB Refresher Testing~~ / OEB Office Audits

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 40
- Viking: 15 (not updated)
- Oshawa: 24
- Fairview: 28
- Toronto: (no updates)

Older but relevant and reoccurring items:

•□□□□□□□ Summer Student Incentive Program!

- Distribution List (CC me on everything):

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

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5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

3793

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!

Attendance:

Brian (excused)

Simon

Dan G

DQ

Gintaras

Joel S

Kambiz

Dan C

Finlay

Mithra (interviews)

Kevin (interviews)

Humera

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, June 11, 2015 4:13 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike); Valerie Green; Regional (Dennis)
Cc: Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Nola Ruzycki; Frances Murray; Gord Potter; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: "JUNE JUICE!!!".

- Repetition is the key to success!

•□□□□□□□ The 4 Tex Commandments:

- Drive Sales
- Compliance Culture
- Succession Planning
- Recruiting

•□□□□□□□ Guest Speaker: "The Piazza Man" Dennis Piazza (2X Office of the Year Winner, Recruiting Tips)

3795

•□□□□□□□ June Incentives!!!!! (more info to follow on Monday)

- IC Pay
- Crew Coordinator Pay
- RD pay
- $5000 Bonus
- RSM Incentive "Make Me An Offer"

- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx

•□□□□□□□ June 1st, 2015 = OEB Refresh Training Completed; Regional Office Audits over the next 2 weeks.

•□□□□□□□ Adding Admins / Recruiters to this email. Please advise if you would like anyone to be added to assist with some of the Admin items.

•□□□□□□□ New iPad Form: coming soon.

•□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Installed SS Last Week (as a Region): 276 INSTALLS!

- The Permit Tracker: A revised Permit Hand Book and 4 Week Tracker.

•□□□□□□□ Upcoming June Events: ~~Permit Data Base TRN~~ / New iPad App TRN / ~~Annual OEB Refresher Testing~~

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 37
- Viking: 15
- Oshawa: 24
- Fairview: 26
- Toronto: (no updates)

•□□□□□□□ Please remember to Maintain Compliance. This is not a fad, but a cultural change. Please do not become a statistic.

Older but relevant and reoccurring items:

•□□□□□□□ Summer Student Incentive Program!

- Distribution List (CC me on everything):

1. Emergency (CS Closed / Waits, ect) IC_Escalation_Canada@justenergy.com

3797

2. General Feedback (CSR Coaching, pull calls, eligible check, ect)
Dist_VendorManagement_Canada@justenergy.com

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Coordinators@justenergy.com

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5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Attendance:

Kevin (in field)

Mithra (interviews)

Joel S

Gintaras

Dan G

Dan Q

Brian

Dan C

Finlay

Daniel O

Simon

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, June 04, 2015 1:51 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Nola Ruzycki; Frances Murray; Gord Potter; Ravi Maharaj
Subject: Ontario Conference Call Summary

3799

Hey Guys,

Please see below for a summary of today's call: "Business as usual".

- Repetition is the key to success!

•□□□□□□□ Jody Kelly Ontario Tour NEXT WEEK.

- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx

- Guest Speaker: Megan Taylor (June Initiatives) (see attached).

- https://vimeo.com/127944497 (Dominican Republic Trip Video)

- SITEL CSRs: please ensure to maintain professionalism when speaking to CSRs.

- Binder Checks & iPad Photo Checks. Does it have the Binder Approved Sticker? Is it an appropriate picture?

•□□□□□□□ June 1st, 2015 = OEB Refresh Training.

•□□□□□□□ New iPad Form: coming soon.

•□□□□□□□ New Home (No Power = No Call): please stop using dummy account numbers

(00000000 / 7777777) as there is no acceptable scenario for using a dummy account number in Ontario. All New Home deals should have the GAS account number submitted as **blank**, otherwise a valid account number must be populated. There is no New Home scenario for Ontario ELE, so there is no acceptable scenario for ICs to submit any Ontario ELE deal with a blank or dummy account number.

•□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□□ New Commissions Example (attached) reflects $750 Referral Bonus; and has also been updated on the Extranet.

•□□□□□□□ iPad Contingencies; do you even carry paper 'bro?

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Installed SS Last Week (as a Region): 208 INSTALLS!

- The Permit Tracker: A revised Permit Hand Book and 4 Week Tracker.

•□□□□□□□ Upcoming June Events: Permit Data Base TRN / New iPad App TRN / Annual OEB Refresher Testing

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 33
- Viking: 14

3801

- Oshawa: 22
- Fairview: 24
- Toronto: (no updates)

•□□□□□□□ 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
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

Older but relevant and reoccurring items:

•□□□□□□□ Summer Student Incentive Program!

- Distribution List (CC me on everything):

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Dist_VendorManagement_Canada@justenergy.com

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5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Attendance:

Fin (excused)

Mithra (excused)

3803

Kam

Joel S

Dan G

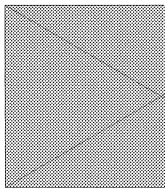
Kevin

Daniel O

Simon G

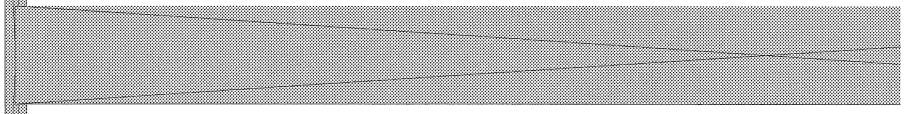
Humera

Gintaras



Ravi Maharaj
Regional Sales Manager

T 905.670.4440 ext: 71245 | F 905.564.6107 | C 416.817.9508
3345 Dixie Road, Suite 200, Mississauga, Ontario, L5T 2E6
E-mail rmaharaj@justenergy.com | Web justenergy.com



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, May 28, 2015 2:02 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Nola Ruzycki; Frances Murray; Gord Potter; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: "The Only Thing Constant Is Change".

- Repetition is the key to success!
- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx
- Just Energy: Vision for the Future (long and short videos attached).
- JE Nation Points; please use before the end of the month.
- Guest Speaker: Megan Taylor (MEMO to be sent out with all exciting info on secret JUNE incentives)

- https://vimeo.com/127944497 (Dominican Republic Trip Video)

- Binder Checks & iPad Photo Checks. Does it have the Binder Approved Sticker? Is it an appropriate picture?

- Grinds My Gears: "I have no idea where to send this email" emails.

- Account Numbers: Hydro One. For this utility they need to give the account number-point of delivery number which is found a little further down on the customer's bill.

- Please DO NOT work on any Native Reservation Lands.

•□□□□□□□ June 1st, 2015 = New iPad App and OEB Refresh Training.

•□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□□ iPad Contingencies; do you even carry paper 'bro?

•□□□□□□□ Ontario Company production = No Data This Week ☺

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Installed SS Last Week (as a Region): 230 INSTALLS!

- The Permit Tracker: A revised Permit Hand Book and 4 Week Tracker.

•□□□□□□□ Upcoming June Events: Permit Data Base TRN / New iPad App TRN / Annual OEB Refresher Testing

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 31
- Viking: 14
- Oshawa: 20
- Fairview: 25
- Toronto: (no updates)
- Dundas: (no updates)

•□□□□□□□ 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
- Badging

- Send Off
- Talk to New ICs (Bonus Key)

Older but relevant and reoccurring items:

•□□□□□□□ Summer Student Incentive Program!

- Distribution List (CC me on everything):

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•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63

- Most Office Deals / Week: 486

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!

Attendance:

Gintaras

Dan G

Dan C

Brian M

Mithra (excused)

Joel S

Finlay

Kevin

Daniel O

Simon

Mike Wiggan

Kambiz

Ravi Maharaj

3809

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

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, May 21, 2015 3:42 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Sabrina Hubley; Jennifer Johnston; Ryan Parnell; Nola Ruzycki; Frances Murray; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: "Man's mind, once stretched by a new idea, never regains its original dimensions" Oliver Wendall Holmes Jr.

- Repetition is the key to success!

•□□□□□□□ Guest Speaker: Richard Teixeira (Class Action FAQ).

- The Just Energy Story Video (see attached).

•□□□□□□□ Excessive Install Cancelations Last Week (Follow Up Clean Up from January).

•□□□□□□□ IC calling back SITEL for information; please use your VM email (see attached).

•□□□□□□□ Sales and Install Forecasting: VM and Install Teams; please remember to send emails of your plans as soon as you can.

•□□□□□□□ Goal Setting 101 (see attached).

•□□□□□□□ June 1st, 2015 = New iPad App and OEB Refresh Training.

•□□□□□□□ Install Booking; try to restate any UNIT #s.

•□□□□□□□ Installers DO NOT assist with JECP Portal Reaffirmations.

•□□□□□□□ JE Nation Clothing Purchased will be shipped to the Regional Office of the IC.

•□□□□□□□ New Power Stream Account Number; please DO NOT add to IC Binders, this

should ONLY be used as the office level to illustrate the change. This is NOT a binder approved item.

•□□□□□□□ MVC Portal Reaffs (last 3 weeks): 108!!! Reminder of IC Portal participation = 0 Tolerance.

•□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□□ Crew Coordinator Development Program.

•□□□□□□□ iPad Contingencies; do you even carry paper 'bro?

•□□□□□□□ Ontario Company production = No Data This Week ☺

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Installed SS Last Week (as a Region): 246 INSTALLS!

- The Permit Tracker: A revised Permit Hand Book and 4 Week Tracker (see attached).

•□□□□□□□ Upcoming June Events: Permit Data Base TRN / New iPad App TRN / Annual OEB Refresher Testing

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 34
- Viking: 13
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- Toronto: 6 (no updates)
- Dundas: 8 (no updates)

•□□□□□□□ 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
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

Older but relevant and reoccurring items:

•□□□□□□□ Summer Student Incentive Program!

•□□□□□□□ Dominican Trip Points; please ensure this is posted as a visual for your ICs.

3813

- Distribution List (CC me on everything):

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

3. Any Install Related issues please send to: JE SmartStat Coordinators Coordinators@justenergy.com

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5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Attendance:

Gintaras

Dan G

Dan C

Kambiz

Brain

Mithra

Finlay

Joel S

Daniel O

Simon

Mike

Humera

Thanks,

3815

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, May 14, 2015 1:50 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Sabrina Hubley; Jennifer Johnston; Ryan Parnell; Ravi Maharaj; Nola Ruzycki; Frances Murray
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: 0 to 100 Real Quick!

https://www.youtube.com/watch?v=cb9GCzgHjR0

•□□□□□□□ Repetition is the key to success!

•□□□□□□□ Succession Plans; plan your work and work your plan.

•□□□□□□□ MVC Portal Reaffs (last 2 weeks): 78!!! "portal contract exist" payroll problematic & reminder of IC Portal participation = 0 Tolerance.

•□□□□□□□ CCR Reporting Issues (see attached).

•□□□□□□□ DNC / DNS List; iPad Marketing Opt Out (see attached).

•□□□□□□□ JE Nation Pre-Paid Credit Cards (see attached).

•□□□□□□□ Head Office Closed Monday May 18th, 2015 (see attached).

•□□□□□□□ Great D2D Article:
http://www.forbes.com/sites/forbesleadershipforum/2015/04/14/selling-as-the-first-step-to-billions/

•□□□□□□□ New Home: stop using dummy account numbers (00000000 / 7777777). Just to clarify, there is no acceptable scenario for using a dummy account number in Ontario. All New Home deals should have the GAS account number submitted as **blank**, otherwise a valid account number must be populated. There is no New Home scenario for Ontario ELE, so there is no acceptable scenario for ICs to submit any Ontario ELE deal with a blank or dummy account number.

•□□□□□□□ QOTD: "I choose a lazy person to do a hard job; because a lazy person will find an easy way to do it" Bill Gates

•□□□□□□□ Posters! (see attached)

•□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE! (see attached).

•□□□□□□□ Crew Coordinator Development Program.

3817

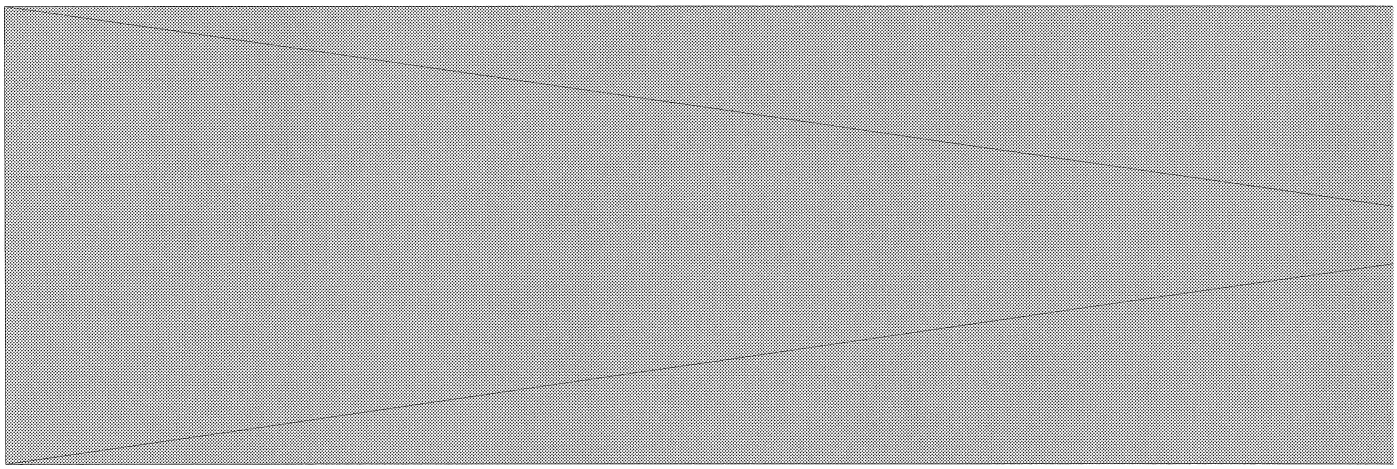
•□□□□□□□ May 8th Contracts (JECP, MVC PPP, MVC MPP) with updated Supply Mix.

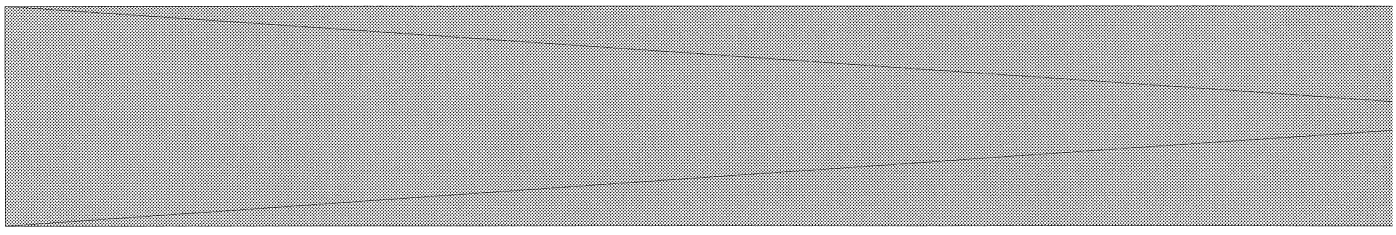
•□□□□□□□ Power Stream changes; updated Utilities Account Format (see attached). POWERSTREAM (HV) utility will be changing account number format from 12 digits to 20 digits with no spaces effective May 25th, 2015. Grace period of 1-2 Months to adjust as well.

•□□□□□□□ JE Nation Taxable (see attached).

•□□□□□□□ Free Office Stuff!!! (see attached). Please reach out to Beverly in Sales Support.

•□□□□□□□ New JECP Script Revisions: 4D and 4F. These changes will be LIVE TMRW!





•□□□□□□□ iPad Contingencies; do you even carry paper 'bro?

•□□□□□□□ Ontario Company production = 17%

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Installed SS Last Week (as a Region): 230 INSTALLS!

- The Permit Tracker: A revised Permit Hand Book and 4 Week Tracker (see attached).

•□□□□□□□ Upcoming June Events: Permit Data Base TRN / New iPad App TRN / Annual OEB Refresher Testing

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers. (no updates this week)

- Kitchi Resi: 34
- Viking: 12
- Oshawa: 16
- Fairview: 30
- Toronto: 6
- Dundas: 8

•□□□□□□□ 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
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

Older but relevant and reoccurring items:

•□□□□□□□ Summer Student Incentive Program!

•□□□□□□□ Dominican Trip Points; please ensure this is posted as a visual for your ICs.

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5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Attendance:

Gintaras

Dan G

Dan C

Kambiz

Brain

Finlay

3821

Joel S

Kevin

Dan ORR

Simon

Jahan

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, May 07, 2015 2:50 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Sabrina Hubley; Jennifer Johnston; Ryan Parnell; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

•□□□□□□□ Repetition is the key to success!

•□□□□□□□ Jen Johnson – Permits 101 / Office Visit Demos / 4 Week Forecast FAQ

•□□□□□□□ Victoria Day: Installs; please email Anthony, JE Coordinators, and Vendor Management Teams your plans.

•□□□□□□□ Top Crew Coordinators!!!

•□□□□□□□ Incomplete Advance Forms (see attached).

•□□□□□□□ Badge Request process (see attached).

•□□□□□□□ JE Nation (see attached).

•□□□□□□□ JECP Welcome Call Script (see attached).

•□□□□□□□ iPad Contingencies; do you even carry paper 'bro?

•□□□□□□□ Joel Stewart: LIVE Energy and Recruiting Feedback.

•□□□□□□□ Dominican Trip Points; where is it listed and whose close?

•□□□□□□□ Ontario Company production = 17%

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

3823

•□□□□□□□ Installed SS Last Week (as a Region): 190 INSTALLS!

- The PERMIT TRACKER (click on link). This is a cultural change. What is your 4 week plan. What is your contingency plan? WHAT IS YOUR PLAN?

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 34
- Viking: 12
- Oshawa: 16 (no update)
- Fairview: 30
- Toronto: 6
- Dundas: 8

•□□□□□□□ 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:

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- Managers Meeting
- Role Play
- Badging

- Send Off
- Talk to New ICs (Bonus Key)

Older but relevant and reoccurring items:

•□□□□□□□ Summer Student Incentive Program!

- Distribution List (CC me on everything):

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•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63

- Most Office Deals / Week: 486

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!

Attendance:

Brian (excused)

Gintaras

Dan G

Kambiz

Mithra

Joel Stewart

Kevin St. Amant

Simon

Mike W

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, April 30, 2015 1:51 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Sabrina Hubley; Jennifer Johnston; Ryan Parnell; Ravi Maharaj
Subject: Ontario Conference Call Summary
Importance: High

Hey Guys,

Please see below for a summary of today's call:

•□□□□□□□ Repetition is the key to success!

•□□□□□□□ Gintaras – The OEB populates the Global Adjustment on the PC Forms.

•□□□□□□□ The valuation of the Smart Stat has changed to $295 – brochures, contracts, CS script, ect.

•□□□□□□□ May 1st changes on deck.

▪· New JECP Brochure. we do not offer Home Efficiency Assessment anymore, we do not mention Increased Home Efficiency, we have added the free month info if they go online and sign up on portal, 24% reduction in energy consumption changed to 17%, customer data base updated from 1.8 million to say close to 2 million.

- New Supply Mix.
- New Contracts
- New Power PC Forms
- SAME Gas PC Forms

•□□□□□□□ JE Nation Commissions (see attached).

•□□□□□□□ NEW Bradford Permits:

http://www.bradfordtimes.ca/2015/04/29/door-to-door-sales-now-regulated-in-bradford-west-gwillimbury

•□□□□□□□ Top Crew Coordinators!!!

•□□□□□□□ Regional Distributor professionalism.

•□□□□□□□ Hitting wrong prompts on IVR; delays to change script.

•□□□□□□□ iPad Contingencies; do you even carry paper 'bro?

•□□□□□□□ Dominican Trip Points; where is it listed and whose close?

•□□□□□□□ Ontario Company production = No Data This Week

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Installed SS Last Week (as a Region): 165 INSTALLS!

- The PERMIT TRACKER (click on link). This is a cultural change. What is your 4 week plan. What is your contingency plan? WHAT IS YOUR PLAN?

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers. (no updates this week)

- Kitchi Resi: 31
- Viking: 11
- Oshawa: 16
- Fairview: 20
- Toronto: 8
- Dundas: 6

•□□□□□□□ 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
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

Older but relevant and reoccurring items:

•□□□□□□□ Summer Student Incentive Program!

•□□□□□□□ Weekly Badging Goals; please add to Sales Numbers email on Sunday night (example):

- This Weeks Goal: 10
- # of Badges: 11
- Goal Hit: Yes!
- Next Week's Goal: 10

- Distribution List (CC me on everything):

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

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Coordinators@justenergy.com

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5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Attendance:

Kam (excused)

Dan G

Dan C

Brian M

Joel S

Finlay

Daniel ORR

Simon

Mike Wiggan

Jahan

Gintaras

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, April 16, 2015 1:49 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ryan Parnell; Sabrina Hubley; Jennifer Johnston; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: "focus on the fingers".

- □□□□□□□ Repetition is the key to success!

- □□□□□□□ 2X Points Week!

- □□□□□□□ New JECP Office Record: 486 (+30)

- □□□□□□□ iPad Contingencies; do you even carry paper 'bro?

- □□□□□□□ ON Sales Penetration (see attached).

- □□□□□□□ Trip Deductions

- □□□□□□□ Ireland and Scotland; plan your work and work you plan "whose running your ship?".

- □□□□□□□ Dominican Trip Points; where is it listed and whose close?

- □□□□□□□ Ontario Company production = 24% (up 8%)

- □□□□□□□ April 1st paper work changes: May 1st changes on deck.

- □□□□□□□ 60 Day Inactivity; "do you know a guy?".

- □□□□□□□ Installed SS Last Week (as a Region): 323 INSTALLS!

3833

•□□□□□□□ The Referral Bonus Program has been extended until **May 1st**.

- The PERMIT TRACKER (click on link). This is a cultural change. What is your 4 week plan. What is your contingency plan? WHAT IS YOUR PLAN?

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 31
- Viking: 11
- Oshawa: 16
- Fairview: 20
- Toronto: 8
- Dundas: 6

•□□□□□□□ 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
- Badging

- Send Off
- Talk to New ICs (Bonus Key)

Older but relevant and reoccurring items:

•□□□□□□□ Summer Student Incentive Program!

•□□□□□□□ Weekly Badging Goals; please add to Sales Numbers email on Sunday night (example):

- This Weeks Goal: 10
- # of Badges: 11
- Goal Hit: Yes!
- Next Week's Goal: 10

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- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Attendance:

Gintaras

Dan G

Kam

Brain M

Joel S

Fin

Kevin

Daniel Orr

Mithra

Simon

Humera

Mike

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, April 09, 2015 1:38 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ryan Parnell; Sabrina Hubley; Jennifer Johnston; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

•□□□□□□□ Repetition is the key to success!

•□□□□□□□ Daily Planning / Territory Mapping / AM Managers Meeting examples

•□□□□□□□ Working without a Badge? (see attached) (Rosie)

•□□□□□□□ Trip Behavioral Guidelines (see attached).

•□□□□□□□ Trip Deductions (see attached).

•□□□□□□□ Ireland and Scotland; plan your work and work you plan "whose running your ship?"

•□□□□□□□ Top Crew Coordinators! (see attached)…

•□□□□□□□ Dominican Trip Points; where is it listed and whose close?

•□□□□□□□ Weekly Badging Goals; please add to Sales Numbers email on Sunday night (example):

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- # of Badges: 11
- Goal Hit: Yes!
- Next Week's Goal: 10

•□□□□□□□ 2 Week Competition; Most Badges = $1000. Don't be the guy at the bottom of the list. Congrats to Kitchi Resi!

•□□□□□□□ Ontario Company production = 16% (up 0.1%)

•□□□□□□□ Passports and Expiration Dates! (see attached)

•□□□□□□□ MVC Multi Accounts: Schedule A (see attached).

•□□□□□□□ Critical Control: New Name!

•□□□□□□□ JECP Welcome Call Script Revisions (CCR). PLEASE SEND YOUR THOUGHTS!

•□□□□□□□ April 1st paper work changes: May 1st changes on deck.

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Installed SS Last Week (as a Region): 232 INSTALLS!

•□□□□□□□ The Referral Bonus Program has been extended until **May 1st**.

- 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.

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers (no new numbers this week).

3839

- Kitchi Resi: 27
- Viking: 10
- Oshawa: 17
- Fairview: 22
- Toronto: 9
- Dundas: 5

•□□□□□□□ 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:

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- Managers Meeting
- Role Play
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

Older but relevant and reoccurring items:

•□□□□□□□ Summer Student Incentive Program!

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•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 456

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!

3841

Attendance:

DQ (excused)

Kevin (in field)

Brain

Gintaras

Kam

Dan G

Dainel ORR

Joel S

Dan C

Finlay

Simon

Mike W

Humera

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, April 02, 2015 1:49 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ryan Parnell; Sabrina Hubley; Ravi Maharaj; Jennifer Johnston
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: "

•□□□□□□□ Repetition is the key to success!

•□□□□□□□ Head Office Closed Friday April 3rd, 2015 (see attached).

•□□□□□□□ Weekly Badging Goals; please add to Sales Numbers email on Sunday night (example):

- This Weeks Goal: 10
- # of Badges: 11
- Goal Hit: Yes!
- Next Week's Goal: 10

•□□□□□□□ Summer Student Incentive Program!

3843

•□□□□□□□ Taking pictures of BILLS BILLS BILLS!

•□□□□□□□ 2 Week Competition; Most Badges = $1000. Don't be the guy at the bottom of the list.

•□□□□□□□ Ontario Company production = 15.9%

•□□□□□□□ Passports and Expiration Dates! (see attached)

•□□□□□□□ Rate Escape Insert: how is your inventory looking?

•□□□□□□□ MVC Cheat Sheet and Portal Step by Step.

•□□□□□□□ JECP Welcome Call Script Revisions (CCR). Please send your feedback! Refute Reuse Recycle!

•□□□□□□□ April 1st paper work changes: May 1st changes on deck.

•□□□□□□□ New MVC Prices!!! 5 years 6.09 to 5.49 and 3 years 5.89 to 5.29.

•□□□□□□□ 10PM MVC Reports: excel format / weekly summaries on Monday AM.

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ The Incentive Trip Week: plan your work; and work your plan.

•□□□□□□□ Installed SS Last Week (as a Region): Top Office LESS than 50% of CAKE!

•□□□□□□□ The Referral Bonus Program has been extended until **May 1st**.

- Distribution List (CC me on everything):

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

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4. For any portal related issues such as: pre-data records (errors and checks), welcome emails issues, and customer enrollments: application_support@justenergy.com

5. For any iPad related issues: DIST_CANADA_BA@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. (Guest Speaker Jen!)

•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 456

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 27
- Viking: 10
- Oshawa: 17
- Fairview: 22
- Toronto: 9
- Dundas: 5

•□□□□□□□ 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
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

There's No Use Without The JUICE!!!!

Happy Tech Happy Cheq!!!

Team Work Make The Dream Work!

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!

Attendees:

Simon

Mithra

Jahan

Mike

Dan G

Dan Q

Kam

Dan C

Joel S

Finlay

Daniel O

Gintaras

Brian

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, March 26, 2015 2:11 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon); Regional (Ali); Regional (Humera)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ryan Parnell; Sabrina Hubley; Ravi Maharaj; Rosalba Gullo; Bibiana Zovic
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: " The 4 Minute Mile is not an impressive feat today".

https://www.youtube.com/watch?v=8kZg_ALxEz0

•□□□□□□□ Repetition is the key to success!

•□□□□□□□ Summer Student Incentive Program!

•□□□□□□□ 2 Week Competition; Most Badges = $1000. Don't be the guy at the bottom of the list.

•□□□□□□□ New JECP Brochures (see attached).

•□□□□□□□ Badging 101 (Guest Speaker Rosie)

•□□□□□□□ JECP Welcome Call Script Revisions (CCR). Please send your feedback! Refute Reuse Recycle!

•□□□□□□□ April 1st paper work changes (see attached for JECP and MVC Contracts).

•□□□□□□□ April 1st New MVC PPP pricing! Prices changing from 5 years 6.09 to 5.49 and 3 years 5.89 to 5.29.

•□□□□□□□ 10PM MVC Reports: excel format / weekly summaries on Monday AM.

•□□□□□□□ MVC Contract Conversion Ratio: Paper 22% (32 Deals) Portal 100% (17 Deals) = WOW!

•□□□□□□□ Verification Calls on the Extranet; GTG!! Please let me know if there are any issues with this.

3849

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ The Incentive Trip Week: plan your work; and work your plan.

•□□□□□□□ Spring and Summer Clothing items.

•□□□□□□□ Installed SS Last Week (as a Region): 210!

•□□□□□□□ The Referral Bonus Program has been extended until **May 1st**.

•□□□□□□□ Recruiting Update (Guest Speaker Sabrina Hubley) Text MSG Blasting!!!!!!!

•□□□□□□□ JE Nation Points! Please use before the end of the month!

- Distribution List (CC me on everything):

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- 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.

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers (still reflects last week's #s).

- Kitchi Resi: 22
- Viking: 9
- Oshawa: 16
- Fairview: 20
- Toronto: 6
- Dundas: 7

•□□□□□□□ 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:

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- Managers Meeting
- Role Play

- Badging
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There's No Use Without The JUICE!!!!

Happy Tech Happy Cheq!!!

Team Work Make The Dream Work!

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 (excused)

Brain

Mithra

Finlay

Kevin

Dan C

Dan G

Simon

Kam

Jody

Dan G

DQ (interviews)

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, March 19, 2015 1:44 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon); Regional (Ali); Regional (Humera)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ravi Maharaj; Ryan Parnell; Sabrina Hubley
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

•□□□□□□□ Repetition is the key to success!

•□□□□□□□ Summer Student Incentive Program!

3853

•□□□□□□□ Parental Consent Form (see attached)

•□□□□□□□ April 1st Orders; quantity amounts; Great Job! FYI Some Power PC Forms changing May 1st again; small amount ordered.

•□□□□□□□ April 1st New MVC PPP pricing! Prices changing from 5 years 6.09 to 5.49 and 3 years 5.89 to 5.29.

•□□□□□□□ 10PM MVC Reports: excel format / weekly summaries on Sunday.

•□□□□□□□ Verification Calls on the Extranet; GTG!!

•□□□□□□□ HE MVC (see attached).

•□□□□□□□ 60 Day Inactivity.

•□□□□□□□ Spring and Summer Clothing items.

•□□□□□□□ MEMO: What you need while marketing (see attached).

•□□□□□□□ MEMO: Code of Conduct (see attached). (Guest Speaker Megan)

•□□□□□□□ Easter Plans; email Vendor Management Team. (Guest Speaker Arlene and Ryan)

•□□□□□□□ Gala Dress Code (see attached).

•□□□□□□□ Alternate Recruiting ideas from Mr. PARNELL (see attached).

•□□□□□□□ Meetups Toronto; great idea from SAB (click on link below)

•□□□□□□□
http://www.meetup.com/?allMeetups=false&keywords=job+seekers&radius=25&userFreeform=Toronto%2C+(

•□□□□□□□ The Referral Bonus Program has been extended until **May 1st**.

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•□□□□□□□ Top JECP Installs for last week: 201 Installs / 67% of region.

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers:

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Happy Tech Happy Cheq!!!

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Look forward to speaking to you all next week!

Thanks!

Attendees:

Dan C

Brain M

Joel S

Finlay A

Humera

Dan G

Simon

DQ

Kevin

Absent

Gintaras

Kam

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, March 12, 2015 1:51 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon)
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:

•□□□□□□□ Summer Student Incentive Program!

•□□□□□□□ Regional and Guaranteed Advances: none were moved to any RD this month.

•□□□□□□□ April 1st Orders; quantity amounts.

•□□□□□□□ Verification Calls on the Extranet; so close you can taste it!

•□□□□□□□ Regional Admin Hand Book.

•□□□□□□□ 60 Day Inactivity.

•□□□□□□□ Pilot ICs as per Andy's Monday Call.

•□□□□□□□ Spring and Summer Clothing items.

•□□□□□□□ The Referral Bonus Program has been extended until **May 1st**.

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- Toronto:

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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:

Joel Stewart (excused)

Dan C (excused)

Daniel ORR

Kevin St. Amant

Dan G

3861

Gintaras

Brian M

Finlay Arnold

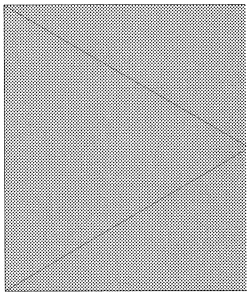
Simon

Mithra

Absent

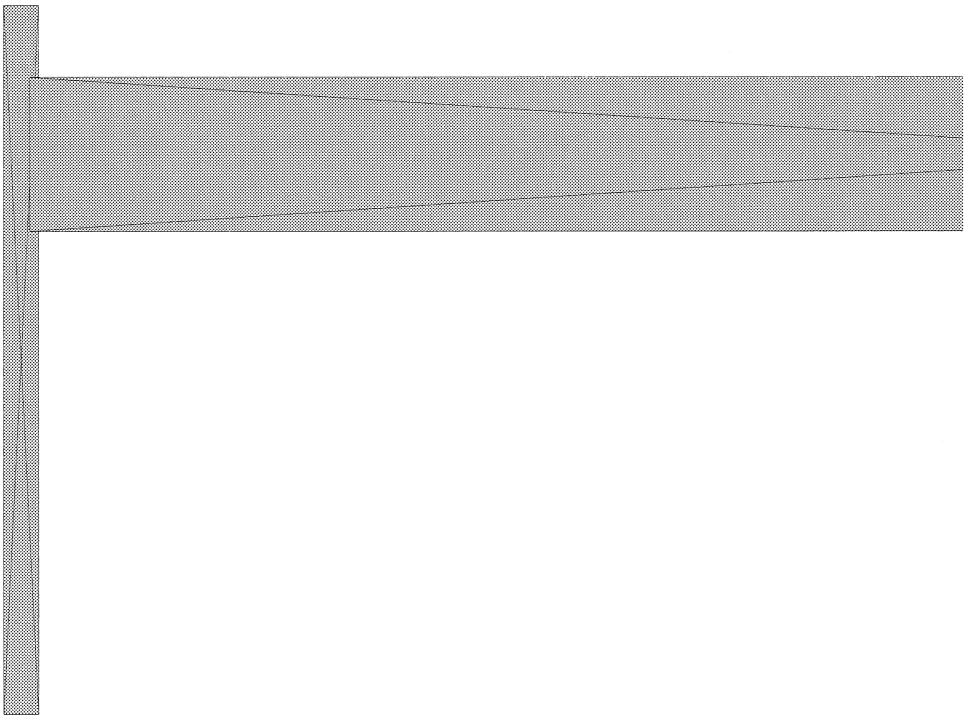
DQ

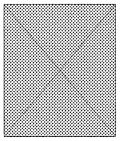
Kam



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, March 05, 2015 1:37 PM
To: Regional Yorkland (Gintaras); 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; Nola Ruzycki; Ravi Maharaj; Bibiana Zovic; Anna Dec
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

3863

•□□□□□□□ Are you coming on the TRIP! Please remember to complete Waiver (see attached).

•□□□□□□□ The Recruiting Incentive! (see attached).

•□□□□□□□ Emailing Sales Support! (see attached).

•□□□□□□□ Utility Accounts Format (see attached).

•□□□□□□□ 60 Day Inactivity; please forward all issues with inactive ICs to Sales Support.

•□□□□□□□ iPad Reset Monday March 9th, 2015.

•□□□□□□□ The CCR and Install Report! Please send your feedback.

•□□□□□□□ Extranet Issues (The Issue Tracker has issues): please forward your concerns, let's improve the most utilized tool in our day to day activities.

•□□□□□□□ Burlington = Don't even bother…

•□□□□□□□ 000000000 Account Numbers; please do not use this as a workaround to compete calls. These deals do not get paid.

•□□□□□□□ The Referral Bonus Program has been extended until **May 1st**. (see attached).

•□□□□□□□ Technician Education 101; please provide any and all feedback and content directly to Jody. This will be a great tool to ensure the Technician reinforces the Sales culture that our ICs have established. Great Job Kevin!

•□□□□□□□ NAB Bonus – now includes MVC Deals! Pease remember this is based on FPRC #s; so a Welcome Call should be promoted.

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Thanks!

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DQ

Brian M

Mithra

Finlay

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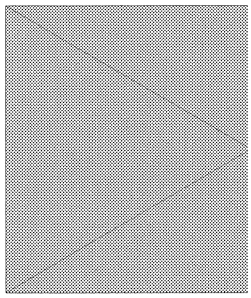
Simon G

Kambiz

Kevin St. Amant

Daniel ORR

Kam



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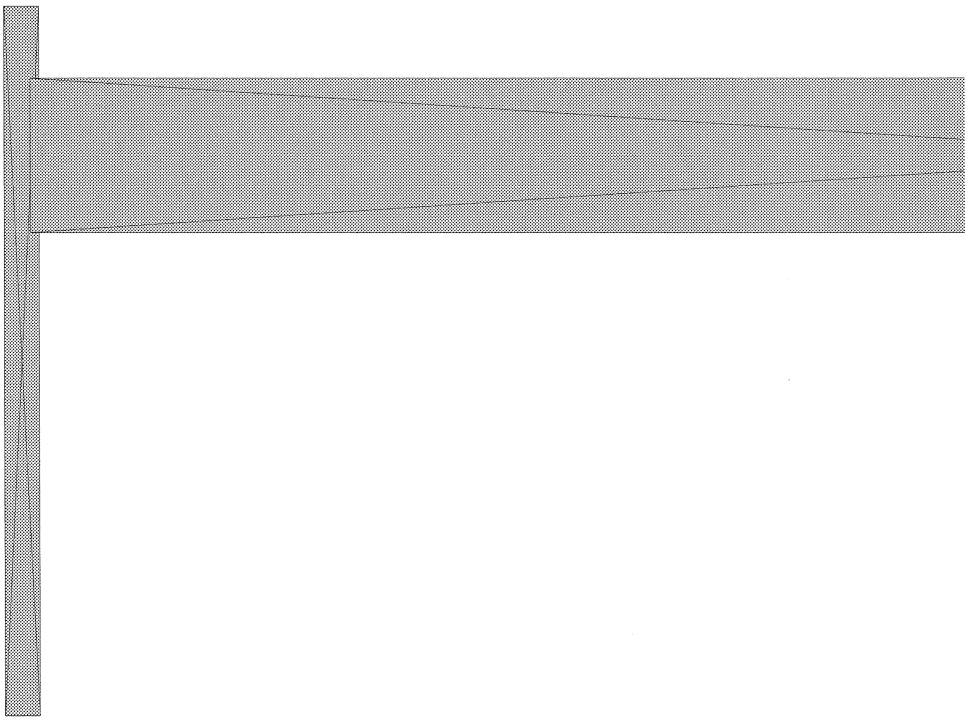

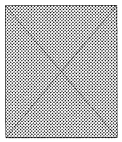

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From: Ravi Maharaj
Sent: Thursday, February 26, 2015 1:56 PM
To: Regional Yorkland (Gintaras); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional Kitchener (Joel); 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; Nola Ruzycki; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

•□□□□□□□ Top Flight Security. If you encounter a rigid police experience (for any reason), it is imperative that you advise Ray and I, along with our CCR Team (see attached).

•□□□□□□□ Are you coming on the TRIP! Please remember to complete Waiver (see attached).

•□□□□□□□ Dominican Trip Qualifications. October 6th to 10th!

•□□□□□□□ Role Playing; please remember to ensure ICs are practicing politeness and call back presentations during their mornings. "Yes Sir No Sir", ect.

•□□□□□□□ Verification Call Recordings on the Extranet; just wait on it!

•□□□□□□□ New ICA (attached).

•□□□□□□□ JE Clothing Flyer (attached).

•□□□□□□□ The Referral Bonus Program has been extended until **May 1st**. (see attached).

•□□□□□□□ Mega Star Awards clarifications (see attached).

•□□□□□□□ Technician Education 101; please provide any and all feedback and content directly to Jody. This will be a great tool to ensure the Technician reinforces the Sales culture that our ICs have established.

•□□□□□□□ NAB Bonus – now includes MVC Deals! Did you receive your NAB MVC Poster?

•□□□□□□□ Positive Feedback - Samir FICIC #335130:

A representative from Just Energy came knocking on my door the other night. He informed me of my current contract rate. I had the option of looking in for a lower rate of 22 cents, versus the 24 and change I was paying now. He had all my details on this tablet. He then had me speak with someone live from the customer care centre, to verify I was the homeowner. The technology was quite impressive. Agreements were emailed to me while we were speaking. The experience was quite good. Just thought I would let you know. I had my Enbridge bill handy, and everything there was just as he said. So I locked in for the 5 years.

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•□□□□□□□ Early Bird gets The Super Chickens! When do you start knocking?

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers:

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- Send Off
- Talk to New ICs (Bonus Key)

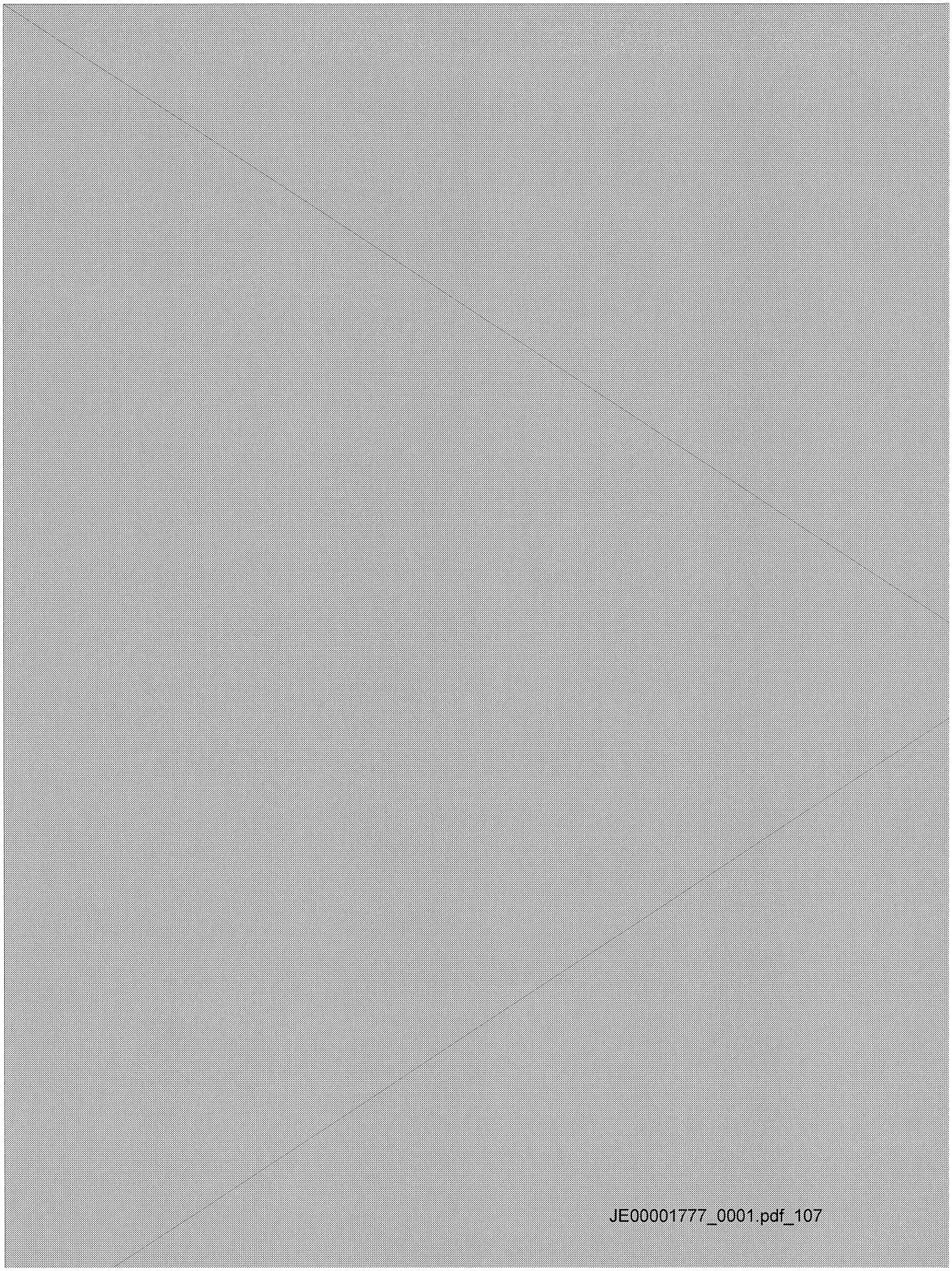
There's No Use Without The JUICE!!!

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!



3873

Attendees:

Daniel ORR (excused)

DQ (excused)

Kam

DC

Joel Stewart

Fin Arnold

Brian

Mithra

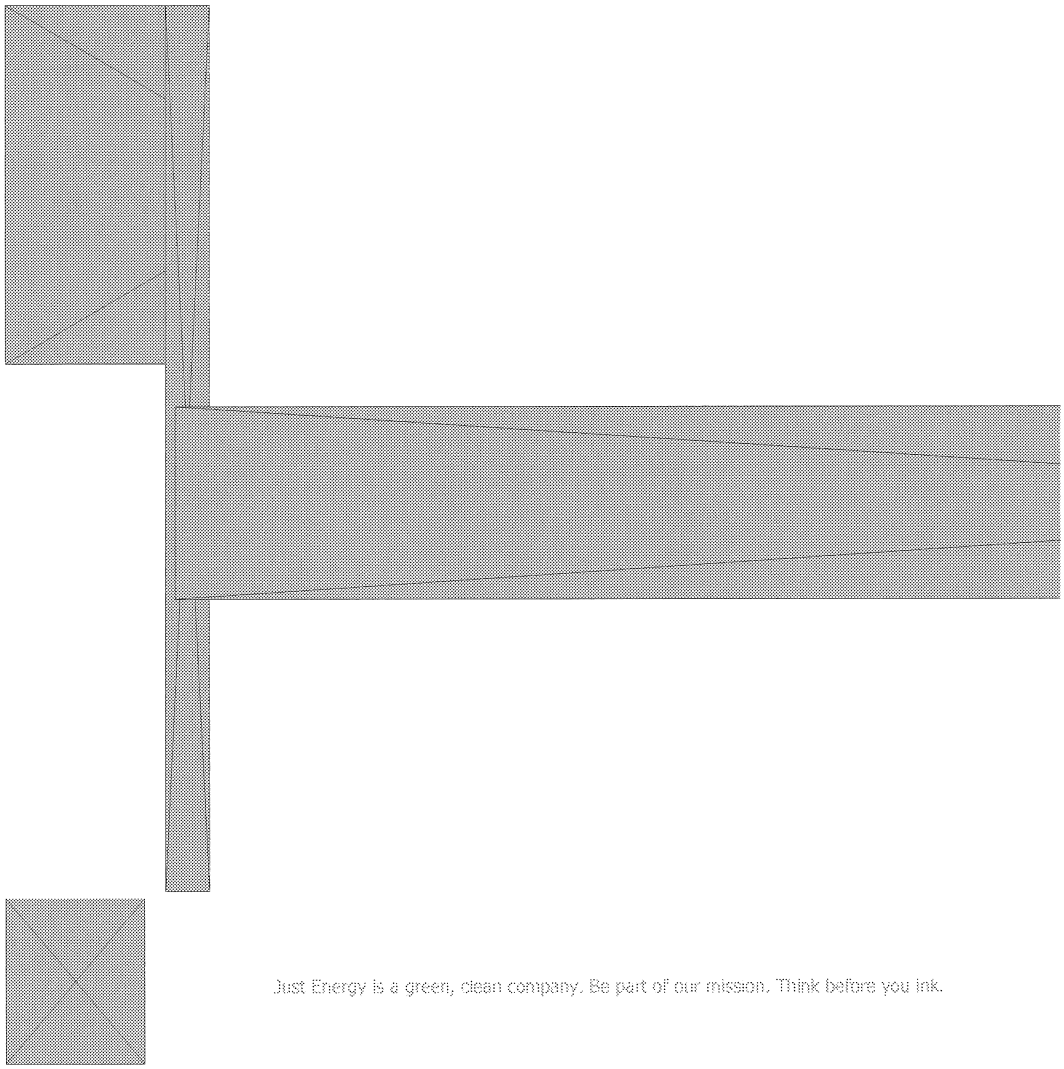
Simon (excused)

Dan G

Kevin

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, February 19, 2015 2:01 PM
To: Regional Yorkland (Gintaras); 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; Nola Ruzycki; Krste Krstinovski; Ryan Howie; Rosalba Gullo
Subject: Ontario Conference Call Summary

3875

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
- 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

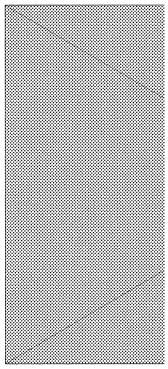
Kam

Joel S

Fin

Daniel Orr

Gintaras



Ravi Maharaj
Regional Sales Manager

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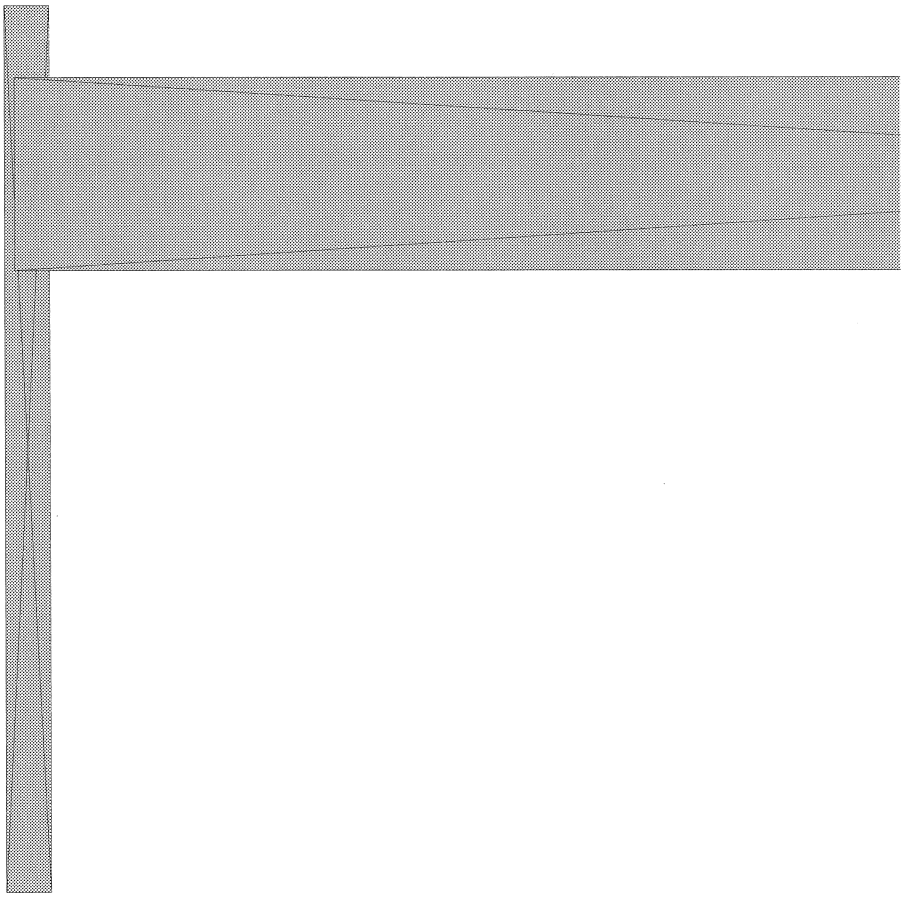

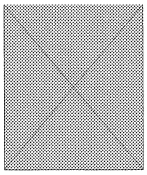

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From: Ravi Maharaj
Sent: Thursday, February 12, 2015 1:41 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional 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:

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We Are - …just getting started.

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Thanks!

Attendees:

Daniel

Kevin

Gintaras

Brian

Dan G

Dan C

Dan Q

Mithra

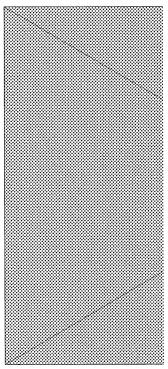
3883

Joel

Andrew

Fin

Kam (vaca)



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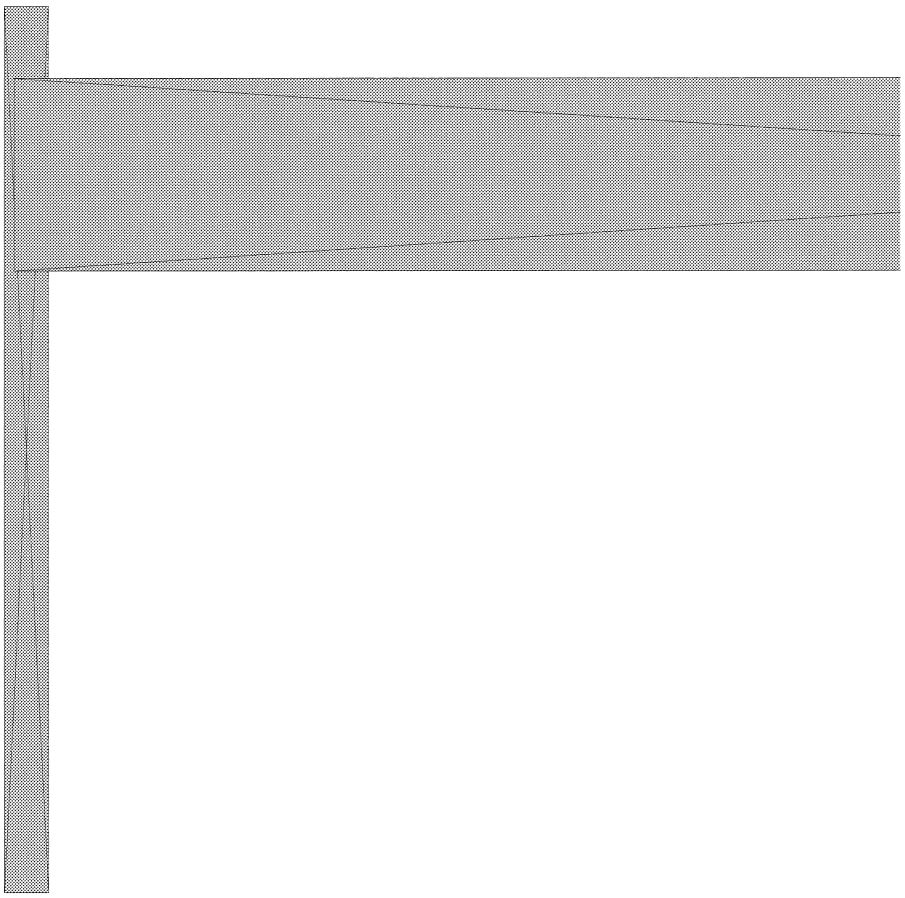

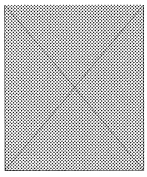

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From: Ravi Maharaj
Sent: Thursday, February 05, 2015 2:03 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional 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:

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- Role Play
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

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Look forward to speaking to you all next week!

Thanks!

Attendees:

Dan C

Brain

Dan G

Andrew D

Joel S

Fin

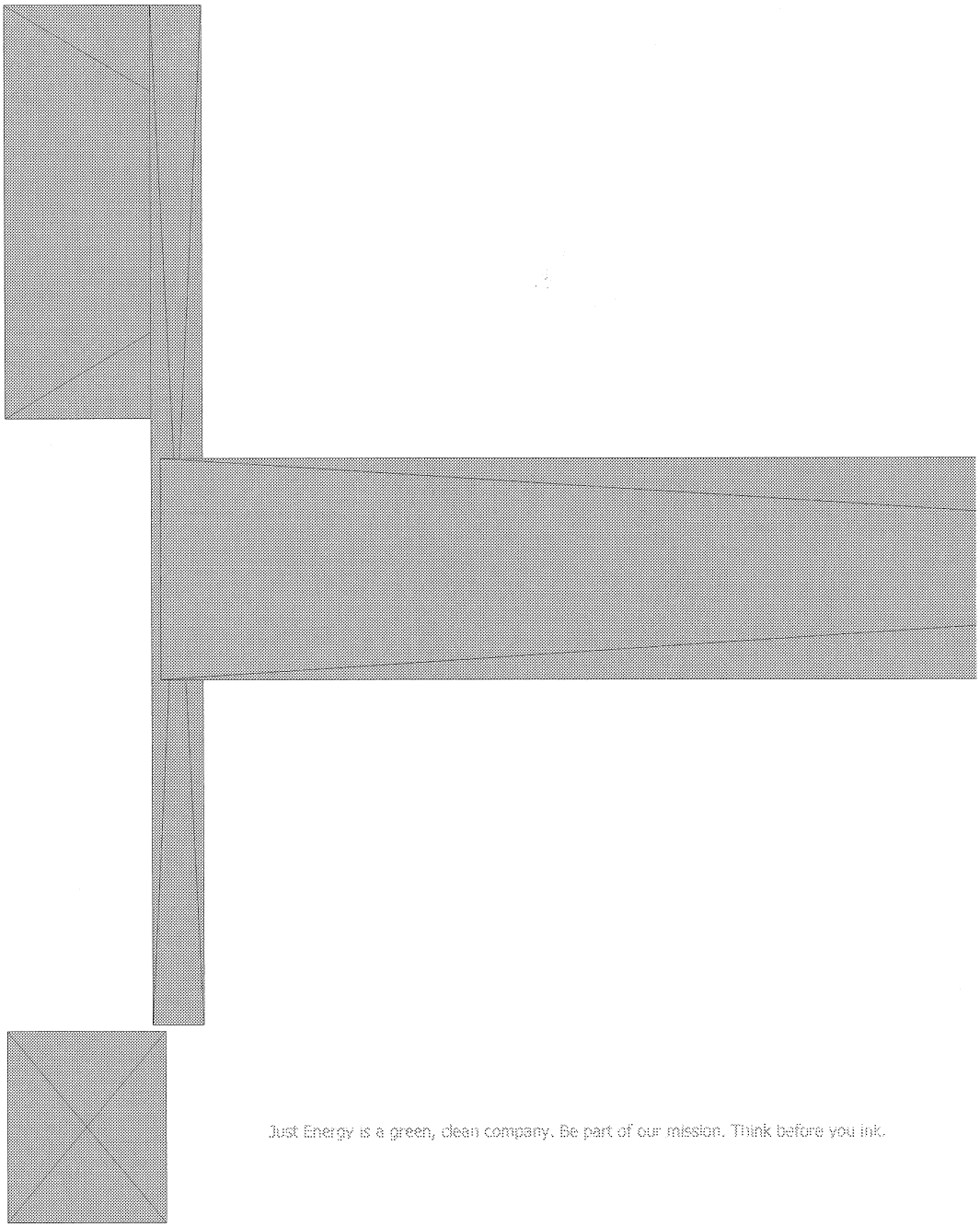
Gintaras

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

3889



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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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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!

3893

Thanks!

Attendees:

Brian (present)

DC (present)

Kam

Dan G

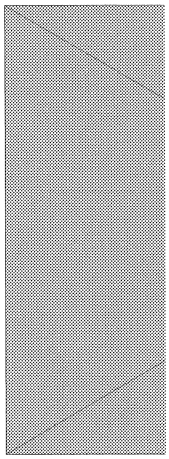
Joel S

Fin

Mithra

Andrew D

Daniel ORR



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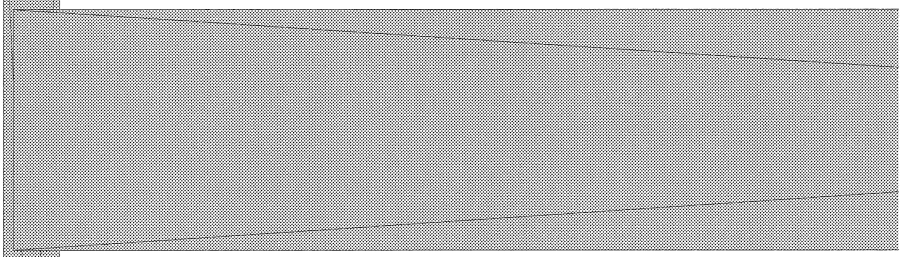

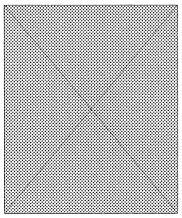

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From: Ravi Maharaj

3895

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

3897

- 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

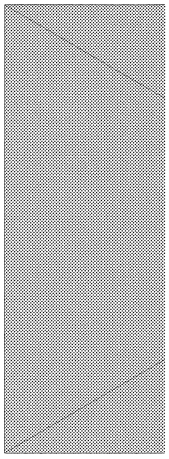
Kam

DC

Dan G

Andrew D

Joel STEWART



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Regional Sales Manager

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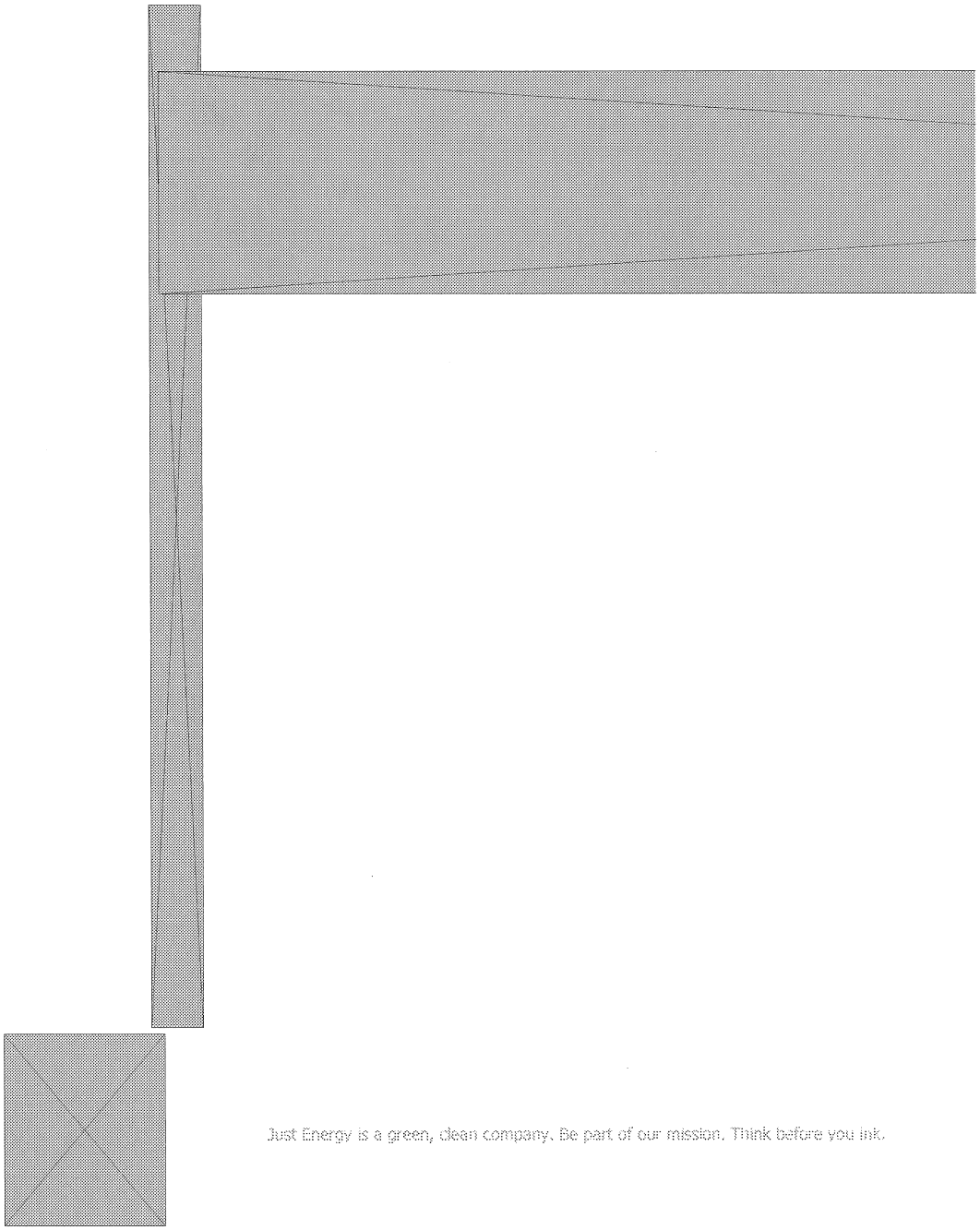

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From: Ravi Maharaj

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!

3901

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.

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DC

Kam

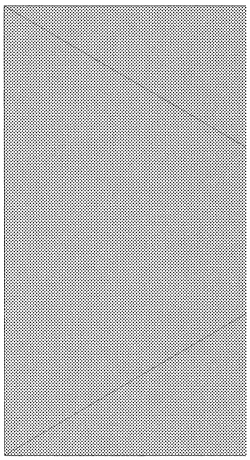
Joel Stewart

Fin

Daniel ORR (Kevin St. Amant)

Dan G

Andrew D.



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Ravi Maharaj
Regional Sales Manager

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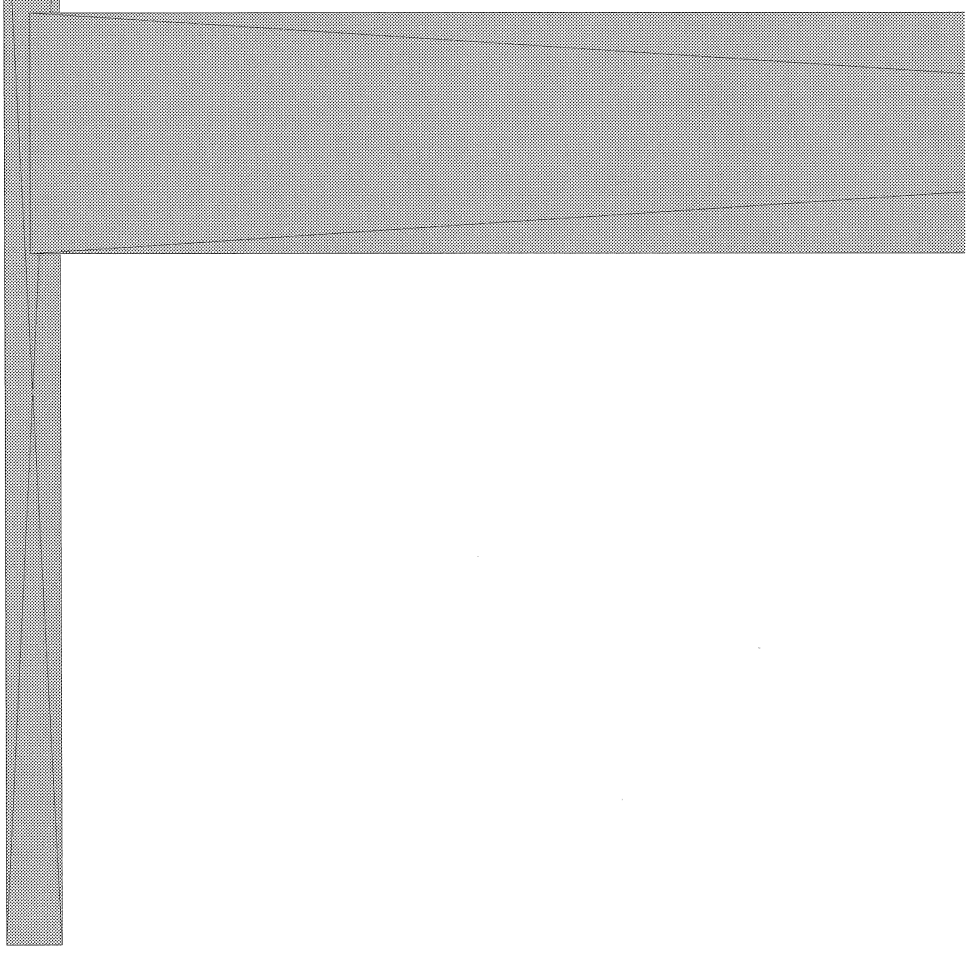
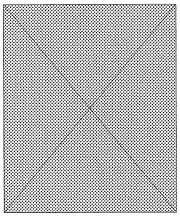
6345 Dixie Road, Suite 200, Mississauga, Ontario, L5T 2E6
E-mail rmaharaj@justenergy.com | Web justenergy.com





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From: Ravi Maharaj
Sent: Thursday, January 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

3905

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:

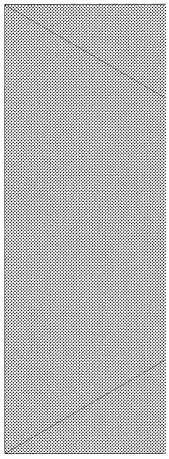
Gintaras

Dan G

Finlay

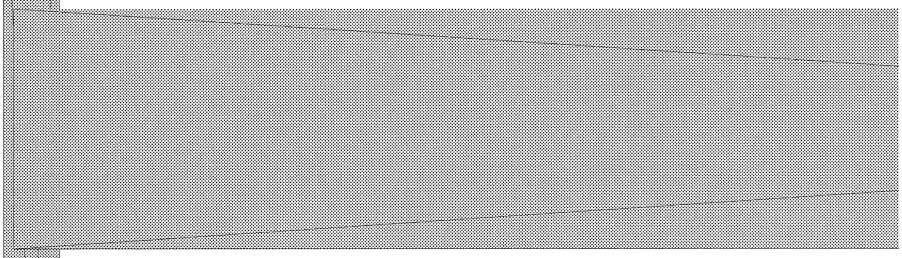
Joel Stewart

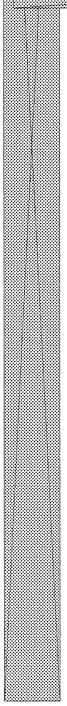
Andrew D



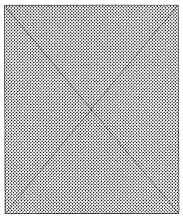
Ravi Maharaj
Regional Sales Manager

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





3907



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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

- 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.

3909

- 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

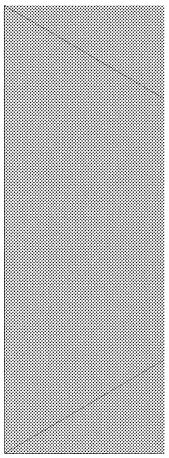
Brian

DC

Dan G

Ray

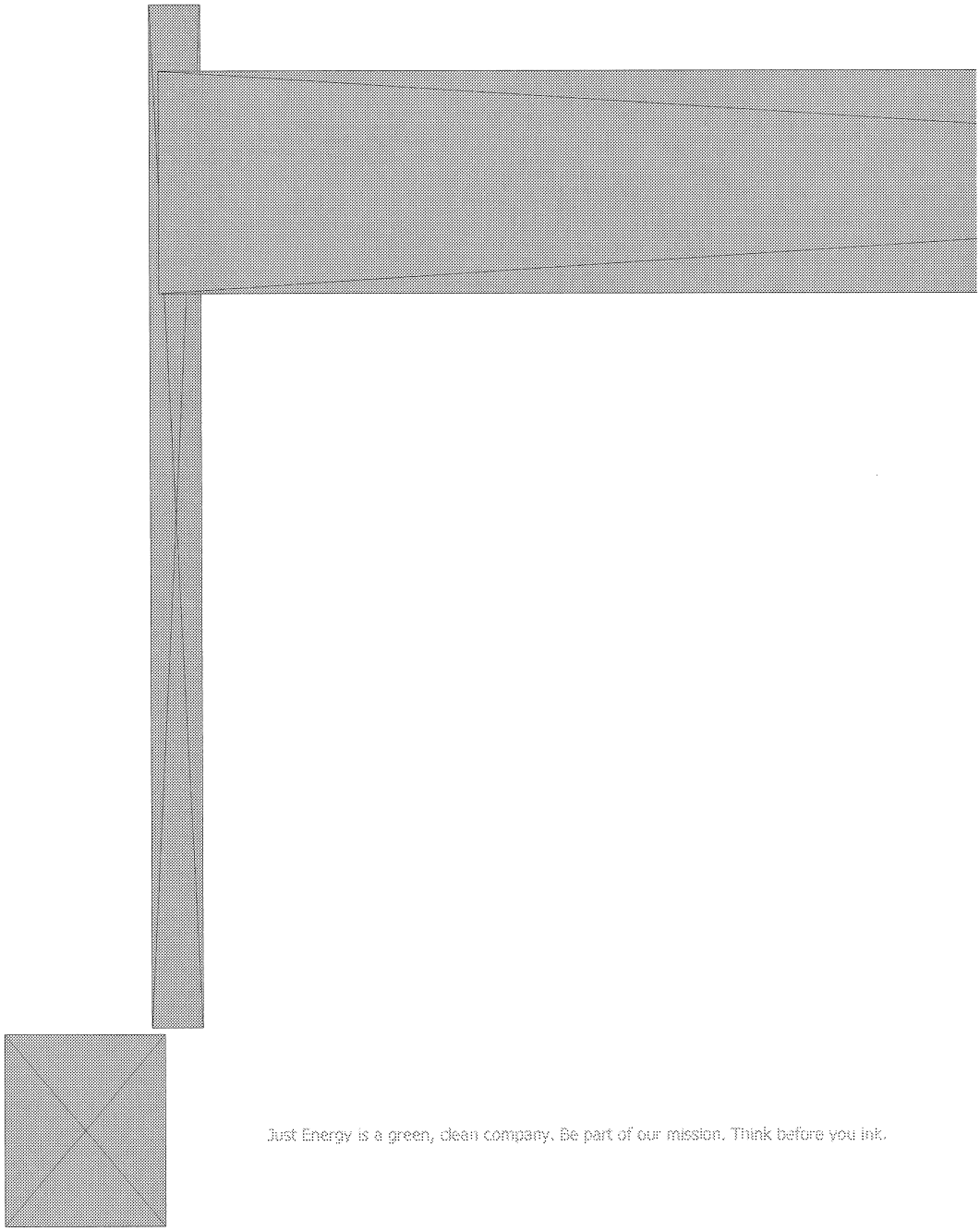
Finlay



Ravi Maharaj
Regional Sales Manager

T 905.670.4440 ext: 71245 | **F** 905.564.6107 | **C** 416.817.9508
6345 Dixie Road, Suite 200, Mississauga, Ontario, L5T 2E6
E-mail rmaharaj@justenergy.com | **Web** justenergy.com

3911



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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

3913

▪ 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:

3915

Danny B

Gintaras

Brain M

Dan C

Dan G

Joel Stewart

Ray R

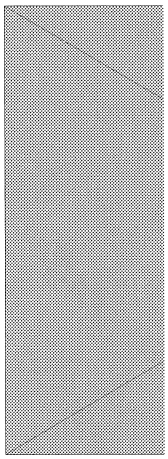
Fin

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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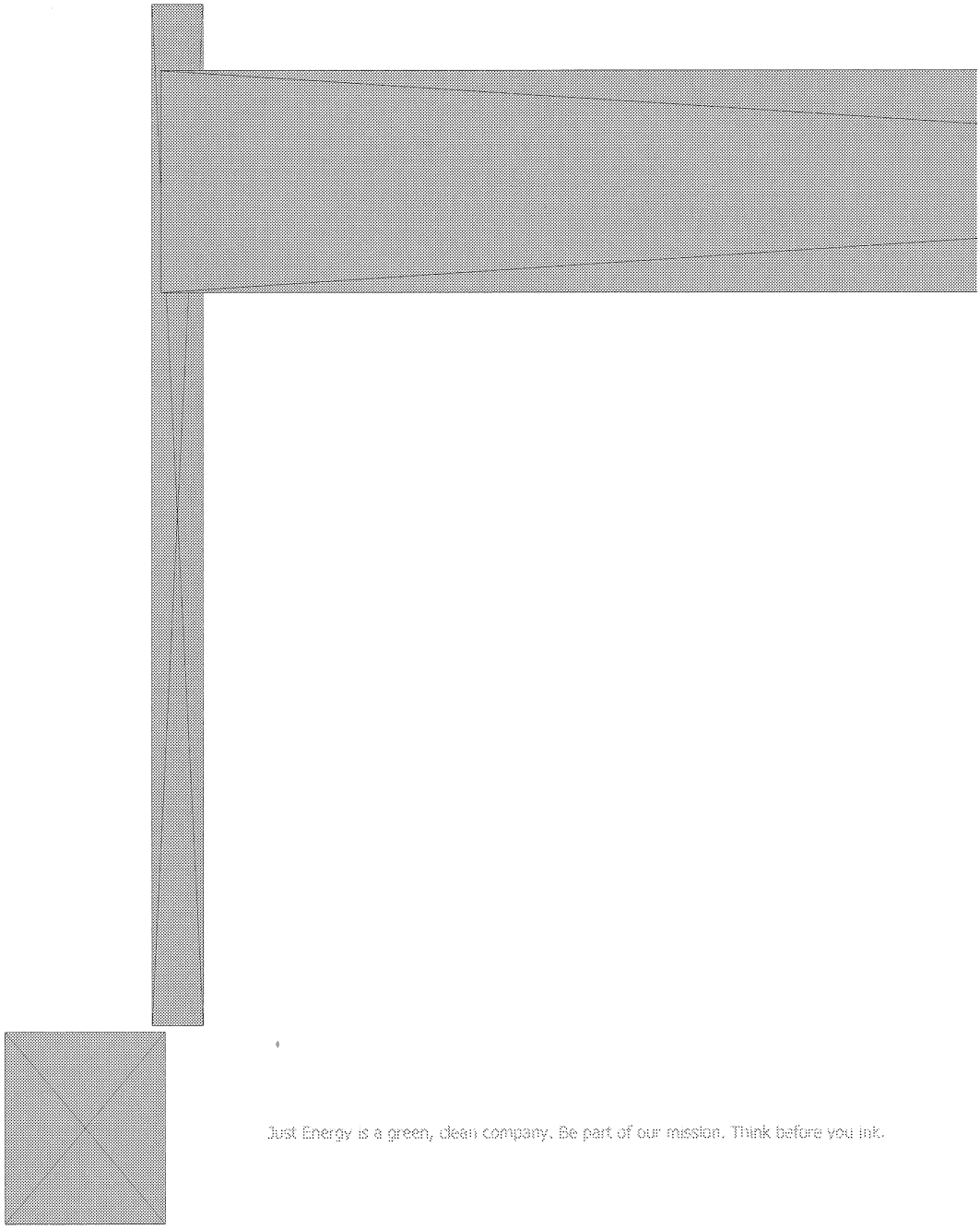

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From: Ravi Maharaj

3917

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.

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•□□□□□□□ Jan 1st – Closed.

•□□□□□□□ Jan 2nd + - Business as usual.

3919

•□□□□□□□ 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:

Greg GIZA

Joel Stewart

Gintaras

Raymond R (covering Ali and Johnny)

Brain (covering Danny B)

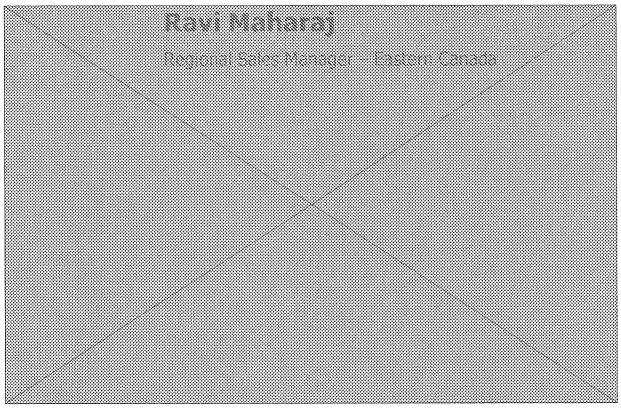
DC (covering Dan G)

Andrew

Fin

Andy

Kambiz



T 905.670.4440 x.71245 | C 416.817.9508
6345 Dixie Road Suite 200, Mississauga, Ontario, L5T 2E6
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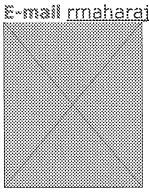

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From: Ravi Maharaj
Sent: Thursday, November 27, 2014 2:04 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional (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.

Ravi
(x71245)

(416.817.9508)

3925

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!

3927

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

3929

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

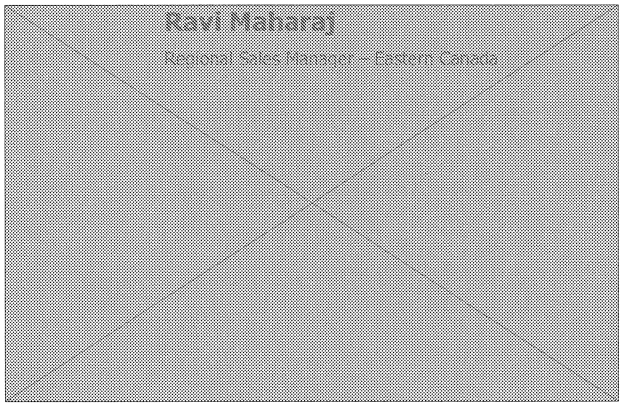
Excused:

DC

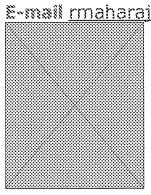
Brian

Danny B

Ray R



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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3931

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

3933

Ali

Dan G

Kyle S

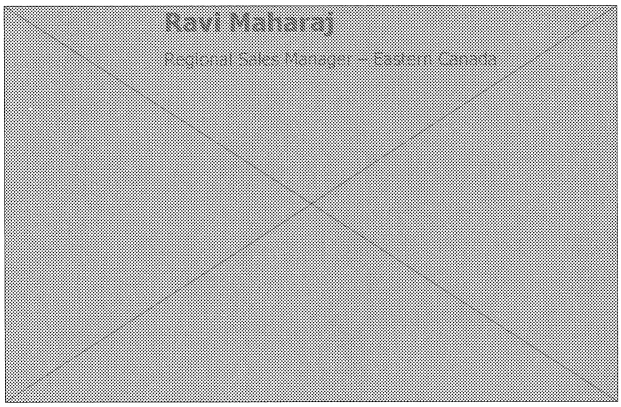
Kyle G

Simon

Jason

Rick

Andy P



T 905.670.4440 x.71245 | **C** 416.817.9508
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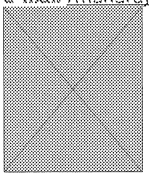
E-mail rmaharaj@justenergy.com | **Web** justenergy.com



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From: Ravi Maharaj
Sent: Thursday, 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.

3935

•□□□□□□□ New JECP Contract.

•□□□□□□□ New MVC PPP (new price) and MVC MPP Contract.

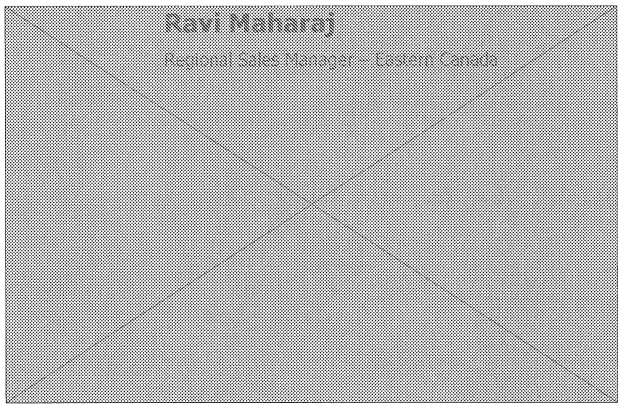
•□□□□□□□ Compliance Visits (Hespeler and Ottawa on deck; Fairview, Kitchi, Oshawa, Viking completed).

•□□□□□□□ 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!



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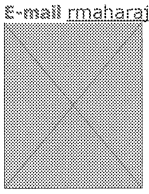
E-mail rmaharaj@justenergy.com | **Web** justenergy.com



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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.

3937

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).

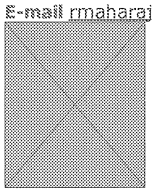
- □□□□□□□ Rate Tables, ICAs, and a New JECP Payment Hand Out will all be revised and ready for launch by November 3rd.

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



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To: J Z (jahanzaeb@hotmail.com)[jahanzaeb@hotmail.com]
From: Regional Fairview (Mithra)
Sent: Wed 19/08/2015 10:17:54 AM
Importance: Normal
Subject: FW: Ontario Conference Call Summary
MAIL_RECEIVED: Wed 19/08/2015 10:17:57 AM
Just Energy Ontario Golf Event.msg
Steak & Beans Contest.msg
Oshawa recruitment incentive..msg
Steak and Beans Contest.msg
IMG_2980.jpg

From: Ravi Maharaj
Sent: Thursday, July 16, 2015 1:32 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike); Valerie Green; Nadia Fertile; Indranie Persaud; Recruiter Toronto; Anita Perras; Admin Oshawa; Admin Fairview; Regional Etobicoke (John); Leanne Evans
Cc: Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Gord Potter; Ravi Maharaj
Subject: Ontario Conference Call Summary

Attendance: Dan Q (excused), Dan G, Daniel O, Brian (excused), Mithra (excused), Finlay, Kevin, Gintaras, Simon, Kambiz

Hey Guys,

Please see below for a summary of today's call: "Steak & Beans".

- Repetition is the key to success!

•□□□□□□□ The 4 Tex Commandments:

- Drive Sales
- Compliance Culture
- Succession Planning
- Recruiting

•□□□□□□□□ DR Trip Registration! (Megan Taylor)

- If there are any ICs missing from this list please let me know ASAP!

•□□□□□□□□ Steak & Beans!!! (see attached)

- **Group A**
  - San Jose
  - Beachwood
  - ~~Kitchener-Resi~~
  - Dallas & Dallas West
  - San Francisco
  - Bingham
  - Westchase

- **Group B**
  - North Loop

- Syracuse
- Cincinnati
- Owings Mills
- Bolingbrook
- Warren
- Fairview

- **Group C**
- Manitoba
- Columbus
- Westmont (resi)
- Wilmington
- Grand Rapids
- Baltimore
- Oshawa

-

- **Group D**
- DFW
- Fort Wayne
- Oak Park
- Kew Gardens
- Philadelphia
- Corpus Christi

- Viking

- **Group E**
- Yorkland
- Toronto
- Islington
- Ottawa Commercial
- Cambridge and Kitchener Commercial

- Permit Budgets!!! Use it or lose it!!!!

- Golfing 101: This Friday!

- Update email list (FYI)

- Ponchos for the Liquid Sunshine! (see attached)

- Oshawa Recruiting idea (see attached).

- MEMO: Contracts Team. Dist_CDN_Contracts@justenergy.com

- MEMO: New iPad Purchase Form.

•□□□□□□□□ MEMO: Dominican Republic Registration.

•□□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□□ Upcoming June Events: ~~Permit Data Base TRN~~ / New iPad App TRN / ~~Annual OEB Refresher Testing~~ / ~~OEB Office Audits~~

Older items:

•□□□□□□□□ Summer Student Incentive Program!

- The Permit Tracker. https://permits.justenergy.com
- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx
- Distribution List (CC me on everything):

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

3. Any Install Related issues please send to: JE SmartStat Coordinators Coordinators@justenergy.com

4. For any portal related issues such as: pre-data records (errors and checks), welcome emails issues, and customer enrollments: Dist_CDN_Contracts@justenergy.com

5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, July 09, 2015 1:25 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike); Valerie Green; Nadia Fertile; Indranie Persaud; Recruiter Toronto; Anita Perras; Admin Oshawa; Admin Fairview; Regional Etobicoke (John); Leanne Evans
Cc: Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Gord Potter; Ravi Maharaj
Subject: Ontario Conference Call Summary

Attendance: Kevin, Daniel O, Kambiz, Gintaras, Dan G, Dan Q, Finlay, Mithra, Dan C, Simon, Joel S,

Hey Guys,

Please see below for a summary of today's call: "No Fear".

- Repetition is the key to success!

•□□□□□□□ The 4 Tex Commandments:

- Drive Sales
- Compliance Culture
- Succession Planning
- Recruiting

•□□□□□□□ 2X Points Week!!!

- □□□□□□□□ Guest Speaker: Megan Taylor!

- □□□□□□□□ Permit Budgets!!! (see attached) Use it or lose it!!!!

- □□□□□□□□ Golfing 101: TBD

- □□□□□□□□ MEMO: Contracts Team. Dist_CDN_Contracts@justenergy.com

- □□□□□□□□ MEMO: New iPad Purchase Form.

- □□□□□□□□ MEMO: JE Nation Password Reset.

- □□□□□□□□ MEMO: Dominican Republic Registration.

- □□□□□□□□ MEMO: Crew Coordinator Spot Light.

- □□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

- □□□□□□□□ 60 Day Inactivity; "do you know a guy?".

- □□□□□□□□ Installed SS Last Week (as a Region): 179 INSTALLS!

•□□□□□□□□ Upcoming June Events: ~~Permit Data Base TRN~~ / New iPad App TRN / ~~Annual OEB Refresher Testing~~ / ~~OEB Office Audits~~

Older items:

•□□□□□□□□ Summer Student Incentive Program!

- The Permit Tracker. https://permits.justenergy.com
- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx
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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

3. Any Install Related issues please send to: JE SmartStat Coordinators Coordinators@justenergy.com

4. For any portal related issues such as: pre-data records (errors and checks), welcome emails issues, and customer enrollments: Dist_CDN_Contracts@justenergy.com

5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

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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Sent: Thursday, July 02, 2015 1:40 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike); Valerie Green; Nadia Fertile; Indranie Persaud; Recruiter Toronto; Anita Perras; Admin Oshawa; Admin Fairview; Regional Etobicoke (John); Leanne Evans
Cc: Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Gord Potter; Ravi Maharaj
Subject: Ontario Conference Call Summary

Attendance:

Dan G

Dan Q

Kambiz

Brian

Joel S

Finlay

Daniel O

Kevin St.

Simon

Hey Guys,

Please see below for a summary of today's call: "Sexi Mexi!!"

NOTE: Yes I will be proposing this weekend; wish me luck! ☺

- Repetition is the key to success!

•□□□□□□□ The 4 Tex Commandments:

- Drive Sales
- Compliance Culture
- Succession Planning
- Recruiting

•□□□□□□□ June Incentives!!!!!

- IC Bonus Pay Tiers
- Crew Coordinator Over Rides 2X
- RD Over Ride Pay Tiers
- $5000 Bonus

- 3000 Points = Trip
- Trip Credits / Executive Suite
- RSM Incentive "Make Me An Offer"

•□□□□□□□ New iPad Form: coming soon.

•□□□□□□□ New Distribution Email List: For any portal related issues such as: pre-data records (errors and checks), welcome emails issues, and customer enrollments: Dist_CDN_Contracts@justenergy.com

•□□□□□□□ MEMO: effective immediately, Door-to-Door Sales Representatives **must be 18 years or older** in order to sell for the Just Energy brands in (see attached).

•□□□□□□□ New JECP Script (see attached).

•□□□□□□□ http://www.lfpress.com/2015/06/24/never-sign-an-energy-contract-at-your-door-get-three-quotes

•□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□□ New Email List; Contracts Team (no longer Application Support Team)

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Installed SS Last Week (as a Region): 231 INSTALLS!

•□□□□□□□□ Upcoming June Events: ~~Permit Data Base TRN~~ / New iPad App TRN / ~~Annual OEB Refresher Testing~~ / ~~OEB Office Audits~~

•□□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 37
- Viking: 11
- Oshawa: 25
- Fairview: 34
- Toronto: (no updates)

Older but relevant and reoccurring items:

•□□□□□□□□ Summer Student Incentive Program!

- The Permit Tracker.
- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx
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Coordinators@justenergy.com

4. For any portal related issues such as: pre-data records (errors and checks), welcome emails issues, and customer enrollments: Dist_CDN_Contracts@justenergy.com

5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□□ JECP Goals (current records):

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- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

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, June 25, 2015 1:37 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike); Valerie Green; Nadia Fertile; Indranie Persaud; Recruiter Toronto
Cc: Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Gord Potter; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: "CLEAN YOUR EARS" & Attitude.

- Repetition is the key to success!

•□□□□□□□ The 4 Tex Commandments:

- Drive Sales
- Compliance Culture
- Succession Planning
- Recruiting

•□□□□□□□□ June Incentives!!!!! (see attached)

- IC Bonus Pay Tiers
- Crew Coordinator Over Rides 2X
- RD Over Ride Pay Tiers
- $5000 Bonus
- RSM Incentive "Make Me An Offer"

•□□□□□□□□ 2X Trip Points Week!!!

•□□□□□□□□ London Article: FYI http://www.lfpress.com/2015/06/24/never-sign-an-energy-contract-at-your-door-get-three-quotes

•□□□□□□□□ June 1st, 2015 = OEB Refresh Training Completed:

•□□□□□□□□ Are there any ICs that have not completed this process?

•□□□□□□□□ RSO OEB Audits over the next few weeks.

•□□□□□□□□ Adding Admins / Recruiters to this email. Please advise if you would like anyone to be added to assist with some of the Admin items.

•□□□□□□□□ JE Nation Points: please use by the end of the month!

•□□□□□□□□ MEMO: New MVC Script (see attached / confirms email)

i. **Commercial Information:**

I. What is the accou

II. What is the positic

III. Can you please pr

IV. And the customer'

V. And their billing ac

VI. Is the service addr

If Yes: Proceed

If No: What is t

VII. And their email a

VIII. Just to confirm t

IX. **If multiple:** Lo

second location"

•□□□□□□□ MEMO: JECP Brochure (see attached)

•□□□□□□□ MEMO: New Contracts (JECP, MVC MPP, MVC PPP) (see attached)

•□□□□□□□ MEMO: Referral Bonus and Crew Coordinator Program (see attached)

•□□□□□□□ MEMO: Head Office Closure (see attached)

•□□□□□□□ MEMO: Pearson MacDonald Iron Clad Rules / Pan Am Games (see attached)

•□□□□□□□ July 1st changes; please ensure your teams are in areas to facilitate the paper change.

- JECP Contract
- MVC MPP Contract
- MVC PPP Contract
- Gas PC Forms
- Power Disclosure Statements
- JECP Brochure

•□□□□□□□ New iPad Form: coming soon.

•□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□□ Installed SS Last Week (as a Region): 257 INSTALLS!

•□□□□□□□□ Upcoming June Events: ~~Permit Data Base TRN~~ / New iPad App TRN / ~~Annual OEB Refresher Testing~~ / OEB Office Audits

•□□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 41
- Viking: 11
- Oshawa: 25
- Fairview: 28
- Toronto: (no updates)

Older but relevant and reoccurring items:

•□□□□□□□□ Summer Student Incentive Program!

- The Permit Tracker.
- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx

- Distribution List (CC me on everything):

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

3. Any Install Related issues please send to: JE SmartStat Coordinators Coordinators@justenergy.com

4. For any portal related issues such as: pre-data records (errors and checks), welcome emails issues, and customer enrollments: application_support@justenergy.com

5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Attendance:

Kevin (field)

Mithra (interviews)

Gintaras

Dan G

DQ

Joel S

Finlay

Simon

Brian

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, June 18, 2015 1:27 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike); Valerie Green; Nadia Fertile; Indranie Persaud; Recruiter Toronto
Cc: Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Gord Potter; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: "Show Me The Money!!!".

- Repetition is the key to success!

•□□□□□□□□ The 4 Tex Commandments:

- Drive Sales
- Compliance Culture
- Succession Planning
- Recruiting

•□□□□□□□□ June Incentives!!!!! (see attached)

- IC Bonus Pay Tiers
- Crew Coordinator Over Rides 2X
- RD Over Ride Pay Tiers
- $5000 Bonus
- RSM Incentive "Make Me An Offer"

- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx

•□□□□□□□□ June 1st, 2015 = OEB Refresh Training Completed:

•□□□□□□□□ Are there any ICs that have not completed this process?

•□□□□□□□□ RSO OEB Audits over the next few weeks.

•□□□□□□□□ Adding Admins / Recruiters to this email. Please advise if you would like anyone to be added to assist with some of the Admin items.

•□□□□□□□□ MEMO: JECP Brochure (see attached for new brochure PDF).

•□□□□□□□□ MEMO: New Power Disclosure Forms (see attached for new brochure PDF).

•□□□□□□□□ MEMO: Void Cheqs and ICAs (see attached).

•□□□□□□□□ MEMO: Recruiting Policy Reminder (see attached)

•□□□□□□□□ MEMO: Utility Account Format List (see attached)

•□□□□□□□□ Dominican Trip: FYI you DO need passports to enter that country now (see attached)

•□□□□□□□□ Brockville D2D Permits: http://www.recorder.ca/2015/06/12/brockville-may-target-pushy-salespeople

•□□□□□□□□ July 1st changes; please ensure your teams are in areas to facilitate the paper change.

- JECP Contract
- MVC MPP Contract
- MVC PPP Contract
- Gas PC Forms
- Power Disclosure Statements
- JECP Brochure

•□□□□□□□□ New iPad Form: coming soon.

•□□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□□ Installed SS Last Week (as a Region): 233 INSTALLS!

- The Permit Tracker: A revised Permit Hand Book and 4 Week Tracker.

•□□□□□□□□ Upcoming June Events: ~~Permit Data Base TRN~~ / New iPad App TRN / ~~Annual OEB Refresher Testing~~ / OEB Office Audits

•□□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 40
- Viking: 15 (not updated)
- Oshawa: 24
- Fairview: 28
- Toronto: (no updates)

Older but relevant and reoccurring items:

•□□□□□□□□ Summer Student Incentive Program!

- Distribution List (CC me on everything):

1. Emergency (CS Closed / Waits, ect) IC_Escalation_Canada@justenergy.com

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5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Attendance:

Brian (excused)

Simon

Dan G

DQ

Gintaras

Joel S

Kambiz

Dan C

Finlay

Mithra (interviews)

Kevin (interviews)

Humera

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, June 11, 2015 4:13 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike); Valerie Green; Regional (Dennis)
Cc: Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Nola Ruzycki; Frances Murray; Gord Potter; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: "JUNE JUICE!!!".

- Repetition is the key to success!

•□□□□□□□□ The 4 Tex Commandments:

- Drive Sales
- Compliance Culture
- Succession Planning
- Recruiting

•□□□□□□□□ Guest Speaker: "The Piazza Man" Dennis Piazza (2X Office of the Year Winner, Recruiting Tips)

•□□□□□□□□ June Incentives!!!!! (more info to follow on Monday)

- IC Pay
- Crew Coordinator Pay
- RD pay
- $5000 Bonus
- RSM Incentive "Make Me An Offer"

- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx

•□□□□□□□□ June 1st, 2015 = OEB Refresh Training Completed; Regional Office Audits over the next 2 weeks.

•□□□□□□□□ Adding Admins / Recruiters to this email. Please advise if you would like anyone to be added to assist with some of the Admin items.

•□□□□□□□□ New iPad Form: coming soon.

•□□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□□ Installed SS Last Week (as a Region): 276 INSTALLS!

- The Permit Tracker: A revised Permit Hand Book and 4 Week Tracker.

•□□□□□□□□ Upcoming June Events: ~~Permit Data Base TRN~~ / New iPad App TRN / ~~Annual OEB Refresher Testing~~

•□□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 37
- Viking: 15
- Oshawa: 24
- Fairview: 26
- Toronto: (no updates)

•□□□□□□□□ Please remember to Maintain Compliance. This is not a fad, but a cultural change. Please do not become a statistic.

Older but relevant and reoccurring items:

•□□□□□□□□ Summer Student Incentive Program!

- Distribution List (CC me on everything):

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•□□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Attendance:

Kevin (in field)

Mithra (interviews)

Joel S

Gintaras

Dan G

Dan Q

Brian

Dan C

Finlay

Daniel O

Simon

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, June 04, 2015 1:51 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Nola Ruzycki; Frances Murray; Gord Potter; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: "Business as usual".

- Repetition is the key to success!

•□□□□□□□□ Jody Kelly Ontario Tour NEXT WEEK.

- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx

- Guest Speaker: Megan Taylor (June Initiatives) (see attached).

- https://vimeo.com/127944497 (Dominican Republic Trip Video)

- SITEL CSRs: please ensure to maintain professionalism when speaking to CSRs.

- Binder Checks & iPad Photo Checks. Does it have the Binder Approved Sticker? Is it an appropriate picture?

•□□□□□□□□ June 1st, 2015 = OEB Refresh Training.

•□□□□□□□□ New iPad Form: coming soon.

•□□□□□□□□ New Home (No Power = No Call): please stop using dummy account numbers (00000000 / 7777777) as there is no acceptable scenario for using a dummy account number in Ontario. All New Home deals should have the GAS account number submitted as **blank**, otherwise a valid account number must be populated. There is no New Home scenario for Ontario ELE, so there is no acceptable scenario for ICs to submit any Ontario ELE deal with a blank or dummy account number.

•□□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□□□ New Commissions Example (attached) reflects $750 Referral Bonus; and has also been updated on the Extranet.

•□□□□□□□□ iPad Contingencies; do you even carry paper 'bro?

•□□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□□ Installed SS Last Week (as a Region): 208 INSTALLS!

- The Permit Tracker: A revised Permit Hand Book and 4 Week Tracker.

•□□□□□□□□ Upcoming June Events: Permit Data Base TRN / New iPad App TRN / Annual OEB Refresher Testing

•□□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 33
- Viking: 14
- Oshawa: 22
- Fairview: 24
- Toronto: (no updates)

•□□□□□□□□ 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
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

Older but relevant and reoccurring items:

•□□□□□□□□ Summer Student Incentive Program!

- Distribution List (CC me on everything):

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•□□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Attendance:

Fin (excused)

Mithra (excused)

Kam

Joel S

Dan G

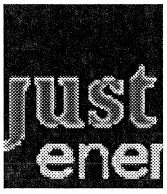
Kevin

Daniel O

Simon G

Humera

Gintaras



Ravi Maharaj

3976

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

Integrity | Innovation | Customer-Centricity | Accountability | Fun

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, May 28, 2015 2:02 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Nola Ruzycki; Frances Murray; Gord Potter; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: "The Only Thing Constant Is Change".

- Repetition is the key to success!

- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx

- Just Energy: Vision for the Future (long and short videos attached).

- JE Nation Points; please use before the end of the month.

- Guest Speaker: Megan Taylor (MEMO to be sent out with all exciting info on secret JUNE incentives)

- https://vimeo.com/127944497 (Dominican Republic Trip Video)

- Binder Checks & iPad Photo Checks. Does it have the Binder Approved Sticker? Is it an appropriate picture?

- Grinds My Gears: "I have no idea where to send this email" emails.

- Account Numbers: Hydro One. For this utility they need to give the account number-point of delivery number which is found a little further down on the customer's bill.

- Please DO NOT work on any Native Reservation Lands.

•□□□□□□□□ June 1st, 2015 = New iPad App and OEB Refresh Training.

•□□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□□□ iPad Contingencies; do you even carry paper 'bro?

•□□□□□□□□ Ontario Company production = No Data This Week ☺

•□□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□□ Installed SS Last Week (as a Region): 230 INSTALLS!

- The Permit Tracker: A revised Permit Hand Book and 4 Week Tracker.

•□□□□□□□□ Upcoming June Events: Permit Data Base TRN / New iPad App TRN / Annual OEB Refresher Testing

•□□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 31
- Viking: 14
- Oshawa: 20
- Fairview: 25
- Toronto: (no updates)
- Dundas: (no updates)

•□□□□□□□□ 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
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

Older but relevant and reoccurring items:

•□□□□□□□□ Summer Student Incentive Program!

- Distribution List (CC me on everything):

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•□□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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Look forward to speaking to you all next week!

Attendance:

Gintaras

Dan G

Dan C

Brian M

Mithra (excused)

Joel S

Finlay

Kevin

Daniel O

Simon

Mike Wiggan

Kambiz

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

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.

From: Ravi Maharaj
Sent: Thursday, May 21, 2015 3:42 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto

(Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Sabrina Hubley; Jennifer Johnston; Ryan Parnell; Nola Ruzycki; Frances Murray; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: "Man's mind, once stretched by a new idea, never regains its original dimensions" Oliver Wendall Holmes Jr.

- Repetition is the key to success!

•□□□□□□□□ Guest Speaker: Richard Teixeira (Class Action FAQ).

- The Just Energy Story Video (see attached).

•□□□□□□□□ Excessive Install Cancelations Last Week (Follow Up Clean Up from January).

•□□□□□□□□ IC calling back SITEL for information; please use your VM email (see attached).

•□□□□□□□□ Sales and Install Forecasting: VM and Install Teams; please remember to send emails of your plans as soon as you can.

•□□□□□□□□ Goal Setting 101 (see attached).

•□□□□□□□□ June 1st, 2015 = New iPad App and OEB Refresh Training.

•□□□□□□□□ Install Booking; try to restate any UNIT #s.

•□□□□□□□□ Installers DO NOT assist with JECP Portal Reaffirmations.

•□□□□□□□□ JE Nation Clothing Purchased will be shipped to the Regional Office of the IC.

•□□□□□□□□ New Power Stream Account Number; please DO NOT add to IC Binders, this should ONLY be used as the office level to illustrate the change. This is NOT a binder approved item.

•□□□□□□□□ MVC Portal Reaffs (last 3 weeks): 108!!! Reminder of IC Portal participation = 0 Tolerance.

•□□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□□□ Crew Coordinator Development Program.

•□□□□□□□□ iPad Contingencies; do you even carry paper 'bro?

•□□□□□□□□ Ontario Company production = No Data This Week ☺

•□□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□□ Installed SS Last Week (as a Region): 246 INSTALLS!

- The Permit Tracker: A revised Permit Hand Book and 4 Week Tracker (see attached).

•□□□□□□□□ Upcoming June Events: Permit Data Base TRN / New iPad App TRN / Annual OEB Refresher Testing

•□□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 34
- Viking: 13
- Oshawa: 18
- Fairview: 23
- Toronto: 6 (no updates)
- Dundas: 8 (no updates)

•□□□□□□□□ 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
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

Older but relevant and reoccurring items:

•□□□□□□□□ Summer Student Incentive Program!

•□□□□□□□□ Dominican Trip Points; please ensure this is posted as a visual for your ICs.

- Distribution List (CC me on everything):

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

3. Any Install Related issues please send to: JE SmartStat Coordinators Coordinators@justenergy.com

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5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Attendance:

Gintaras

Dan G

Dan C

Kambiz

Brain

Mithra

Finlay

Joel S

Daniel O

Simon

Mike

Humera

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, May 14, 2015 1:50 PM
To: Regional Yorkland (Gintaras); 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); Regional Fairview (Mithra); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Sabrina Hubley; Jennifer Johnston; Ryan Parnell; Ravi Maharaj; Nola Ruzycki; Frances Murray
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: 0 to 100 Real Quick!

https://www.youtube.com/watch?v=cb9GCzgHjR0

•□□□□□□□ Repetition is the key to success!

•□□□□□□□ Succession Plans; plan your work and work your plan.

•□□□□□□□ MVC Portal Reaffs (last 2 weeks): 78!!! "portal contract exist" payroll problematic & reminder of IC Portal participation = 0 Tolerance.

•□□□□□□□ CCR Reporting Issues (see attached).

•□□□□□□□ DNC / DNS List; iPad Marketing Opt Out (see attached).

•□□□□□□□ JE Nation Pre-Paid Credit Cards (see attached).

•□□□□□□□ Head Office Closed Monday May 18th, 2015 (see attached).

•□□□□□□□ Great D2D Article:
http://www.forbes.com/sites/forbesleadershipforum/2015/04/14/selling-as-the-first-step-to-billions/

•□□□□□□□ New Home: stop using dummy account numbers (00000000 / 7777777). Just to clarify, there is no acceptable scenario for using a dummy account number in Ontario. All New Home deals should have the GAS account number submitted as **blank**, otherwise a valid account number must be populated. There is no New Home scenario for Ontario ELE, so there is no acceptable scenario for ICs to submit any Ontario ELE deal with a blank or dummy account number.

•□□□□□□□□ QOTD: "I choose a lazy person to do a hard job; because a lazy person will find an easy way to do it" Bill Gates

•□□□□□□□□ Posters! (see attached)

•□□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE! (see attached).

•□□□□□□□□ Crew Coordinator Development Program.

•□□□□□□□□ May 8th Contracts (JECP, MVC PPP, MVC MPP) with updated Supply Mix.

•□□□□□□□□ Power Stream changes; updated Utilities Account Format (see attached). POWERSTREAM (HV) utility will be changing account number format from 12 digits to 20 digits with no spaces effective May 25th, 2015. Grace period of 1-2 Months to adjust as well.

•□□□□□□□□ JE Nation Taxable (see attached).

•□□□□□□□□ Free Office Stuff!!! (see attached). Please reach out to Beverly in Sales Support.

•□□□□□□□□ New JECP Script Revisions: 4D and 4F. These changes will be LIVE TMRW!

d. Was the representative polite and professiona
  i. **If Yes:** Proceed
  ii. **If No:** I'm sorry to hear that. In order
  customer service department at 1-888-
  the representative? (Inform the sales r

f. Although the JECP program provides you wit
17%, please note that Just Energy does not

•□□□□□□□□ iPad Contingencies; do you even carry paper 'bro?

•□□□□□□□□ Ontario Company production = 17%

•□□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□□ Installed SS Last Week (as a Region): 230 INSTALLS!

- The Permit Tracker: A revised Permit Hand Book and 4 Week Tracker (see attached).

•□□□□□□□□ Upcoming June Events: Permit Data Base TRN / New iPad App TRN / Annual OEB Refresher Testing

•□□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers. (no updates this week)

- Kitchi Resi: 34
- Viking: 12
- Oshawa: 16
- Fairview: 30
- Toronto: 6
- Dundas: 8

•□□□□□□□□ 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
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

Older but relevant and reoccurring items:

•□□□□□□□ Summer Student Incentive Program!

•□□□□□□□ Dominican Trip Points; please ensure this is posted as a visual for your ICs.

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5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Attendance:

Gintaras

Dan G

Dan C

Kambiz

Brain

Finlay

Joel S

Kevin

Dan ORR

Simon

Jahan

Thanks,

Ravi

(x71245)

(416.817.9508)

3994

From: Ravi Maharaj
Sent: Thursday, May 07, 2015 2:50 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan); Regional Dundas (Mike)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Sabrina Hubley; Jennifer Johnston; Ryan Parnell; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

•□□□□□□□□ Repetition is the key to success!

•□□□□□□□□ Jen Johnson – Permits 101 / Office Visit Demos / 4 Week Forecast FAQ

•□□□□□□□□ Victoria Day: Installs; please email Anthony, JE Coordinators, and Vendor Management Teams your plans.

•□□□□□□□□ Top Crew Coordinators!!!

•□□□□□□□□ Incomplete Advance Forms (see attached).

•□□□□□□□□ Badge Request process (see attached).

•□□□□□□□□ JE Nation (see attached).

•□□□□□□□□ JECP Welcome Call Script (see attached).

•□□□□□□□□ iPad Contingencies; do you even carry paper 'bro?

•□□□□□□□□ Joel Stewart: LIVE Energy and Recruiting Feedback.

•□□□□□□□□ Dominican Trip Points; where is it listed and whose close?

•□□□□□□□□ Ontario Company production = 17%

•□□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□□ Installed SS Last Week (as a Region): 190 INSTALLS!

- The PERMIT TRACKER (click on link). This is a cultural change. What is your 4 week plan. What is your contingency plan? WHAT IS YOUR PLAN?

•□□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 34
- Viking: 12
- Oshawa: 16 (no update)

- Fairview: 30
- Toronto: 6
- Dundas: 8

•□□□□□□□□ Please remember to Maintain Compliance. This is not a fad, but a cultural change. Please do not become a statistic.

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- Role Play
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

Older but relevant and reoccurring items:

•□□□□□□□□ Summer Student Incentive Program!

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Dist_VendorManagement_Canada@justenergy.com

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•□□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Attendance:

Brian (excused)

Gintaras

Dan G

Kambiz

Mithra

Joel Stewart

Kevin St. Amant

Simon

Mike W

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, April 30, 2015 1:51 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Sabrina Hubley; Jennifer Johnston; Ryan Parnell; Ravi Maharaj
Subject: Ontario Conference Call Summary
Importance: High

Hey Guys,

Please see below for a summary of today's call:

•□□□□□□□□ Repetition is the key to success!

•□□□□□□□□ Gintaras – The OEB populates the Global Adjustment on the PC Forms.

•□□□□□□□□ The valuation of the Smart Stat has changed to $295 – brochures, contracts, CS script, ect.

•□□□□□□□□ May 1st changes on deck.

- New JECP Brochure. we do not offer Home Efficiency Assessment anymore, we do not mention Increased Home Efficiency, we have added the free month info if they go online and sign up on portal, 24% reduction in energy consumption changed to 17%, customer data base updated from 1.8 million to say close to 2 million.
- New Supply Mix.
- New Contracts
- New Power PC Forms
- SAME Gas PC Forms

•□□□□□□□□ JE Nation Commissions (see attached).

•□□□□□□□□ NEW Bradford Permits:

http://www.bradfordtimes.ca/2015/04/29/door-to-door-sales-now-regulated-in-bradford-west-gwillimbury

•□□□□□□□□ Top Crew Coordinators!!!

•□□□□□□□□ Regional Distributor professionalism.

•□□□□□□□□ Hitting wrong prompts on IVR; delays to change script.

•□□□□□□□□ iPad Contingencies; do you even carry paper 'bro?

•□□□□□□□□ Dominican Trip Points; where is it listed and whose close?

•□□□□□□□□ Ontario Company production = No Data This Week

•□□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□□ Installed SS Last Week (as a Region): 165 INSTALLS!

- The PERMIT TRACKER (click on link). This is a cultural change. What is your 4 week plan. What is your contingency plan? WHAT IS YOUR PLAN?

•□□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers. (no updates this week)

▪ Kitchi Resi: 31

- Viking: 11
- Oshawa: 16
- Fairview: 20
- Toronto: 8
- Dundas: 6

•□□□□□□□□ 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
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

Older but relevant and reoccurring items:

•□□□□□□□□ Summer Student Incentive Program!

•□□□□□□□□ Weekly Badging Goals; please add to Sales Numbers email on Sunday night (example):

- This Weeks Goal: 10
- # of Badges: 11
- Goal Hit: Yes!
- Next Week's Goal: 10

- Distribution List (CC me on everything):

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

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5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Attendance:

Kam (excused)

Dan G

Dan C

Brian M

Joel S

Finlay

Daniel ORR

Simon

Mike Wiggan

Jahan

Gintaras

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, April 16, 2015 1:49 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ryan Parnell; Sabrina Hubley; Jennifer Johnston; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: "focus on the fingers".

•□□□□□□□□ Repetition is the key to success!

•□□□□□□□□ 2X Points Week!

•□□□□□□□□ New JECP Office Record: 486 (+30)

•□□□□□□□□ iPad Contingencies; do you even carry paper 'bro?

•□□□□□□□□ ON Sales Penetration (see attached).

•□□□□□□□□ Trip Deductions

•□□□□□□□□ Ireland and Scotland; plan your work and work you plan "whose running your ship?".

•□□□□□□□□ Dominican Trip Points; where is it listed and whose close?

•□□□□□□□□ Ontario Company production = 24% (up 8%)

•□□□□□□□□ April 1st paper work changes: May 1st changes on deck.

•□□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□□ Installed SS Last Week (as a Region): 323 INSTALLS!

•□□□□□□□□ The Referral Bonus Program has been extended until **May 1st**.

- The PERMIT TRACKER (click on link). This is a cultural change. What is your 4 week plan. What is your contingency plan? WHAT IS YOUR PLAN?

•□□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 31
- Viking: 11
- Oshawa: 16

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•□□□□□□□□ 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
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- Role Play
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

Older but relevant and reoccurring items:

•□□□□□□□□ Summer Student Incentive Program!

•□□□□□□□□ Weekly Badging Goals; please add to Sales Numbers email on Sunday night (example):

- This Weeks Goal: 10
- # of Badges: 11
- Goal Hit: Yes!

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Attendance:

Gintaras

Dan G

Kam

Brain M

Joel S

Fin

Kevin

Daniel Orr

Mithra

Simon

Humera

Mike

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj

Sent: Thursday, April 09, 2015 1:38 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ryan Parnell; Sabrina Hubley; Jennifer Johnston; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

•□□□□□□□ Repetition is the key to success!

•□□□□□□□ Daily Planning / Territory Mapping / AM Managers Meeting examples

•□□□□□□□ Working without a Badge? (see attached) (Rosie)

•□□□□□□□ Trip Behavioral Guidelines (see attached).

•□□□□□□□ Trip Deductions (see attached).

•□□□□□□□ Ireland and Scotland; plan your work and work you plan "whose running your ship?"

•□□□□□□□ Top Crew Coordinators! (see attached)…

•□□□□□□□□ Dominican Trip Points; where is it listed and whose close?

•□□□□□□□□ Weekly Badging Goals; please add to Sales Numbers email on Sunday night (example):

- This Weeks Goal: 10
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•□□□□□□□□ 2 Week Competition; Most Badges = $1000. Don't be the guy at the bottom of the list. Congrats to Kitchi Resi!

•□□□□□□□□ Ontario Company production = 16% (up 0.1%)

•□□□□□□□□ Passports and Expiration Dates! (see attached)

•□□□□□□□□ MVC Multi Accounts: Schedule A (see attached).

•□□□□□□□□ Critical Control: New Name!

•□□□□□□□□ JECP Welcome Call Script Revisions (CCR). PLEASE SEND YOUR THOUGHTS!

•□□□□□□□□ April 1st paper work changes: May 1st changes on deck.

•□□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□□ Installed SS Last Week (as a Region): 232 INSTALLS!

•□□□□□□□□ The Referral Bonus Program has been extended until **May 1st**.

- 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.

•□□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers (no new numbers this week).

- Kitchi Resi: 27
- Viking: 10
- Oshawa: 17
- Fairview: 22
- Toronto: 9
- Dundas: 5

•□□□□□□□□ 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:

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- Role Play
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•□□□□□□□□ JECP Goals (current records):

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- Most IC Deals / Week: 63
- Most Office Deals / Week: 456

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!

Attendance:

DQ (excused)

Kevin (in field)

Brain

Gintaras

Kam

Dan G

Dainel ORR

Joel S

Dan C

Finlay

Simon

Mike W

Humera

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, April 02, 2015 1:49 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon); Regional (Ali); Regional (Humera); Regional (Jahan)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ryan Parnell; Sabrina Hubley; Ravi Maharaj; Jennifer Johnston
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: "

•□□□□□□□□ Repetition is the key to success!

•□□□□□□□ Head Office Closed Friday April 3rd, 2015 (see attached).

•□□□□□□□ Weekly Badging Goals; please add to Sales Numbers email on Sunday night (example):

- This Weeks Goal: 10
- # of Badges: 11
- Goal Hit: Yes!
- Next Week's Goal: 10

•□□□□□□□ Summer Student Incentive Program!

•□□□□□□□ Taking pictures of BILLS BILLS BILLS!

•□□□□□□□ 2 Week Competition; Most Badges = $1000. Don't be the guy at the bottom of the list.

•□□□□□□□ Ontario Company production = 15.9%

•□□□□□□□ Passports and Expiration Dates! (see attached)

•□□□□□□□ Rate Escape Insert: how is your inventory looking?

4016

•□□□□□□□□ MVC Cheat Sheet and Portal Step by Step.

•□□□□□□□□ JECP Welcome Call Script Revisions (CCR). Please send your feedback! Refute Reuse Recycle!

•□□□□□□□□ April 1st paper work changes: May 1st changes on deck.

•□□□□□□□□ New MVC Prices!!! 5 years 6.09 to 5.49 and 3 years 5.89 to 5.29.

•□□□□□□□□ 10PM MVC Reports: excel format / weekly summaries on Monday AM.

•□□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□□ The Incentive Trip Week: plan your work; and work your plan.

•□□□□□□□□ Installed SS Last Week (as a Region): Top Office LESS than 50% of CAKE!

•□□□□□□□□ The Referral Bonus Program has been extended until **May 1st**.

- Distribution List (CC me on everything):

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

3. Any Install Related issues please send to: JE SmartStat Coordinators
Coordinators@justenergy.com

4. For any portal related issues such as: pre-data records (errors and checks), welcome emails issues, and customer enrollments: application_support@justenergy.com

5. For any iPad related issues: DIST_CANADA_BA@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. (Guest Speaker Jen!)

•□□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 456

•□□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers.

- Kitchi Resi: 27

- Viking: 10
- Oshawa: 17
- Fairview: 22
- Toronto: 9
- Dundas: 5

•□□□□□□□□ 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
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

There's No Use Without The JUICE!!!!

Happy Tech Happy Cheq!!!

Team Work Make The Dream Work!

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!

Attendees:

Simon

Mithra

Jahan

Mike

Dan G

Dan Q

Kam

Dan C

Joel S

Finlay

Daniel O

Gintaras

Brian

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj

Sent: Thursday, March 26, 2015 2:11 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon); Regional (Ali); Regional (Humera)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ryan Parnell; Sabrina Hubley; Ravi Maharaj; Rosalba Gullo; Bibiana Zovic
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call: " The 4 Minute Mile is not an impressive feat today".

https://www.youtube.com/watch?v=8kZg_ALxEz0

•□□□□□□□ Repetition is the key to success!

•□□□□□□□ Summer Student Incentive Program!

•□□□□□□□ 2 Week Competition; Most Badges = $1000. Don't be the guy at the bottom of the list.

•□□□□□□□ New JECP Brochures (see attached).

•□□□□□□□ Badging 101 (Guest Speaker Rosie)

•□□□□□□□ JECP Welcome Call Script Revisions (CCR). Please send your feedback! Refute Reuse Recycle!

•□□□□□□□□ April 1st paper work changes (see attached for JECP and MVC Contracts).

•□□□□□□□□ April 1st New MVC PPP pricing! Prices changing from 5 years 6.09 to 5.49 and 3 years 5.89 to 5.29.

•□□□□□□□□ 10PM MVC Reports: excel format / weekly summaries on Monday AM.

•□□□□□□□□ MVC Contract Conversion Ratio: Paper 22% (32 Deals) Portal 100% (17 Deals) = WOW!

•□□□□□□□□ Verification Calls on the Extranet; GTG!! Please let me know if there are any issues with this.

•□□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□□ The Incentive Trip Week: plan your work; and work your plan.

•□□□□□□□□ Spring and Summer Clothing items.

•□□□□□□□□ Installed SS Last Week (as a Region): 210!

•□□□□□□□□ The Referral Bonus Program has been extended until **May 1st**.

•□□□□□□□□ Recruiting Update (Guest Speaker Sabrina Hubley) Text MSG Blasting!!!!!!!

•□□□□□□□□ JE Nation Points! Please use before the end of the month!

- Distribution List (CC me on everything):

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

3. Any Install Related issues please send to: JE SmartStat Coordinators Coordinators@justenergy.com

4. For any portal related issues such as: pre-data records (errors and checks), welcome emails issues, and customer enrollments: application_support@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.

•□□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers (still reflects last week's #s).

- Kitchi Resi: 22
- Viking: 9

- Oshawa: 16
- Fairview: 20
- Toronto: 6
- Dundas: 7

•□□□□□□□□ 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
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

There's No Use Without The JUICE!!!!

Happy Tech Happy Cheq!!!

Team Work Make The Dream Work!

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 (excused)

Brain

Mithra

Finlay

Kevin

Dan C

Dan G

Simon

Kam

Jody

Dan G

DQ (interviews)

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, March 19, 2015 1:44 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon); Regional (Ali); Regional (Humera)
Cc: Andy Weiner; Raymond Condon; Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Ravi Maharaj; Ryan Parnell; Sabrina Hubley
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

•□□□□□□□□ Repetition is the key to success!

•□□□□□□□□ Summer Student Incentive Program!

•□□□□□□□□ Parental Consent Form (see attached)

•□□□□□□□□ April 1st Orders; quantity amounts; Great Job! FYI Some Power PC Forms changing May 1st again; small amount ordered.

•□□□□□□□□ April 1st New MVC PPP pricing! Prices changing from 5 years 6.09 to 5.49 and 3 years 5.89 to 5.29.

•□□□□□□□□ 10PM MVC Reports: excel format / weekly summaries on Sunday.

•□□□□□□□□ Verification Calls on the Extranet; GTG!!

•□□□□□□□□ HE MVC (see attached).

•□□□□□□□□ 60 Day Inactivity.

•□□□□□□□□ Spring and Summer Clothing items.

•□□□□□□□□ MEMO: What you need while marketing (see attached).

•□□□□□□□□ MEMO: Code of Conduct (see attached). (Guest Speaker Megan)

•□□□□□□□□ Easter Plans; email Vendor Management Team. (Guest Speaker Arlene and Ryan)

•□□□□□□□□ Gala Dress Code (see attached).

•□□□□□□□□ Alternate Recruiting ideas from Mr. PARNELL (see attached).

•□□□□□□□□ Meetups Toronto; great idea from SAB (click on link below)

•□□□□□□□□
http://www.meetup.com/?allMeetups=false&keywords=job+seekers&radius=25&userFreeform=Toronto%2C+(

•□□□□□□□□ The Referral Bonus Program has been extended until **May 1st**.

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•□□□□□□□ Top JECP Installs for last week: 201 Installs / 67% of region.

•□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers:

- Kitchi Resi: 22
- Viking: 9
- Oshawa: 16

- Fairview: 20
- Toronto: 6
- Dundas: 7

•□□□□□□□□ 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
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- Role Play
- Badging
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- Talk to New ICs (Bonus Key)

There's No Use Without The JUICE!!!

Happy Tech Happy Cheq!!!

Team Work Make The Dream Work!

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 M

Joel S

Finlay A

Humera

Dan G

Simon

DQ

Kevin

Absent

Gintaras

Kam

Thanks,

Ravi

4030

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Thursday, March 12, 2015 1:51 PM
To: Regional Yorkland (Gintaras); 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); Regional Toronto (Simon)
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:

•□□□□□□□ Summer Student Incentive Program!

•□□□□□□□ Regional and Guaranteed Advances: none were moved to any RD this month.

•□□□□□□□ April 1st Orders; quantity amounts.

•□□□□□□□ Verification Calls on the Extranet; so close you can taste it!

•□□□□□□□ Regional Admin Hand Book.

•□□□□□□□□ 60 Day Inactivity.

•□□□□□□□□ Pilot ICs as per Andy's Monday Call.

•□□□□□□□□ Spring and Summer Clothing items.

•□□□□□□□□ The Referral Bonus Program has been extended until **May 1st**.

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- Viking:
- Oshawa:
- Fairview:
- Toronto:

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•□□□□□□□□ The 5 Keys to Success:

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- 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:

Joel Stewart (excused)

Dan C (excused)

Daniel ORR

Kevin St. Amant

Dan G

Gintaras

Brian M

Finlay Arnold

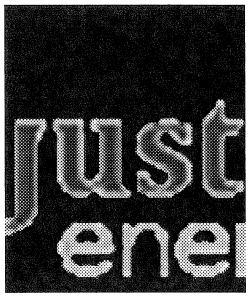
Simon

Mithra

Absent

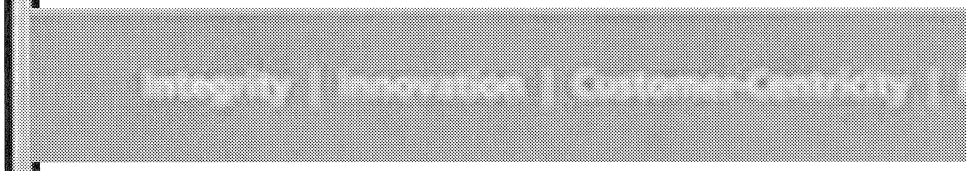
DQ

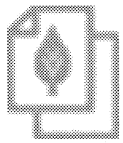
Kam



Ravi Maharaj
Regional Sales Manager

T 905.670.4440 ext: 71245 | F 905.564.6107 | C 416.817.9508
5345 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, March 05, 2015 1:37 PM
To: Regional Yorkland (Gintaras); 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; Nola

Ruzycki; Ravi Maharaj; Bibiana Zovic; Anna Dec
Subject: Ontario Conference Call Summary

Hey Guys,

Please see below for a summary of today's call:

•□□□□□□□□ Are you coming on the TRIP! Please remember to complete Waiver (see attached).

•□□□□□□□□ The Recruiting Incentive! (see attached).

•□□□□□□□□ Emailing Sales Support! (see attached).

•□□□□□□□□ Utility Accounts Format (see attached).

•□□□□□□□□ 60 Day Inactivity; please forward all issues with inactive ICs to Sales Support.

•□□□□□□□□ iPad Reset Monday March 9th, 2015.

•□□□□□□□□ The CCR and Install Report! Please send your feedback.

•□□□□□□□□ Extranet Issues (The Issue Tracker has issues): please forward your concerns, let's improve the most utilized tool in our day to day activities.

•□□□□□□□□ Burlington = Don't even bother…

•□□□□□□□□ 000000000 Account Numbers; please do not use this as a workaround to compete calls. These deals do not get paid.

•□□□□□□□□ The Referral Bonus Program has been extended until **May 1st**. (see attached).

•□□□□□□□□ Technician Education 101; please provide any and all feedback and content directly to Jody. This will be a great tool to ensure the Technician reinforces the Sales culture that our ICs have established. Great Job Kevin!

•□□□□□□□□ NAB Bonus – now includes MVC Deals! Pease remember this is based on FPRC #s; so a Welcome Call should be promoted.

- Distribution List:

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2. General Feedback (CSR Coaching, pull calls, eligible check, ect) Dist_VendorManagement_Canada@justenergy.com

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- 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 G

DQ

Brian M

Mithra

Finlay

Joel Stewart

Simon G

Kambiz

Kevin St. Amant

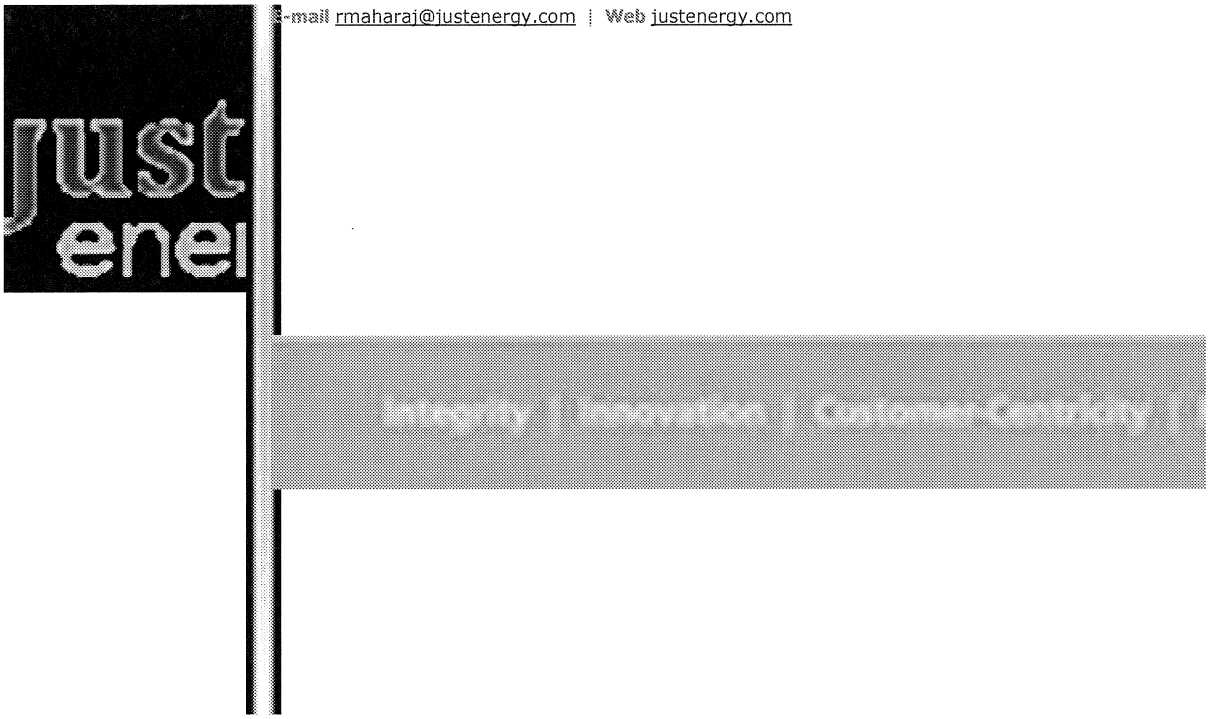
Daniel ORR

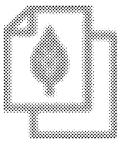
Kam

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, February 26, 2015 1:56 PM
To: Regional Yorkland (Gintaras); 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; Nola Ruzycki; Ravi Maharaj
Subject: Ontario Conference Call Summary

Hey Guys,

4040

Please see below for a summary of today's call:

•□□□□□□□ Top Flight Security. If you encounter a rigid police experience (for any reason), it is imperative that you advise Ray and I, along with our CCR Team (see attached).

•□□□□□□□ Are you coming on the TRIP! Please remember to complete Waiver (see attached).

•□□□□□□□ Dominican Trip Qualifications. October 6th to 10th!

•□□□□□□□ Role Playing; please remember to ensure ICs are practicing politeness and call back presentations during their mornings. "Yes Sir No Sir", ect.

•□□□□□□□ Verification Call Recordings on the Extranet; just wait on it!

•□□□□□□□ New ICA (attached).

•□□□□□□□ JE Clothing Flyer (attached).

•□□□□□□□ The Referral Bonus Program has been extended until **May 1st**. (see attached).

•□□□□□□□ Mega Star Awards clarifications (see attached).

•□□□□□□□□ Technician Education 101; please provide any and all feedback and content directly to Jody. This will be a great tool to ensure the Technician reinforces the Sales culture that our ICs have established.

•□□□□□□□□ NAB Bonus – now includes MVC Deals! Did you receive your NAB MVC Poster?

•□□□□□□□□ Positive Feedback - Samir FICIC #335130:

A representative from Just Energy came knocking on my door the other night. He informed me of my current contract rate. I had the option of looking in for a lower rate of 22 cents, versus the 24 and change I was paying now. He had all my details on this tablet. He then had me speak with someone live from the customer care centre, to verify I was the homeowner. The technology was quite impressive. Agreements were emailed to me while we were speaking. The experience was quite good. Just thought I would let you know. I had my Enbridge bill handy, and everything there was just as he said. So I locked in for the 5 years.

- 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.

•□□□□□□□□ Early Bird gets The Super Chickens! When do you start knocking?

•□□□□□□□□ Ontario JECP Goal: 35 ICs / July 1st, 2015! Current Resi Office Numbers:

- Kitchi Resi: 20
- Viking: 4
- Oshawa: 16
- Fairview: 16
- Toronto: 4

•□□□□□□□□ 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
- Badging
- Send Off
- Talk to New ICs (Bonus Key)

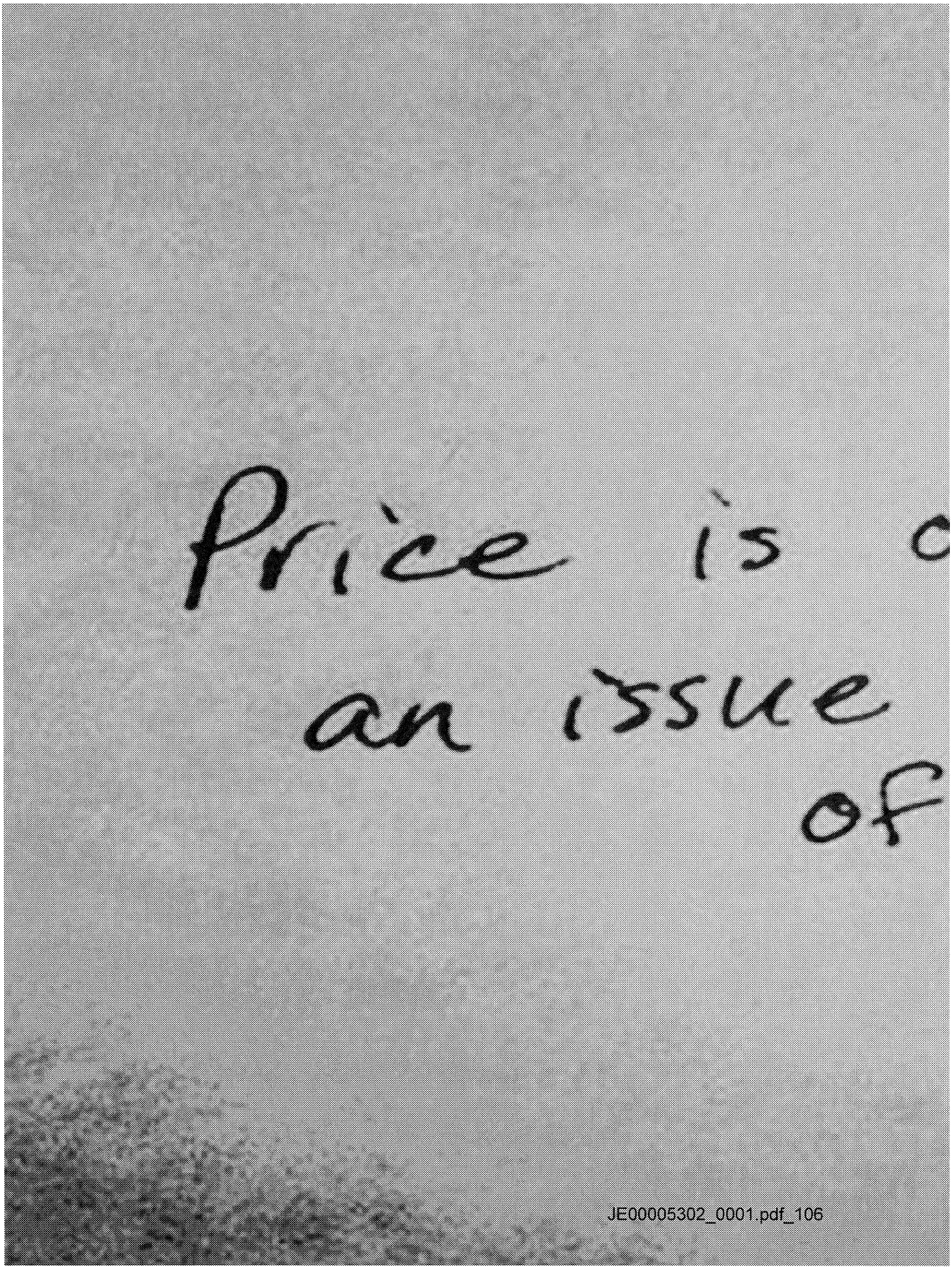
There's No Use Without The JUICE!!!!

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!



JE00005302_0001.pdf_106

Attendees:

Daniel ORR (excused)

DQ (excused)

Kam

DC

Joel Stewart

Fin Arnold

Brian

Mithra

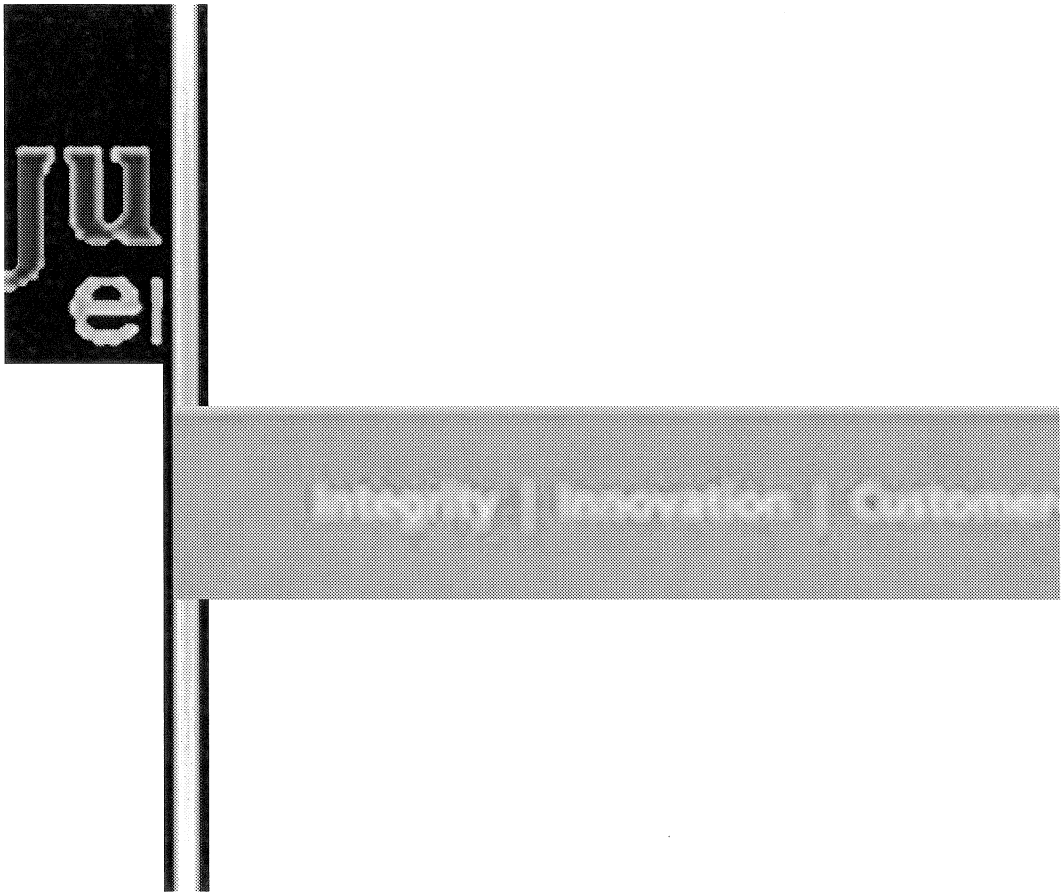
Simon (excused)

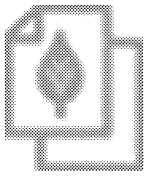
Dan G

Kevin

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, February 19, 2015 2:01 PM
To: Regional Yorkland (Gintaras); 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; Nola Ruzycki; Krste Krstinovski; Ryan Howie; Rosalba Gullo
Subject: Ontario Conference Call Summary

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:

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2. General Feedback (CSR Coaching, pull calls, eligible check, ect) Dist_VendorManagement_Canada@justenergy.com

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•□□□□□□□□ 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.

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- 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!!!

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

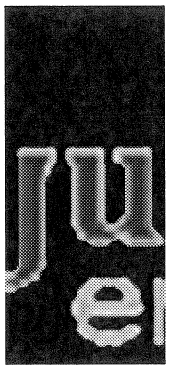
Kam

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
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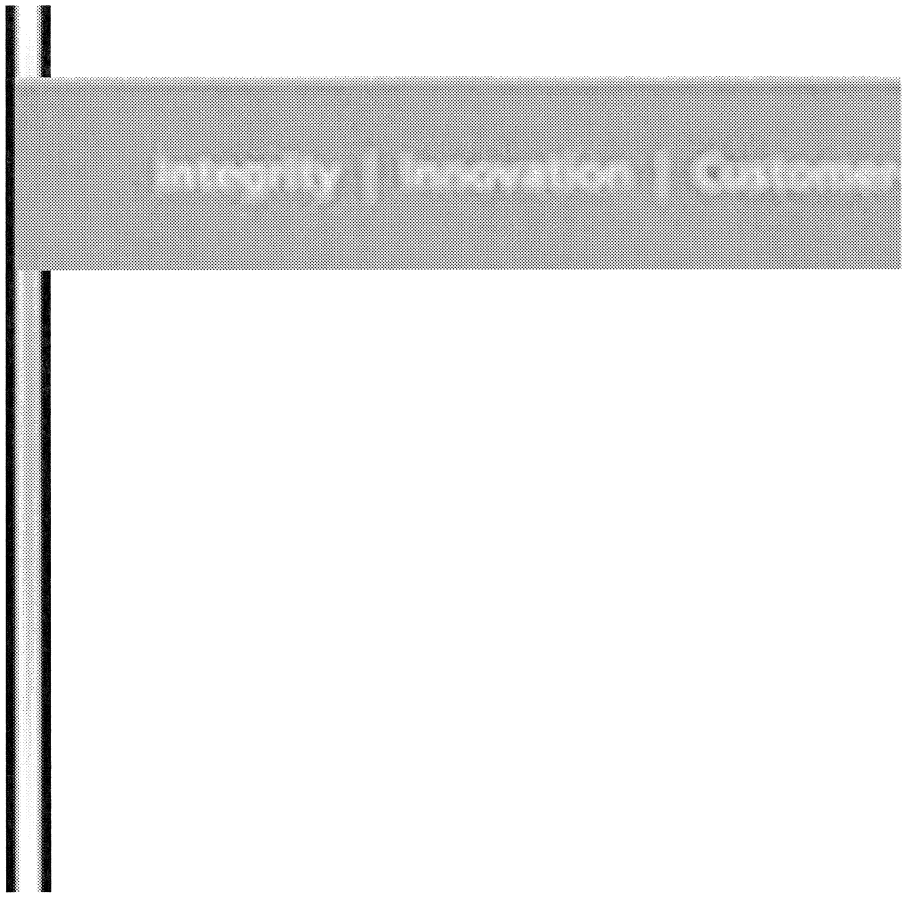

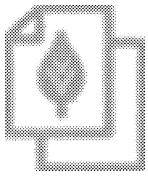

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From: Ravi Maharaj
Sent: Thursday, February 12, 2015 1:41 PM
To: Regional Yorkland (Gintaras); Regional (Andrew); Daniel Gadoua; Regional Quebec (Daniel); Regional Islington (Kambiz); Regional Fairview (Brian); Regional Kitchener (Daniel); Regional 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

4052

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:

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Look forward to speaking to you all next week!

Thanks!

Attendees:

Daniel

Kevin

Gintaras

Brian

Dan G

Dan C

Dan Q

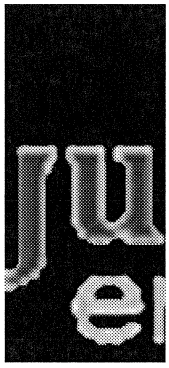
Mithra

Joel

Andrew

Fin

Kam (vaca)



Ravi Maharaj
Regional Sales Manager

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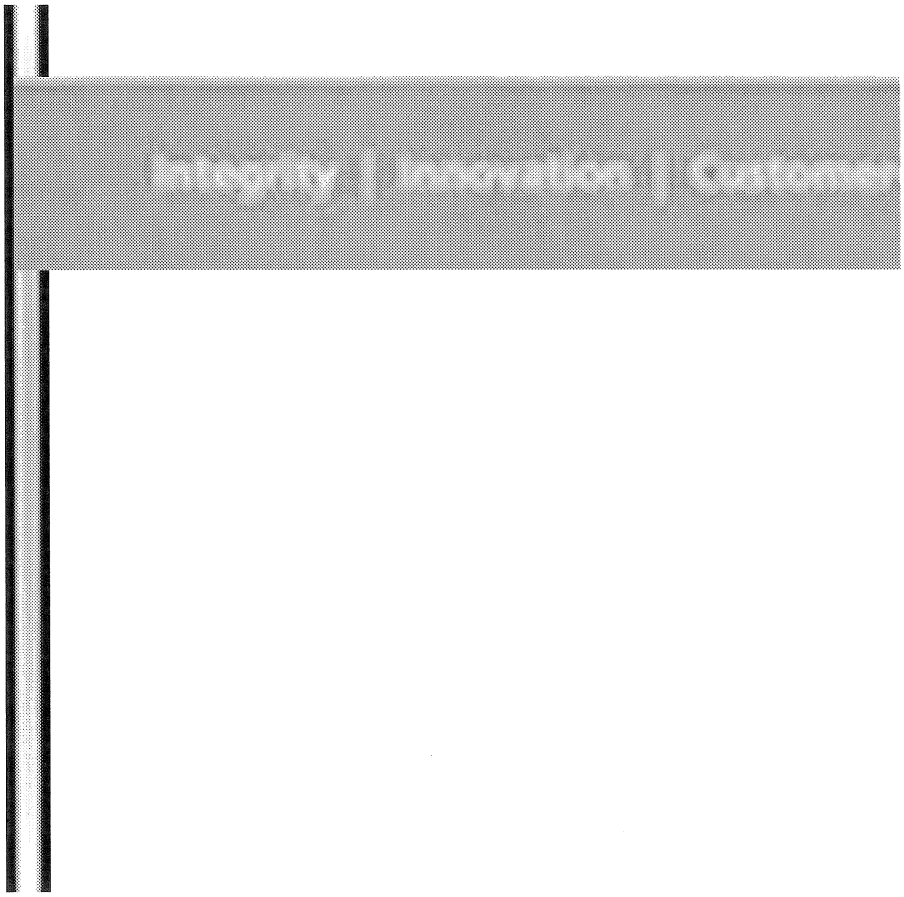
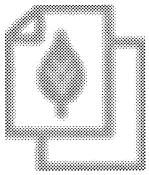
4056





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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.

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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

4062

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.

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Look forward to speaking to you all next week!

Thanks!

Attendees:

Brian (present)

DC (present)

Kam

Dan G

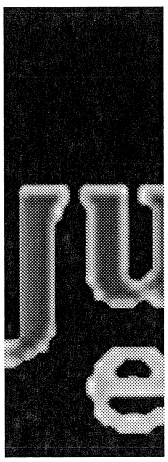
Joel S

Fin

Mithra

Andrew D

Daniel ORR



Ravi Maharaj
Regional Sales Manager

4066

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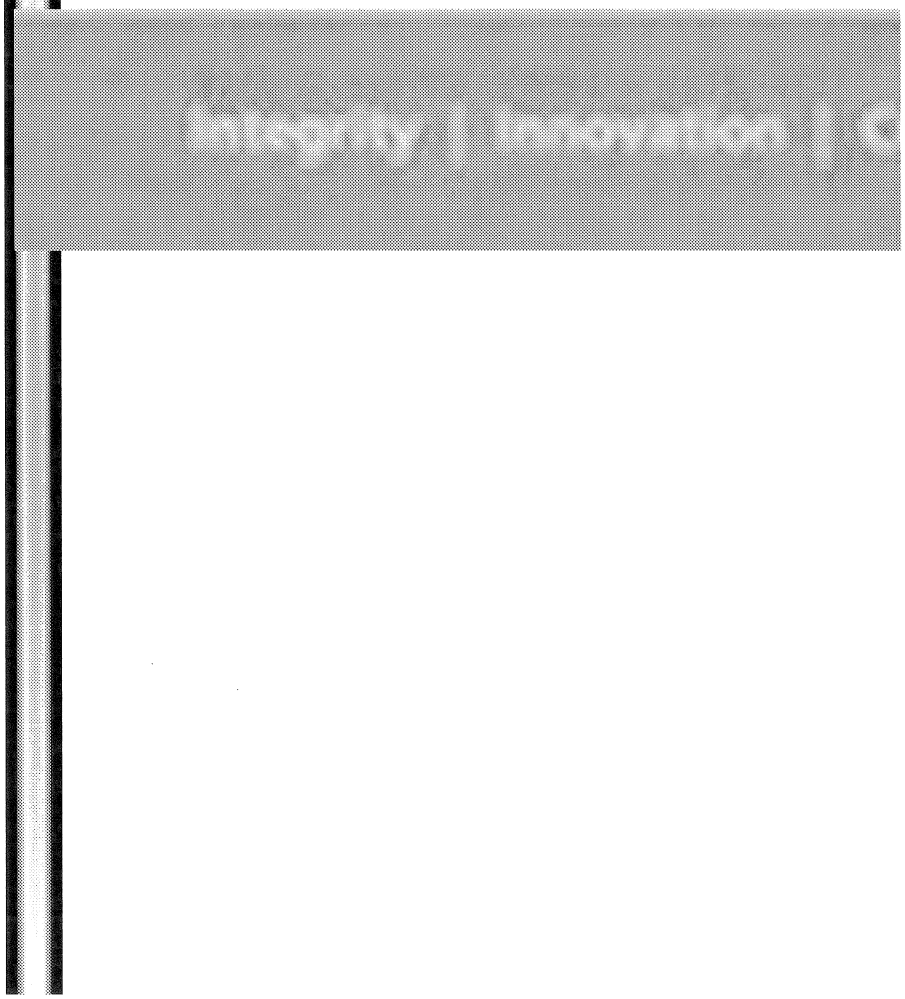

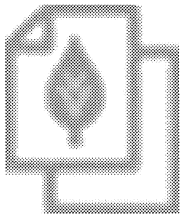

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From: Ravi Maharaj

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

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- Role Play
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- Talk to New ICs (Bonus Key)

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Look forward to speaking to you all next week!

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Attendees:

Brian MARSELLUS

Daniel ORR

Finlay ARNOLD

Kam

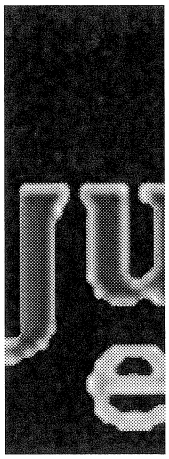
DC

Dan G

Andrew D

4070

Joel STEWART



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Regional Sales Manager

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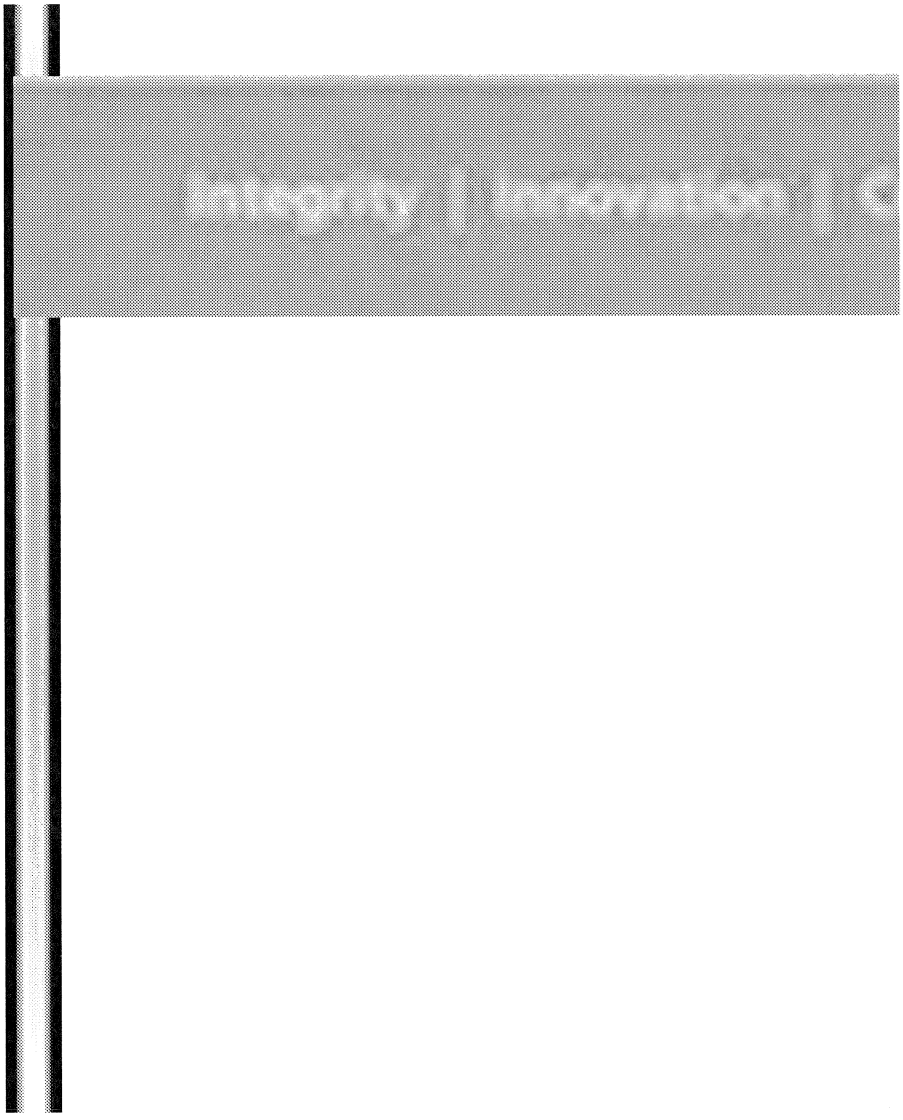

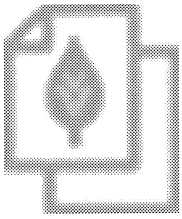

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From: Ravi Maharaj

4072

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

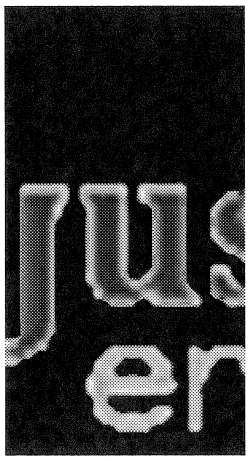
Joel Stewart

Fin

Daniel ORR (Kevin St. Amant)

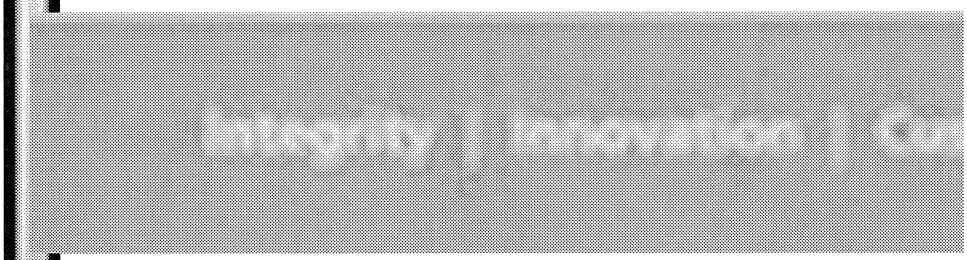
Dan G

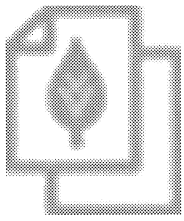
Andrew D.



Ravi Maharaj
Regional Sales Manager

T 905.670.4440 ext: 71245 | F 905.564.6107 | C 416.817.9508
6345 Dixie Road, Suite 200, Mississauga, Ontario, L5T 2E6
Email rmaharaj@justenergy.com | Web justenergy.com





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From: Ravi Maharaj
Sent: Thursday, January 08, 2015 1:29 PM

4076

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:

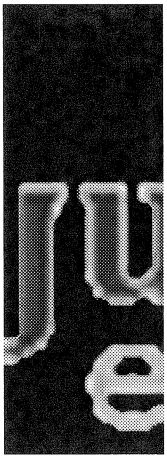
Gintaras

Dan G

Finlay

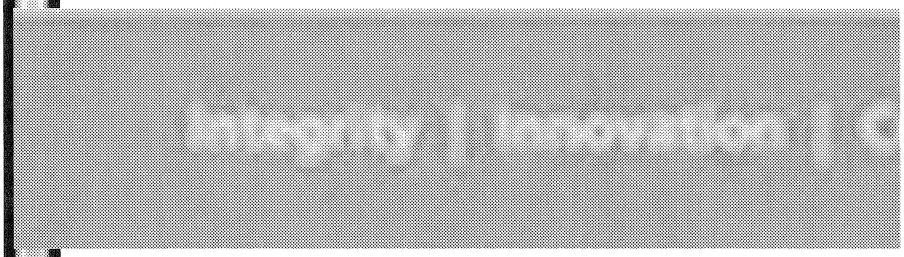
Joel Stewart

Andrew D



Ravi Maharaj
Regional Sales Manager

T 905.670.4440 ext: 71245 | F 905.564.6107 | C 416.817.9508
3340 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

- 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)

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

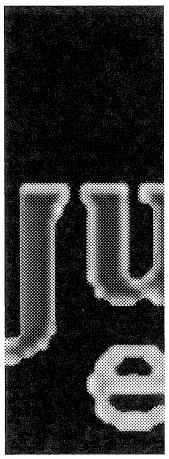
DC

4082

Dan G

Ray

Finlay



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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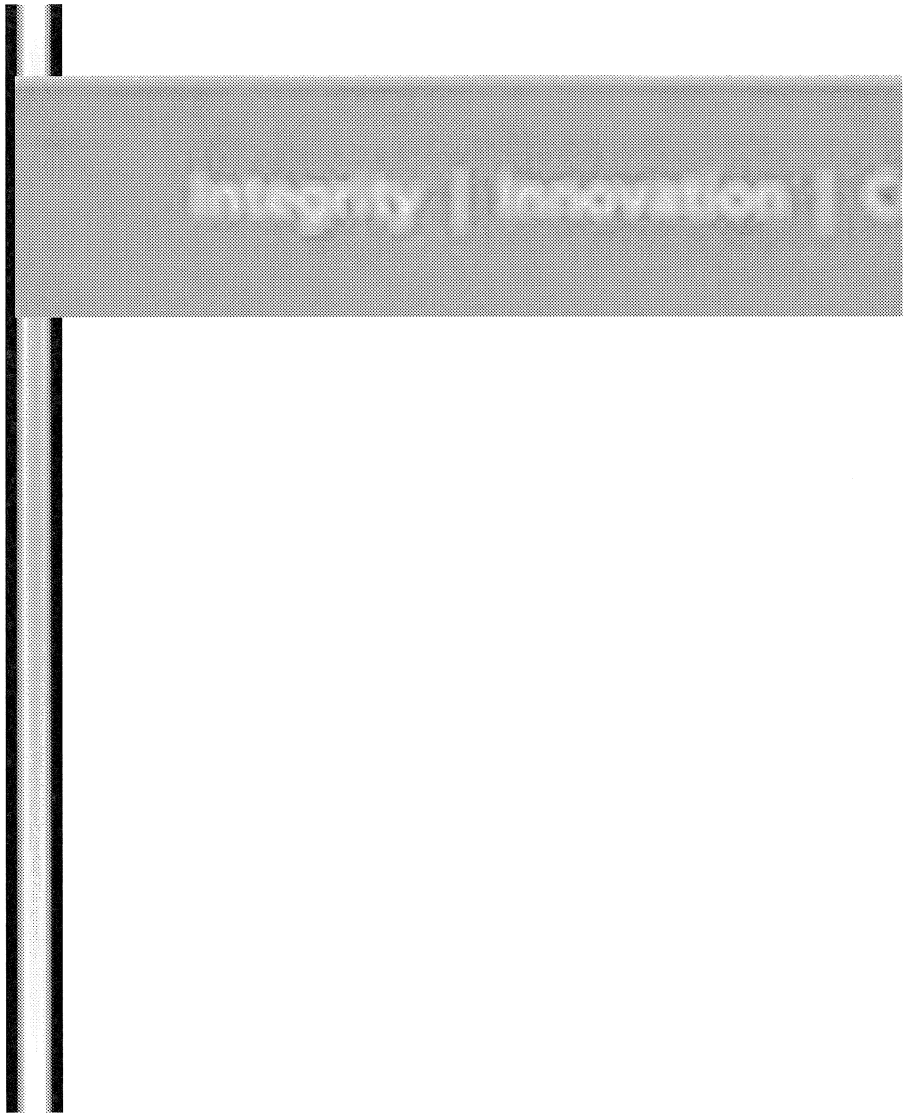

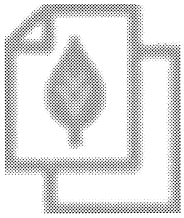

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From: Ravi Maharaj

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

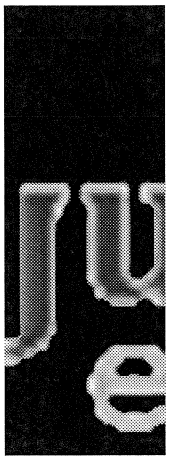
Fin

Greg Giza

Andy P

Lulu

Andrew



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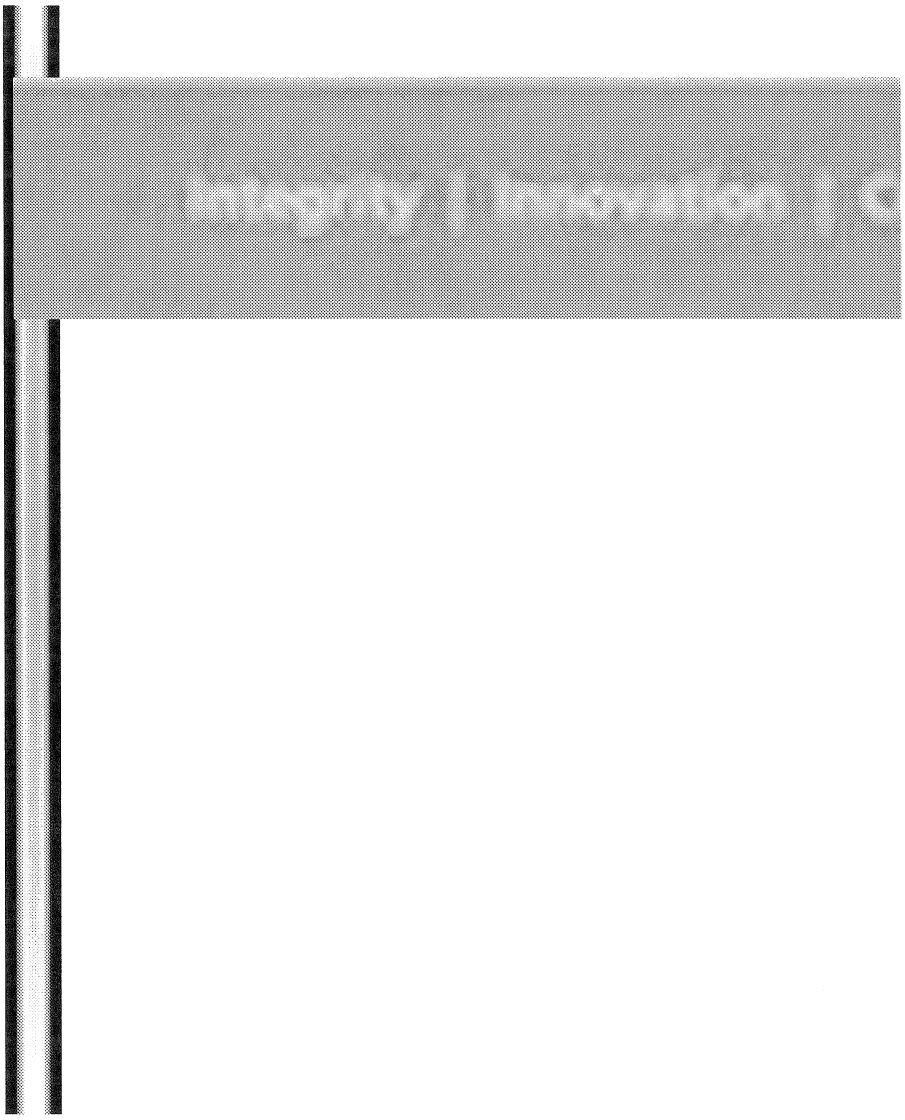

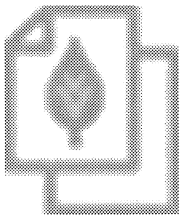

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From: Ravi Maharaj

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.

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•□□□□□□□□ 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
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- 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

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, 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.

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

4100

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

4102

Mithra

Kam

Andrew

Excused:

DC

Brian

Danny B

Ray R

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, 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

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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4106

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

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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: 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.

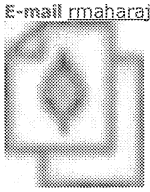
Look forward to speaking to you all next week!

Thanks!

4110

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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To: Regional Yorkland (Gintaras)[gintaras.slizauskas@hudsonenergysales.com]; Daniel Gadoua[DGadoua@cambridge.justenergysales.com]; Regional Islington (Kambiz)[KAvanestan@islington.justenergysales.com]; Regional Fairview (Brian)[BMarsellus@fairview.justenergysales.com]; Regional Oshawa (Finlay)[farnold@oshawa.justenergysales.com]; Regional Viking (Kevin)[kstamant@viking.justenergysales.com]; Regional (Dan)[dorr@justenergysales.com]; Regional Fairview (Mithra)[msaunders@fairview.justenergysales.com]; Regional Toronto (Simon)[sgraveney@toronto.justenergysales.com]; Valerie Green[Valerie.Green@hudsonenergysales.com]; Nadia Fertile[NFertile@fairview.justenergysales.com]; Indranie Persaud[IPersaud@fairview.justenergysales.com]; Recruiter Toronto[recruiter@toronto.justenergysales.com]; Anita Perras[aperras@justenergy.com]; Admin Oshawa[Admin@oshawa.justenergysales.com]; Admin Fairview[admin@fairview.justenergysales.com]; Regional Etobicoke (John)[john.roche@hudsonenergysales.com]; Leanne Evans[Leanne.Evans@hudsonenergy.net]; Regional Kitchener (Mike)[mdunn@kitchener.justenergysales.com]
Cc: Steve Weber[SWeber@justenergy.com]; Richard Teixeira[RTeixeira@justenergy.com]; Jason Herod[JHerod@justenergy.com]; Jody Kelly[JoKelly@justenergy.com]; Jennifer Johnston[jjohnston@justenergy.com]; Gord Potter[gpotter@justenergy.com]; Ravi Maharaj[rmaharaj@justenergy.com]
From: Ravi Maharaj
Sent: Thur 30/07/2015 12:28:50 PM
Importance: Normal
Subject: Ontario Conference Call Summary (2.0)
MAIL_RECEIVED: Thur 30/07/2015 12:28:51 PM
Permit Handbook_IC MARKETS- 2015_v1 3.pdf
4-Week Sales Forecast Permit Management Template.xlsx
PERMITS EXPENSE REPORT- MONTH YEAR OFFICE.XLSX
Head Office Closure.msg
MEMO_New Contracts Order (JECP, MVC PPP, MVC MPP).msg
August 3- Civic Holiday.msg

Attendance: Simon (excused), Gintaras, Dan ORR, Dan G, Kam (absent), Finlay, Kevin, Mike (in field), Brian (excused)

Hey Guys,

Please see below for a summary of today's call:

- Repetition is the key to success!

•□□□□□□ The 4 Tex Commandments:

- Drive Sales
- Compliance Culture
- Succession Planning
- Recruiting

•□□□□□□□ Steak & Beans!!!

- **Group A**
  - San Jose
  - Beachwood
  - Kitchener-Resi
  - Dallas & Dallas West
  - San Francisco
  - Bingham
  - Westchase

- **Group B**
  - North Loop
  - Syracuse
  - Cincinnati
  - Owings Mills
  - Bolingbrook
  - Warren

- Fairview

- **Group C**
- Manitoba
- Columbus
- Westmont (resi)
- Wilmington
- Grand Rapids
- Baltimore
- Oshawa

-

- **Group D**
- DFW
- Fort Wayne
- Oak Park
- Kew Gardens
- Philadelphia
- Corpus Christi
- Viking

- **Group E**
- Yorkland
- Toronto

- Islington
- Ottawa Commercial
- Cambridge Commercial

•□□□□□□□ Permit Budgets!!!

•□□□□□□□ 4 Week Tracker: plan your work and work your plan. August 4 Week plans.

•□□□□□□□ Head Office Closed: Monday August 3rd, 2015 (see attached)

•□□□□□□□ Next Monday Plans: please reach out to VM and Install Teams.

•□□□□□□□ SITEL: Dropped Calls – please send any and all specifics to the VM Team "I'm looking for anything where CSR's or IC's are having difficulty hearing and the call disconnects or where it doesn't seem to connect at all".

•□□□□□□□ Upcoming contract changes (New OEB License #); 3 Contracts will change (August 10th) please over sufficient quantities to last until October 1st, 2015 (see attached).

•□□□□□□□ 68 Installs for Ontario last week; the goal is 100 for next week!

•□□□□□□□ Pre-Data and Email: please ensure the email is captured PRIOR to pushing your Pre Data.

•□□□□□□□ JE Nation Points (use them up by end of month).

•□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□ Upcoming June Events: ~~Permit Data Base TRN~~ / New iPad App TRN / ~~Annual OEB Refresher Testing~~ / ~~OEB Office Audits~~

Older items:

•□□□□□□□ Summer Student Incentive Program!

- The Permit Tracker. https://permits.justenergy.com
- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx
- Distribution List (CC me on everything):

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

3. Any Install Related issues please send to: JE SmartStat Coordinators

Coordinators@justenergy.com

4. For any portal related issues such as: pre-data records (errors and checks), welcome emails issues, and customer enrollments: Dist_CDN_Contracts@justenergy.com

5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

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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To: maryp75@live.ca[maryp75@live.ca]
From: Regional Fairview (Mithra)
Sent: Thur 06/08/2015 12:51:30 PM
Importance: Normal
Subject: FW: Ontario Conference Call Summary (2.0)
MAIL_RECEIVED: Thur 06/08/2015 12:51:32 PM
MEMO_ New Contracts Order (JECP, MVC PPP, MVC MPP).msg
MEMO_ Business Cards (revised 2015).msg
4-Week Sales Forecast Permit Management Template.xlsx

From: Ravi Maharaj
Sent: Thursday, August 06, 2015 1:26 PM
To: Regional Yorkland (Gintaras); Daniel Gadoua; Regional Islington (Kambiz); Regional Fairview (Brian); Regional Oshawa (Finlay); Regional Viking (Kevin); Regional (Dan); Regional Fairview (Mithra); Regional Toronto (Simon); Valerie Green; Nadia Fertile; Indranie Persaud; Recruiter Toronto; Anita Perras; Admin Oshawa; Admin Fairview; Regional Etobicoke (John); Leanne Evans; Regional Kitchener (Mike)
Cc: Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Gord Potter; Ravi Maharaj; Jeff Paulino
Subject: Ontario Conference Call Summary (2.0)

Attendance: Kam, Gintaras, Dan G, Brian, Finlay, Kevin, Simon, Daniel ORR, Mithra (absent),

Hey Guys,

Please see below for a summary of today's call:

- Repetition is the key to success!

•□□□□□□□ The 4 Tex Commandments:

▪▪ Drive Sales

- Compliance Culture
- Succession Planning
- Recruiting

•□□□□□□□□ Last Week For Steak & Beans!!!

•□□□□□□□□ Permit Budgets and 4 Week Tracker: plan your work and work your plan. Great job by all teams sending in their August plans!

•□□□□□□□□ MEMO: Business Cards (see attached)

•□□□□□□□□ MEMO: New Contracts (see attached)

•□□□□□□□□ No Call Next Week.

•□□□□□□□□ Permits 101 (4 Week Forecast Template attached)

- The Permit Tracker. https://permits.justenergy.com
- Permit Questions: dist_salespermits@justenergy.com
- Uploading Permits: ONPermit@justenergy.com

•□□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

•□□□□□□□□ 60 Day Inactivity; "do you know a guy?".

•□□□□□□□□ Upcoming June Events: ~~Permit Data Base TRN~~ / New iPad App TRN / ~~Annual OEB Refresher Testing~~ / ~~OEB Office Audits~~

Older items:

•□□□□□□□□ Summer Student Incentive Program!

•□□□□□□□□ Permits 101

❖· The Permit Tracker. https://permits.justenergy.com

❖· Permit Questions: dist_salespermits@justenergy.com

❖· Uploading Permits: ONPermit@justenergy.com

- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx
- Distribution List (CC me on everything):

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

3. Any Install Related issues please send to: JE SmartStat Coordinators Coordinators@justenergy.com

4. For any portal related issues such as: pre-data records (errors and checks), welcome emails issues, and customer enrollments: Dist_CDN_Contracts@justenergy.com

5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

•□□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!

Ravi Maharaj
Regional Sales Manager

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6345 Dixie Road, Suite 200, Mississauga, Ontario, L5T 2E6
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To: J Z (jahanzaeb@hotmail.com)[jahanzaeb@hotmail.com]
From: Regional Fairview (Mithra)
Sent: Mon 24/08/2015 2:12:44 PM
Importance: Normal
Subject: FW: Ontario Conference Call Summary (2.0)
MAIL_RECEIVED: Mon 24/08/2015 2:12:44 PM
Agent Summary Extranet Report.msg
Rate Escape Insert.pdf
ALL-110082_Momentum_08_14_2015.pdf
RE_ Updated Independent Contractor Agreement - New Version Code- V2015-10-11 - Ontario & Ontario JECP - Updated.msg
Code of Conduct Dominican Republicdoc.pdf

From: Ravi Maharaj
Sent: Thursday, August 20, 2015 1:50 PM
To: Regional Yorkland (Gintaras); Daniel Gadoua; Regional Islington (Kambiz); Brian Marsellus; Regional Oshawa (Finlay); Regional Viking (Kevin); Regional (Dan); Regional Fairview (Mithra); Regional Toronto (Simon); Valerie Green; Nadia Fertile; Indranie Persaud; Recruiter Toronto; Anita Perras; Admin Oshawa; Admin Fairview; Regional Etobicoke (John); Leanne Evans; Regional Kitchener (Mike)
Cc: Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Gord Potter; Ravi Maharaj
Subject: Ontario Conference Call Summary (2.0)

Attendance: Gintaras, Dan G, Kambiz, Brian, Finlay, Kevin, Daniel O, Mithra, Simon, Mike DUNN.

Hey Guys,

Please see below for a summary of today's call:

- Repetition is the key to success!

•□□□□□□□□ The 4 Tex Commandments:

- Drive Sales
- Compliance Culture
- Succession Planning
- Recruiting

•□□□□□□□□ IC CCR Summary (see attached).

•□□□□□□□□ Crew Coordinator Spotlight (see attached).

•□□□□□□□□ Burlington: GTG for Commercial and Renewal Teams ONLY. Please proceed with caution. NOT open to Residential Teams.

•□□□□□□□□ Rate Escape Insert (see attached).

•□□□□□□□□ New ICAs (second email) (see attached).

•□□□□□□□□ Technician Scheduling inquiries:

- Smartstat Co-coordinators:
- 1 877 628 5460 (press 1)

- Coordinators@justenergy.com

- Monday – Friday: 7am – 10pm
- Saturday: 9am-8pm
- Sunday: 1pm– 9 pm

•□□□□□□□ CX Emails / DNC List Initial Email: issue resolved! (JECP, MVC).

•□□□□□□□ The Code of Conduct (Megan Taylor).

•□□□□□□□ Reminder: Portal Etiquette (IC can NOT participate in this process).

•□□□□□□□ Installs: 128 Last Week! Shout Out to Oshawa and Kitchi Resi for leading the charge here!

•□□□□□□□ Permit Budgets and 4 Week Tracker: plan your work and work your plan.

a. Great job by all teams sending in their August plans!
b. September on deck!
c. Please begin to request your reimbursements
d. Excel tracker removed; database fully functional.

•□□□□□□□ The Referral Bonus has been extended UNTIL FURTHER NOTICE!

4126

•□□□□□□□□ 60 Day Inactivity; “do you know a guy?”.

•□□□□□□□□ NAB (resi) changes and a new GTA initiative. More info to follow. We are going to shake up our world! https://www.youtube.com/watch?v=BY6_3Y7OOo8

•□□□□□□□□ Upcoming June Events: ~~Permit Data Base TRN~~ / New iPad App TRN / ~~Annual OEB Refresher Testing~~ / ~~OEB Office Audits~~

Older items:

•□□□□□□□□ Summer Student Incentive Program!

•□□□□□□□□ Permits 101

- The Permit Tracker. https://permits.justenergy.com
- Permit Questions: dist_salespermits@justenergy.com
- Uploading Permits: ONPermit@justenergy.com
- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx

•□□□□□□□□ Technician Scheduling inquiries:

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- 1 877 628 5460 (press 1)
- Coordinators@justenergy.com

- Monday – Friday: 7am – 10pm
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- Sunday: 1pm– 9 pm

- Distribution List (CC me on everything):

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2. General Feedback (CSR Coaching, pull calls, eligible check, ect) Dist_VendorManagement_Canada@justenergy.com

3. Any Install Related issues please send to: JE SmartStat Coordinators Coordinators@justenergy.com

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5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

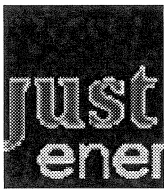
•□□□□□□□□ JECP Goals (current records):

- Most IC Deals / Day: 16
- Most IC Deals / Week: 63
- Most Office Deals / Week: 486

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!



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

Integrity | Responsibility | Customer Centricity | Responsiveness | Excellence

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To: Mary Pan[maryp75@live.ca]
From: Regional Fairview (Mithra)
Sent: Thur 10/12/2015 3:36:29 PM
Importance: Normal
Subject: Fwd: Ontario Conference Call Summary (2.0)
MAIL_RECEIVED: Thur 10/12/2015 3:36:31 PM
image001.png
ATT00001.htm
image002.png
ATT00002.htm
image003.jpg
ATT00003.htm
image004.png
ATT00004.htm
MEMO iPad Upgrade (urgent).eml
ATT00005.htm
RE IMPORTANT - Follow Up on Today's Call.eml
ATT00006.htm
Dates Mayan Riviera, Mexico.eml
ATT00007.htm
Holiday Schedule for Contract Submission.eml
ATT00008.htm
MEMO New Forms Order (Jan 1st, 2016).eml
ATT00009.htm

Sent from my iPad

Begin forwarded message:

From: "Ravi Maharaj" <rmaharaj@justenergy.com>
To: "Dist_ON_RSO_ALL" <Dist_ON_RSO_ALL@justenergy.com>
Cc: "Steve Weber" <SWeber@justenergy.com>, "Richard Teixeira" <RTeixeira@justenergy.com>, "Jason Herod" <JHerod@justenergy.com>, "Jody Kelly" <JoKelly@justenergy.com>, "Jennifer Johnston" <jjohnston@justenergy.com>, "Gord Potter" <gpotter@justenergy.com>, "Ravi Maharaj" <rmaharaj@justenergy.com>
Subject: Ontario Conference Call Summary (2.0)

http://www.thebrevetgroup.com/21-mind-blowing-sales-stats/

Attendance (red = present): Gintaras, Kevin, Daniel ORR, Dan G, Kambiz, Jamie, Mike DUNN, Mithra, Finlay, Brian, Simon.

Hey Guys,

Please see below for a summary of today's call:

* Repetition is the key to success!

· The 4 Tex Commandments:

§ Drive Sales (build rapport, show value, and close the deal)

§ Compliance Culture

§ Succession Planning

§ Recruiting

· iPad Update: update your software (see attached)!

· Humanitarian Award Nominations.

· New Forms Order: January 1st, 2016. Please submit your orders by end of day today.

· Contract Submissions for DEC (see attached).

· Mexico Dates! (see attached).

· New 2016 OEB CDs shipping this week.

· New Orientation Vision: 1 Day of Roll Playing! (see attached).

o Sales Script

o Product Knowledge

o Objection Handling

- Body Language
- Tonality
- Building Rapport
- Completing Calls
- Reading Bill
- Completing Contracts

· Holiday Incentive (see attached):

- December Targets (sent in by you)
- Charity Toy Drive (30th to 20th)
- Holiday Budget ($20 - $50)
- Gross Sales Groups (next 2 weeks)

· Same Days: please ensure you are in communication with Anthony on any install related issue.

· January 1st, 2016: business as usual!

· Residential Crew Coordinator December Competition: 150, 000 JE Nation Points!!!!

§ Deals November 30th to December 20th.

§ Crew Coordinator Deals Count

§ Deals from new IC crew members with a November start date.

§ Most Deals Win

§ Merry Christmas

- o Brandon (Fairview) / Mithra 25K
- o Marc (Viking) / Kevin 25K
- o Justin (Kitchi Resi) / Mike 25K
- o Tike (Oshawa) / Fin 25K
- o Chris (Mississauga) / Jamie 25K
- o Ravi 2X Total

· Commercial December Competition: 200, 000 JE Nation Points!!!!

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§ Total Portal Reaffs

§ Deals from everyone in RSO.

§ Most Portal Reaff Deals Win

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- o Simon 25K (30 deal handicap)
- o Kam 25K
- o Gintaras 25K
- o Mithra 25K
- o Dan G 25K
- o Ravi 2X Total

· Permit Budgets and 4 Week Tracker: plan your work and work your plan.

1. UPLOAD YOUR PERMITS

2. 4 Week Tracker: Please include your days worked for the week.

Older items:

· Permits 101

v The Permit Tracker. https://permits.justenergy.com <https://permits.justenergy.com/>

v Permit Questions:
dist_salespermits@justenergy.com<mailto:dist_salespermits@justenergy.com>

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DIST_CANADA_BA@justenergy.com<mailto:DIST_CANADA_BA@justenergy.com>

· JECP Goals (current records):

§ Most IC Deals / Day: 16

§ Most IC Deals / Week: 63

§ Most Office Deals / Week: 486

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!

[Description: Description: Description: Description: Description: Description: Description: Description: Click to visit our Website]<http://www.justenergy.com/>

[Description: Description: Description: Description: Description: Description: Description: Description: http://www.justenergy.com/images/email/justenergy/jebar.gif]

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[Description: Description: Description: Description: Description: Description: Description: Description: http://www.justenergy.com/images/email/justenergy/jevaluesbar.gif]

[Description: Description: Description: Description: Description: Description: Description: Description: http://www.justenergy.com/images/email/je_email_greencopy.gif]

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From: Ravi Maharaj
Sent: Thur 17/12/2015 1:28:26 PM
Importance: Normal
Subject: Ontario Conference Call Summary (2.0)
MAIL_RECEIVED: Thur 17/12/2015 1:28:27 PM
Challenging Allegation Resolution Process .msg
New JE Lap Top 031.JPG
Double Points Week!!!.msg
Three December Incentives!!.msg
MEMO_ 2016 Ontario Industry Market Training.msg
NEW PROCESS!! Change of Status Process - Effective Monday December 21st, 2015.msg
Referral Bonus.msg

Attendance (red = present): Gintaras, Kevin, Daniel ORR, Dan G, Kambiz, Jamie, Mike DUNN (in field), Mithra, Finlay, Brian, Simon.

NOTE: please see attached picture of the Gadoua Household Iron Clad Rules ☺

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- Repetition is the key to success!

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- Drive Sales (build rapport, show value, and close the deal)
- Compliance Culture

- Succession Planning
- Recruiting

•□□□□□□□ Recent Recruiting Issue:

1. Reporting structure: recruiters report to Sabrina.
2. Racism and other non-professional behavior.
3. Negative emails.

•□□□□□□□ New Forms Order: January 1st, 2016.

•□□□□□□□ Double Point Trip Week! (see attached).

•□□□□□□□ New "change of status" process (see attached).

•□□□□□□□ Subscribed Emails:

1. MVC Reports: GTG
2. JECP Reports: GTG
3. Install Reports: GTG

4. CCR Report: TBD

5. Compliance Reports: GTG

•□□□□□□□ Compliance: Challenging Allegation Resolution Process (see attached).

•□□□□□□□ New 2016 OEB CDs shipped last week; who did NOT get?

•□□□□□□□ New Orientation Vision: 1 Day of Roll Playing! Effective this week.

•□□□□□□□ The Referral Bonus; extended until further notice (see attached).

•□□□□□□□ Holiday Incentive (see attached):

- December Targets (sent in by you)
- Charity Toy Drive (30th to 20th)
- Holiday Budget ($20 - $50)
- Gross Sales Groups (next 2 weeks)

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- ~~Mithra 25K~~
- Dan G 25K
- Ravi 2X Total

•□□□□□□□ Permit Budgets and 4 Week Tracker: plan your work and work your plan.

1. UPLOAD YOUR PERMITS
2. 4 Week Tracker: Please include your days worked for the week.
3. Kirkland Lake: No Fly Zone until further notice.

-

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❖· Permit Questions: dist_salespermits@justenergy.com

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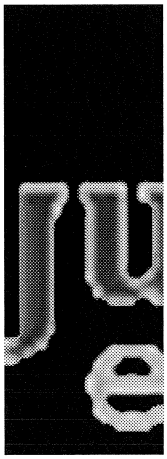
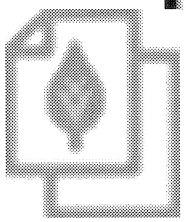


Ravi Maharaj

[redacted]egional Sales Manager

T 90[redacted].670.4440 ext: 71245 | F 905.564.6107 | C 416.817.9508
[redacted]345 Dixie Road, Suite 200, Mississauga, Ontario, L5T 2E6
E-mail rmaharaj@justenergy.com | Web justenergy.com

[redacted]Integrity | Innovation | Le



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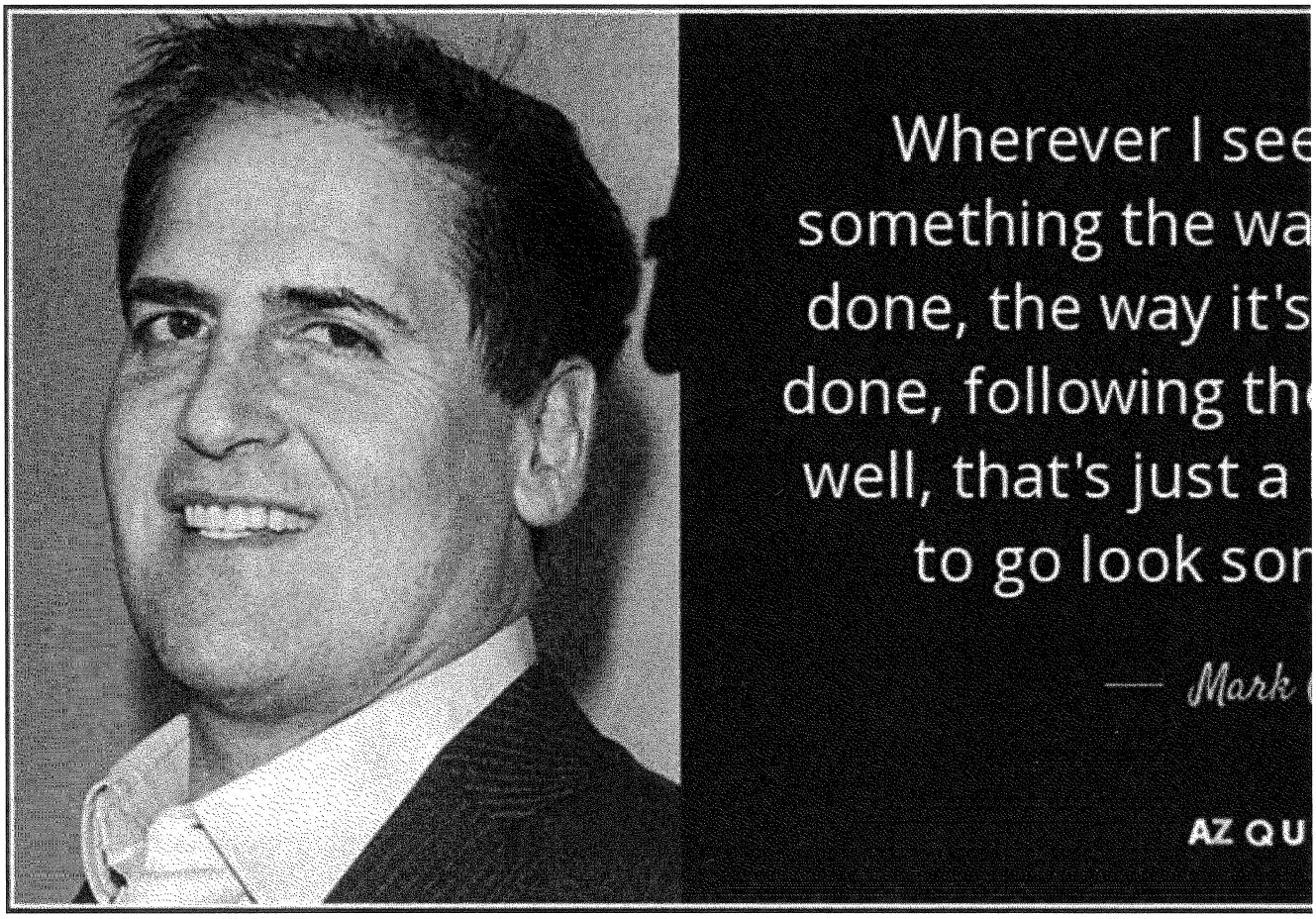
From: Ravi Maharaj
Sent: Fri 08/01/2016 10:52:31 AM
Importance: Normal
Subject: Ontario Conference Call Summary (2.0)
MAIL_RECEIVED: Fri 08/01/2016 10:52:36 AM
RE_ Receipts Holiday Drive!!.msg
MEMO_ Ontario JECP Brochure - Jan 1st 2016.msg
MEMO_ Orientation Guidebooks - UPDATED.msg
MEMO_ New Contracts (JECP_ MVC MPP_ MVC PPP).msg
MEMO_ New Power Disclosure Statement (effective January 1st, 2016).msg
MEMO_ Residential (JECP) Power PC Form (effective January 1st, 2016).msg
MEMO_ New Commercial (MVC) Power PC Forms (effective January 1st, 2016).msg
Launch of the Fall 2016 Trip!!!.msg
RE_ Fall 2016 Trip Sell Sheets.msg
MEMO_ Residential (JECP) GAS PC Form (effective January 1st, 2016).msg
MEMO_ Commercial (MVC) GAS PC Form (effective January 1st, 2016).msg
MEMO_ iPad Software Update (Binnj release tomorrow).msg
Prorated Trip Points.msg
MEMO_ CREW COORDINATOR DEVELOPMENT PROGRAM.msg
Mandatory new process - Change of Status - Effective Monday December 21st, 2015 - REMINDER.msg



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- Drive Sales (build rapport, show value, and close the deal)
- Compliance Culture
- Succession Planning
- Recruiting

•□□□□□□□ New Forms Order: January 1st, 2016. (see attached)

•□□□□□□□ 2016 Goals Sheet: please forward these over to RT and I if not already done. Simon – will follow up with RT about the template.

•□□□□□□□ Holiday Incentive Winners!

- MVC: Toronto
- JECP: Oshawa

•□□□□□□□ Cambridge: Winner of Group 1!

•□□□□□□□ Charitable Receipts. (see attached).

•□□□□□□□ Texting Nightly Numbers Reminder.

•□□□□□□□ Crew Coordinator Development Program (see attached).

•□□□□□□□ Mexico Fall 2016!

- Prorated Trip Points (see attached).

•□□□□□□□ iPad Software Update (see attached).

•□□□□□□□ Tier Bonus!!! RCE Payouts up until end of March!

•□□□□□□□ January 11th, 2016: JOJ Week!!!!

- Compliance
- 80% minimum deal count the following week

•□□□□□□□ Change of Status process reminder (see attached).

•□□□□□□□ Do Not Solicit procedures.

•□□□□□□□ Kitchener Utilities: please note we CAN sell MVC Gas PPP, MVC Power PPP and MVC Power Rate Flex.

•□□□□□□□ That being said, enrollments are still difficult.

- Power GTG
- Gas Don't Bother.

•□□□□□□□ IC Escalations Distro List: please utilize for CS issues after hours directly. IC_Escalation_Canada@justenergy.com

•□□□□□□□ Orientation Guidebook revisions (see attached).

•□□□□□□□ Commercial MVC CS Red / Green Rules are now operational!

•□□□□□□□ New Orientation Vision: 1 Day of Roll Playing! Now in effect!

•□□□□□□□ The Referral Bonus; extended until further notice!

•□□□□□□□ Same Days: please ensure you are in communication with Anthony on any install related issue.

•□□□□□□□ Permit Budgets and 4 Week Tracker: plan your work and work your plan.

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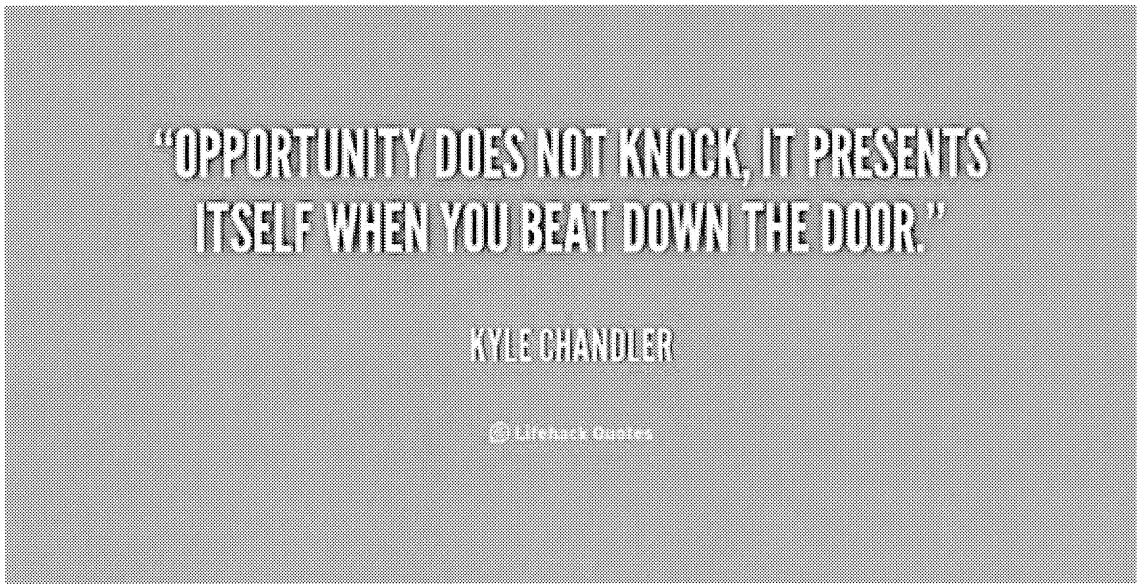
To: Nadia Fertile[NFertile@fairview.justenergysales.com]; Indranie Persaud[IPersaud@fairview.justenergysales.com]
From: Regional Fairview (Mithra)
Sent: Fri 18/03/2016 11:48:56 AM
Importance: Normal
Subject: FW: Ontario Conference Call Summary (2.0)
MAIL_RECEIVED: Fri 18/03/2016 11:48:57 AM
Student Program 2016.msg
Independent Contractor Employee Recruiting Policy Reminder.msg
Travel Packages.msg

From: Ravi Maharaj
Sent: Friday, March 18, 2016 10:32 AM
To: Dist_ON_RSO_ALL
Cc: Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Mujeeb Jafferi; Ravi Maharaj
Subject: Ontario Conference Call Summary (2.0)



Attendance (red = present): Gintaras, Kevin, Dan O, Dan G, Kambiz (excused), Jamie (excused), Mike, Mithra, Finlay (in field), Brian, Simon.

Guest Speaker: Ryan Parnell!!!

Hey Guys,

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- Drive Sales
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- Recruiting

•□□□□□□□□ Mexico School Supplies (see attached).

•□□□□□□□□ Student Scholarship Program (see attached)

•□□□□□□□□ Recruiting Policy Memo (see attached)

•□□□□□□□□ Mexico Travel Packages (see attached).

•□□□□□□□□ Horrible TPV Call Example:

- Goal is 0 OEB complaints in a month.
- AVG is 4 complaints in a month.
- We got 6 on TUESDAY.
- "Your rep said that the person on the other end of the phone was reading off a script and for me just to say yes to everything".
- Other items were recorded on the call.
- IC represents your RSO.
- This level of expectation is also for satellite ICs…

•□□□□□□□□ RESI TEAMS APRIL 4 WEEK TRACKER: stay local (at least first 3 weeks). Call me for any issues.

•□□□□□□□□ Easter Weekend Plans: please send VM and Install Teams your Friday, Saturday, Sunday, and Monday plans ASAP. I have advised we are business as usual.

•□□□□□□□□ JEM iPad Contingencies: carry paper / all RESI RSOs have been flipped!

•□□□□□□□□ 2016 JECP Sales

Submitted Deals		**Accepted Deals**	
Shanairah Downer	199	Rahul Juthani	54
Malik Garnett	182	Shanairah Downer	52
Nada Hassan	181	Quiana Cooke	48
LeShaun Young	175	Brandon Yuen	48
Kevin St Amant	173	Kevin St Amant	48
Tike Asajile	164	Tike Asajile	44

Quiana Cooke	142	Milton Dawkins	44
Brandon Yuen	142	Malik Garnett	43
Milton Dawkins	142	Rickalya Whyte	43
Rickalya Whyte	127	Nada Hassan	40

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4. Kawartha Lakes: No Fly Zone until further notice.
5. Town of Cochrane: No Fly Zone until further notice.

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❖· Permit Questions: dist_salespermits@justenergy.com

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- Distribution List (CC me on everything):

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2. General Feedback (CSR Coaching, pull calls, eligible check, ect) Dist_VendorManagement_Canada@justenergy.com

3. Any Install Related issues please send to: JE SmartStat Coordinators Coordinators@justenergy.com

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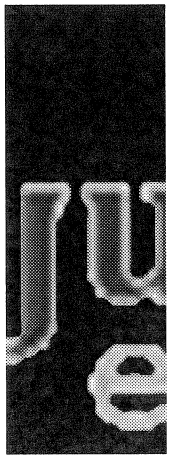
5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

If there are any follow ups to these items please feel free to contact me directly.

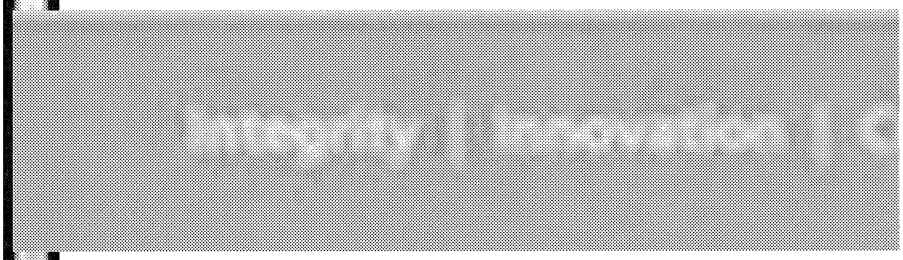
Look forward to speaking to you all next week!

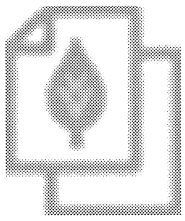
Thanks!



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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To: Dist_ON_RSO_ALL[Dist_ON_RSO_ALL@justenergy.com]
Cc: Steve Weber[SWeber@justenergy.com]; Richard Teixeira[RTeixeira@justenergy.com]; Jason Herod[JHerod@justenergy.com]; Jody Kelly[JoKelly@justenergy.com]; Jennifer Johnston[jjohnston@justenergy.com]; Mujeeb Jafferi[mJafferi@justenergy.com]; Ravi Maharaj[rmaharaj@justenergy.com]
From: Ravi Maharaj
Sent: Fri 01/04/2016 10:11:25 AM
Importance: Normal
Subject: Ontario Conference Call Summary (2.0)
Received: Fri 01/04/2016 10:11:28 AM
FW_ Student Program 2016.msg
Nomination Form Home and Away.msg
Resort Credit Hard Rock Hotel Riviera Maya!!!!!!!.msg
Items for this weeks call.msg
Head Office Closure.msg
Photographs of Vida Y Esperanza.msg
Supplies 4 Schools Challenge!!.msg
IMPORTANT - Just Energy Nation Best Practices.msg
IMPORTANT - Sabrina Hubley.msg
Letter School Supply Donations.msg
Deductions Mexico.msg
MEMO_ The NEW Independent Contractors Bonus (revised APRIL 2016).msg

"If an egg is broken by an outside force; the life energy will end. If an egg is broken by an inside force; then life energy begins". Great things happen from the inside.

Attendance (red = present): Gintaras, Kevin, Dan O, Dan G, Kambiz (HE), Mike, Mithra, Finlay, Brian, Simon (excused).

Hey Guys,

Please see below for a summary of today's call:

- Repetition is the key to success!

- The 4 Tex Commandments:
  - Drive Sales
  - Compliance Culture
  - Succession Planning
  - Recruiting

- Mexico School Supplies (see attached).
- Student Scholarship Program (see attached)
- Recruiting Organizational changes.
- RSO Cheque Walls: black out names please.
- Charitable incentive (see attached).
- Spanish Mexico Letter (see attached)
- Trip Credits: $900!!!! (see attached).
- Trip Deductions (see attached)
- JE Nation usage.

4161

Awarder Dept. Name	Manager	Everyday	Recognition/Day	Point Usage
	11	0	0.4	38.30%
	0	0	0	0.00%
	7	0	0.2	56.00%
	13	0	0.4	62.00%
	2	0	0.1	21.30%
	25	0	0.8	64.60%
Viking	38	0	1.3	100.00%
Oshawa	89	0	3	80.00%
	0	0	0	0.00%

- Gala Trip Plans (weeks before, gala, weeks after).
- iPad iOS 9.3 GTG!
- PORTAL FRAUD 101
- April 1st paperwork changes:
    - JECP: Only Gas PC forms will change.
    - MVC Electricity PPP:
        - 5 year 4.79 cents/kWh dropping to 4.29 cents/kWh
        - 3 year 4.49 cents/kWh dropping to 3.99 cents/kWh
        - New PC forms
    - MVC Electricity MPP:
        - Price Codes will change but no changes in price.
    - MVC Natural Gas PPP:
        - 5 year 23.90 cents/m3 dropping to 19.90 cents/m3
        - 3 year 21.90 cents/m3 dropping to 17.90 cents/m3
        - New PC forms
- RESI TEAMS APRIL 4 WEEK TRACKER: stay local (at least first 3 weeks). Call me for any issues.
- MEMO: NICB Revisions (guest speaker Jessica)
- Please send VM and Install Teams your install plans ASAP. I have advised we are business as usual.
- JEM iPad Contingencies: carry paper / all RESI RSOs have been flipped!

- Permit Budgets and 4 Week Tracker: plan your work and work your plan.

1. **UPLOAD YOUR PERMITS**
2. 4 Week Tracker: Please include your days worked for the week.
3. Kirkland Lake: No Fly Zone until further notice.
4. Kawartha Lakes: No Fly Zone until further notice.
5. Town of Cochrane: No Fly Zone until further notice.

Older items:

- Permits 101
  - ❖ The Permit Tracker. https://permits.justenergy.com
  - ❖ Permit Questions: dist_salespermits@justenergy.com
  - ❖ Uploading Permits: ONPermit@justenergy.com

- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx

- Technician Scheduling inquiries:
  - Smartstat Co-coordinators:
  - 1 877 628 5460 (press 1)
  - Coordinators@justenergy.com
  - Monday – Friday: 7am – 10pm
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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!

4163

Ravi Maharaj
Regional Sales Manager

T 905.670.4440 ext: 71245 | **F** 905.564.6107 | **C** 416
6345 Dixie Road, Suite 200, Mississauga, Ontario, L5T 2I
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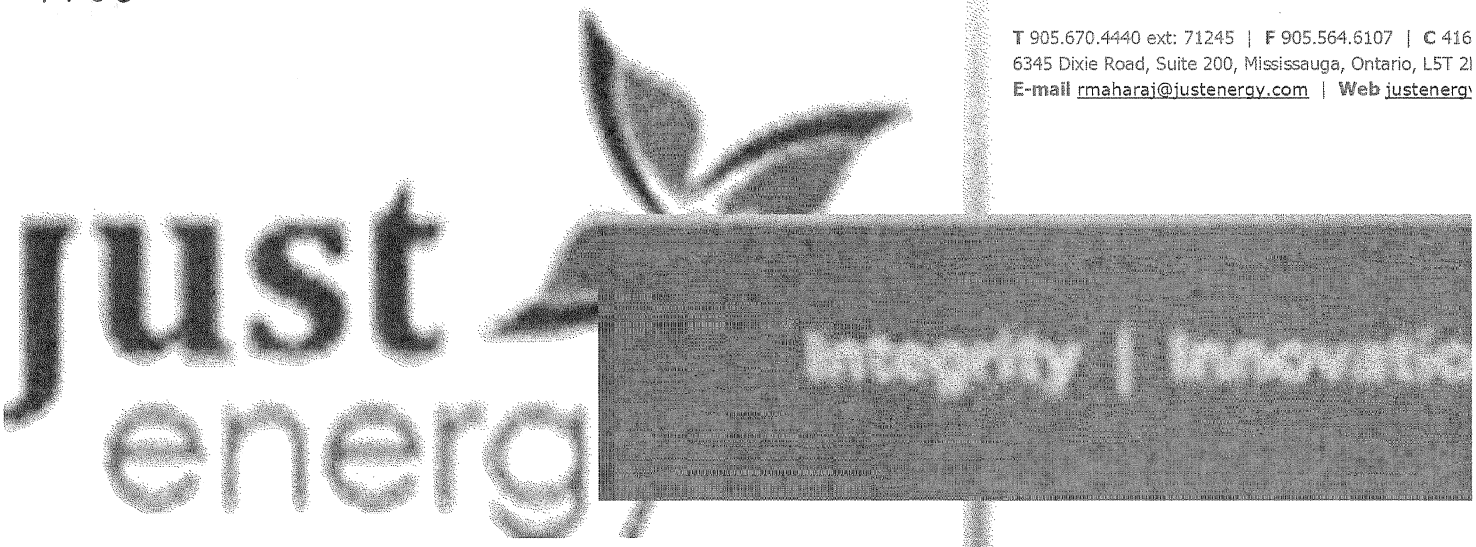

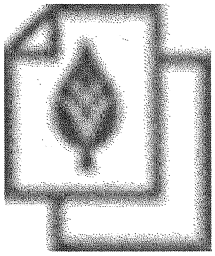

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To: Nadia Fertile[NFertile@fairview.justenergysales.com]; Indranie Persaud[IPersaud@fairview.justenergysales.com]
From: Regional Fairview (Mithra)
Sent: Sat 14/05/2016 10:08:59 AM
Importance: Normal
Subject: FW: Ontario Conference Call Summary (2.0)
Received: Sat 14/05/2016 10:09:02 AM
Updated Independent Contractor Agreement - New Version Code- Ontario JECB V2016-05-10 & Ontario- V2016-05-03 .msg
ON - Just Energy Conservation Bundles Product Aid_Vendor.pdf
MEMO_ Niagara Peninsula Energy Inc D2D Article.msg
Just Energy Nuances for Working a Job Fair - 05_06_2016.pdf
Proper process.msg
MEMO_ JEM - Remember to Checkout (JECB).msg
FW_ JEM - Remember to Checkout .msg
FW_ IMPORTANT - Buddy Bonus Program April 11th to June 5th.msg

---

From: Ravi Maharaj
Sent: Friday, May 13, 2016 10:47 AM
To: Dist_ON_RSO_ALL
Cc: Steve Weber; Richard Teixeira; Jason Herod; Jody Kelly; Jennifer Johnston; Mujeeb Jafferi; Ravi Maharaj
Subject: Ontario Conference Call Summary (2.0)

"Everything is energy and that's all there is to it. Match the frequency of the reality you want and you cannot help but get that reality. It can be no other way. This is not philosophy. This is physics." Albert Einstein

Attendance (red = present): Gintaras, Kevin, Dan O, Dan G, Kambiz (HE), Mike, Mithra, Finlay, Brian, Simon.

Hey Guys,

Please see below for a summary of today's call:

- Repetition is the key to success!

- The 4 Tex Commandments:
    - Drive Sales
    - Compliance Culture
    - Succession Planning
    - Recruiting

- New JECB PAD IVR: SITEL now taking calls.
- New ICAs (see attached / revised)
- D2D Article: Niagara area.
- Recruiting Start Up Packages
- JECB Call Center FAQ: please use during training and increase the IC knowledge base.
- JECB: Download PULSE DEMO APP process (see attached / Jody)
- JECB: BOTH Account Numbers Discussion.
- JECB: JEM Check Out (see attached).

- JECB Q & A (open discussion):
  - Follow ups; let's commit to stronger sales and locking in a solid install date.
  - CSR errors; a few examples of CSRs not being well versed in the JECB products, wrong IC #, rebooking call backs.
  - Better options to leave PAD info for CX (portal / iPad, ect.)
  - No Contract Image saved in JEM (it's on iPad but not on JEM Website)

- Annual OEB Refresh Testing: June 1st, 2016 (more info to follow but please plan for this)

- ON Top 10s will be sent this week.

- Just a reminder that the new electricity pc forms should be in offices now. They have a new sequence of version codes.
  - Old – NEN5000 series
  - New – NEN6000 series

- Bye Bye OEG: Just Energy is hiring.

- Contact your VM Team to add new JECB ICs.
  - All New ICs should complete test calls to get them in the system before field.

- RSO Posters: The Buddy Bonus Program!!! Until June 5th 2016!!
  - Includes MVC Teams
  - No HE Deals
  - Contracts NOT RCEs.
  - Includes JE Corporate Staff as well!
  - Referrals ONLY; NOT new hires from Centralized Recruiting.

- CC me on ALL recruiter communications to centralized recruiting.

- Reminder of BASIC ITEMS:
  - ❖ Proper DISTRO Emails.
  - ❖ Permit Adherence
  - ❖ 4 Week Tracker
  - ❖ VM and Install Team Plans
  - ❖ Bi-Weekly Compliance Calls
  - ❖ Ontario Call Attendance

- Permit Budgets and 4 Week Tracker: plan your work and work your plan.

1. **UPLOAD YOUR PERMITS**
2. 4 Week Tracker: Please include your days worked for the week.
3. Kirkland Lake: No Fly Zone until further notice.
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5. Town of Cochrane: No Fly Zone until further notice.

Older items:

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  - ❖ The Permit Tracker. https://permits.justenergy.com

- ❖ Permit Questions: dist_salespermits@justenergy.com
- ❖ Uploading Permits: ONPermit@justenergy.com

- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx

- Technician Scheduling inquiries:
  - Smartstat Co-coordinators:
  - 1 877 628 5460 (press 1)
  - Coordinators@justenergy.com
  - Monday – Friday: 7am – 10pm
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Look forward to speaking to you all next week!

Thanks!

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Regional Sales Manager

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To: Indranie Persaud[IPersaud@fairview.justenergysales.com]; Nadia Fertile[NFertile@fairview.justenergysales.com]
From: Regional Fairview (Mithra)
Sent: Fri 27/05/2016 11:22:53 AM
Importance: Normal
Subject: FW: Ontario Conference Call Summary (2.0)
Received: Fri 27/05/2016 11:22:55 AM
Requests for Sales Support.msg
JECB Options.msg
A Message From Bob Schmieder - New Appointment_Director of Recruiting.msg
UPDATE - Big Cheque Visual Sample.msg
FOLLOW UP - Vision Statements.msg
RE_ Telephony Update affecting Sales .msg
FW_ GREAT NEWS - Recruiting Start-up Packages.msg
UPDATE - Just Energy Recruitment Flyers.msg
REMINDER - Student Bonus Program 2016.msg
MEMO_ Annual Ontario OEB Testing - 2016.msg
TOP 10.pdf

From: Ravi Maharaj
Sent: Friday, May 27, 2016 10:58 AM
To: Dist_ON_RSO_ALL
Cc: Steve Weber; Richard Teixeira; Jason Herod; Mujeeb Jafferi; Bob Schmieder; Ravi Maharaj
Subject: Ontario Conference Call Summary (2.0)

Attendance (red = present): Gintaras, Kevin, Dan O, Dan G, Kambiz (HE), Mike, Mithra, Finlay, Brian, Simon.

Hey Guys,

Please see below for a summary of today's call:

- Repetition is the key to success!

- The 4 Tex Commandments:
  - Drive Sales
  - Compliance Culture
  - Succession Planning
  - Recruiting
- Visions. Goals, and IC Head Counts. Great job by everyone in executing these plans and setting your path for the summer!
- JECB IVR (7 or 9 PAD) (see attached): Please ensure you are using the correct prompts.
- CS IVR Process change (see attached). Please ensure to acknowledge at the beginning of your call the region and call type as a courtesy.
- JECB: iPad Non Home Owner Default. Please ensure ICs are checking the correct tab (Home Owner); a fix is in play to revise this erroneous default.
- Recruiting Start Up Packages: please advise by the end of the day if you still have not received your packages.
- Please be patient with Sales Support request; they are currently working through some staffing issues.
- Student Bonus Program (see attached): To be discussed again next week.

- JE Nation Top 10 List! (see attached): Consistent recognition is a key to success!
- REMINDER: Portal Fraud 101: This is a zero tolerance item; please reiterate with your teams if you have not already done so.
- New National Recruiting Manager! (see attached): As discussed, recruiting is one of our TOP priorities now; and Arturo should help get us to where we need to be!
- Test Calls: Testzzz Testzzz (first name and last name); please ensure to use the proper format when executing test calls.
- What We Offer Posters (see attached): To be discussed again next week.
- Annual OEB Refresh Testing (see attached). Let's commit to execute this testing in a timely manner to avoid any issues.
- Big Cheques! (see attached): This should add a bit of JUICE to our Cheque Boards; and be in line with legal requirements! Do NOT use permanent maker ☺
- Contact your VM Team to add new JECB ICs.
    - All New ICs should complete test calls to get them in the system before field.
- RSO Posters: The Buddy Bonus Program!!! Until June 5th 2016!!
- Reminder: CC me on ALL recruiter communications to centralized recruiting.
- Reminder of BASIC ITEMS: please own these pieces and ensure you execute them.
    - ❖ Proper DISTRO Emails.
    - ❖ Permit Adherence
    - ❖ 4 Week Tracker
    - ❖ VM and Install Team Plans
    - ❖ Bi-Weekly Compliance Calls
    - ❖ Ontario Call Attendance
- Permit Budgets and 4 Week Tracker: plan your work and work your plan.
    1. **UPLOAD YOUR PERMITS**
    2. 4 Week Tracker: Please include your days worked for the week.

Older items:

- Permits 101
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    - ❖ Uploading Permits: ONPermit@justenergy.com
- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx
- Technician Scheduling inquiries:

- Smartstat Co-coordinators:
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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!

Ravi Maharaj
Regional Sales Manager

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To: Ryan Parnell[rparnell@justenergy.com]
From: Ravi Maharaj
Sent: Mon 27/06/2016 9:15:06 AM
Importance: Normal
Subject: FW: Ontario Conference Call Summary (2.0)
Received: Mon 27/06/2016 9:15:11 AM
IMPORTANT - Notice of Change of Roles RSM to RMFO .msg
Pulse download.msg
Career Fair Best Practices, Houston and Orland Park Highlights, and Tracker Form.msg
Registration Link.msg
Navigate_ Selling The Way People Like To Buy - Dustin Hillis.msg
Approved Town list (Autosaved).xlsx
Mexico, Supplies for Schools Video.msg
MEMO_ JE Perks FAQ (on line store).msg
MEMO_ JECB Fairview Presentation Checklist.msg
MEMO_ New MVC GAS PC Forms and NEW MVC Contract Order (Matrix Pricing)_ effective July 1st, 2016.msg
Fairview Job Fair (pictures).msg
MEMO_ CS Escalation Details .msg
Just Energy Sales Opportunity Packet! New tool to be used when conducting interviews!.msg
Top Ten - Just Energy Nation.msg
MEMO_ ON MVC Matrix Pricing; effective July 1st, 2016.msg

Thanks,

Ravi

(x71245)

(416.817.9508)

From: Ravi Maharaj
Sent: Friday, June 24, 2016 11:30 AM
To: Dist_ON_RSO_ALL; Sumit Sutaria
Cc: Steve Weber; Richard Teixeira; Jason Herod; Mujeeb Jafferi; Bob Schmieder; Ravi Maharaj
Subject: Ontario Conference Call Summary (2.0)

Attendance (red = present): Gintaras, Kevin, Dan O, Dan G, Kambiz (HE), Mike, Mithra, Finlay, Brian, Simon.

Hey Guys,

Please see below for a summary of today's call:

- Repetition is the key to success!

- The 4 Tex Commandments:
  - Drive Sales
  - Compliance Culture
  - Succession Planning
  - Recruiting

- Visions. Goals, and IC Head Counts.
  - Head Count, Head Count, Head Count!

- North Loop Job Fair! (see attached)
- Fairview Job Fair! (see attached)
    - Table placement.
    - JE Clothing
    - Let's adhere to Job Fair nuances email sent out by Arturo.
- RSO Posters: The Buddy Bonus Program!!! Until August 28th 2016!! (see attached)
- Top 10 JE Nation Recognitions (see attached)
    - Good job Viking and Oshawa!
- Recruiter "Ticket To Paradise" Initiative: Mexico (see attached)
- Just Energy Sales Opportunity Packet (see attached)
    - Interview Steps Checklist
    - Interview Question Worksheet
    - Welcome Brochure
    - Opportunity Flyer
    - All Gala Trip Flyer
    - Gala Awards Trip Flyer
    - Just Energy Foundation Flyer
    - Local Recruiter's Business Card
- MVC Matrix Pricing; effective July 1st, 2016!! (Guest Speaker Sumit; Canada Business Analyst)
    - Sample Contract attached
    - Matrix Product Codes attached
    - Matrix Commissions attached.
- BOOKS! Navigate: Selling The Way People Like To Buy by Dustin Hillis in your offices next week (see attached).
- JECB 101:
    - Have all ICs downloaded the DEMO PULSE APP (see attached).
    - Approved Install Area List (see attached); requesting revisions to this document
    - MEMO: JE Perks FAQ (see attached)
    - JEM Home Owner Default; this has now been fixed, please update iPads accordingly.
    - JEM Default: Enbridge Billing will now be the default, please update iPads accordingly.
- 500 JE Nation Point Incentive: issued to any IC that provides feedback on products, call center, ect. Effective immediately. Please send over a weekly summary of points request directly to me.
- The SULTAN OF SALES!
    - Leaderboard coming soon!
- Canada Day Weekend Plans; Please email your VM and Install Teams your specific work plans for Friday to Monday.
- Mexico Fall Trip: If the qualifiers in your office do not register or fill out Purchase/Sell forms by **June 27th** they will not be able to attend the trip or receive a payout. We have a **strict deadline** with the airlines that we must adhere to and want to ensure everyone has a seat on the plane for our fall trip!
- Mexico Solar Panel Video (see attached)

- CS Escalation Details (see attached)
- Reminder: CC me on ALL recruiter communications to centralized recruiting.
- RSM to RMFO (see attached)
- Reminder of BASIC ITEMS: please own these pieces and ensure you execute them.
    - ❖ Proper DISTRO Emails.
    - ❖ Permit Adherence; upload your permits
    - ❖ 4 Week Tracker: Please include your days worked for the week.
    - ❖ VM and Install Team Plans
    - ❖ Bi-Weekly Compliance Calls
    - ❖ Ontario Call Attendance
    - ❖ Reset iPads Daily.

Older items:

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    - ❖ Permit Questions: dist_salespermits@justenergy.com
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4174 5. For any iPad related issues: DIST_CANADA_BA@justenergy.com

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Thanks!

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Regional Sales Manager

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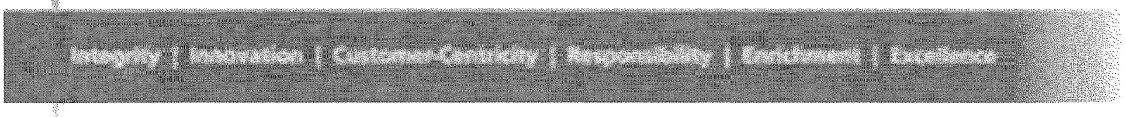

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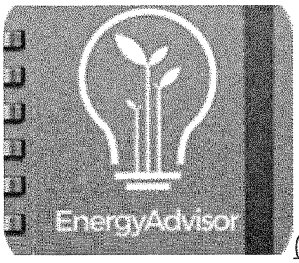
To: Indranie Persaud[IPersaud@fairview.justenergysales.com]; Nadia Fertile[NFertile@fairview.justenergysales.com]
From: Regional Fairview (Mithra)
Sent: Fri 08/07/2016 10:02:13 AM
Importance: Normal
Subject: FW: Ontario Conference Call Summary (2.0)
Received: Fri 08/07/2016 10:02:17 AM

MEMO_ JEM Escalation Distribution List.msg
MEMO_ New JECB Price Codes_ effective July 1 2016 .msg
MEMO_ NEW Just Energy Ontario Commercial Welcome Call Script (MATRIX).msg
Zig Ziglar's Secrets of Closing the Sale.msg
Deb Merril Speaks on Bloomberg TV About Brexit.msg
RE_ MEMO_ Paper Contracts Submission (process change).msg
Board 1.jpg
Board.jpg
IMG_1798.jpg
Oshawa trip board.jpg
DSCF0002.jpg
cambridge cheque board.jpg
cambridge trip board.jpg
IMG_6488.jpg
IMG_6486.jpg
Kitchener Wall of Fame.jpg
Kitchener board.jpg
MEMO_ ON MVC Matrix Pricing; effective July 1st, 2016.msg
MEMO_ Just Energy - Trusted Advisor.msg
SIN Cards.msg
RE_ Under Age Candidates.msg
MEMO_ Mississauga Article.msg
Taking Partnership with EnergyEarth to the Next Level!.msg
Message from Jay and Deb_ Jason Herod to Lead Customer Experience Team.msg
Puerto Vallarta 2016 Waivers.msg
Just Energy Nation Taxable Benefit.msg

From: Ravi Maharaj
Sent: Friday, July 08, 2016 10:51 AM
To: Dist_ON_RSO_ALL
Cc: Steve Weber; Richard Teixeira; Jason Herod; Mujeeb Jafferi; Bob Schmieder; Ravi Maharaj
Subject: Ontario Conference Call Summary (2.0)



(see attached video)

Attendance (red = present): Gintaras, Kevin, Dan O, Dan G, Kambiz (HE), Mike, Mithra, Finlay, Brian, Simon.

Hey Guys,

Please see below for a summary of today's call:

- Repetition is the key to success!

- The 4 Tex Commandments:

4176

- Drive Sales
- Compliance Culture
- Succession Planning
- Recruiting

- Visions. Goals, and IC Head Counts.
  - Head Count, Head Count, Head Count!

				Projected	Actual	Difference
Country	Region	Province/State	Office	6/27/2016	6/27/2016	6/27/2016
Canada	Canada	Ontario	Viking	14	8	-6
Canada	Canada	Ontario	Kitchener	29	9	-20
Canada	Canada	Ontario	Toronto	15	11	-4
Canada	Canada	Ontario	Oshawa	24	13	-11
Canada	Canada	Ontario	Fairview	18	18	0

- New Forms have been sent; effective July 1st, 2016.
  - Please reference other email as the file is too big to attach here.
  - New forms include:
    - JECB and MVC Contracts (2 forms)
    - GAS PC Forms (144 forms)
    - Power PC Forms (3 forms)

- RSO Posters: The Buddy Bonus Program!!! Until August 28th 2016!! (see attached)
- New Rep Bonus for Commercial RSO: Commercial RSOs can participate in the New Rep Bonus based on RCEs; not deals!
- Top 10 JE Nation Recognitions: Oshawa #2!
- Kevin St. Amant: 3 day orientation feedback; the new IC wrote 2 deals on his 1st day!
- Deb Merril Speaks on Bloomberg TV About Brexit (see attached)
- OEB Testing 101: to be discussed next week
  - Who does your testing?
  - How is their recap?
  - Please sit into 1 module and bring your thoughts to the group next week.
  - Example: Dan G and the Cambridge RSO
- New JEM Distro List (see attached): please use for any iPad related questions and concerns.
- New Rep Bonuses are issued three (3) times a week; please advise if your new ICs are not receiving them.

- MEMO: New JECB Price Codes: effective July 1 2016 (see attached)
- MEMO: Trip Waivers are to be completed ASAP! (see attached)
- MEMO: Just Energy Nation Taxable Benefit (see attached)
- MEMO: Congratulations to Jason Herod: Customer Experience Team Leader (see attached)
- MEMO: Big Cheque Bulletin Board (see attached)
    - Congrats to Toronto and Oshawa RSOs: 10,000 JE Nation Points
- MEMO: Just Energy purchases stake in Energy Earth (see attached)
- MEMO: Mississauga House Explosion Article (see attached)
- MEMO: Under Age Reminder; please do not attempt to badge persons under 18 years old (see attached)
- MEMO: SIN Card badging requirements (see attached)
- MEMO: Paper Contracts Submission (process change) (see attached)
- MEMO: Columbia Trip Bulletin Board (see attached)
- BOOKS: Zig Ziglar "Secrets of Closing the Sale" (see attached)
- MEMO: NEW Just Energy Ontario Commercial Welcome Call Script; includes Matrix pricing verbiage (see attached)
- Reminder: please ensure you are obtaining the CSR NAME and ID # on ALL your calls.
- Recruiter "Ticket To Paradise" Initiative: Mexico; ends end of July.
- JECB Conversion by City:

City	Awaiting Install	Cancelled	Follow Up	Installed	Grand Total	
Brampton	7	144	32	58	241	
SCARBOROUGH	1	93	2	25	121	
AJAX	1	85	4	30	120	
PICKERING		78	4	30	112	
Oshawa	8	54	4	23	89	
OTTAWA		51	6	31	88	
NORTH YORK		34	6	13	53	
BARRIE		32	5	7	44	
Brantford		19		19	38	

GUELPH		23	2	13	38	
TORONTO		24	2	11	37	
ETOBICOKE		28		7	35	
MISSISSAUGA		19		13	32	

- 500 JE Nation Point Incentive: issued to any IC that provides feedback on products, call center, ect. Effective immediately. Please send over a weekly summary of points request directly to me.

- The SULTAN OF SALES!

    - Leaderboard coming soon!

- Reminder: CC me on ALL recruiter communications to centralized recruiting.

    - Please ensure your Recruiter has ordered his / her JE branded shirt from Rosie / Sales Support.
    - No Jeans at Job Fairs.

- Reminder of BASIC ITEMS: please own these pieces and ensure you execute them.

    - Proper DISTRO Emails.
    - Permit Adherence; upload your permits
    - 4 Week Tracker: Please include your days worked for the week.
    - VM and Install Team Plans
    - Bi-Weekly Compliance Calls
    - Ontario Call Attendance
    - Reset iPads Daily.

Older items:

- Permits 101

    - The Permit Tracker. https://permits.justenergy.com

    - Permit Questions: dist_salespermits@justenergy.com

    - Uploading Permits: ONPermit@justenergy.com

- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx

- Technician Scheduling inquiries:

    - Smartstat Co-coordinators:
    - 1 877 628 5460 (press 1)
    - Coordinators@justenergy.com

    - Monday – Friday: 7am – 10pm

- Saturday: 9am-8pm
- Sunday: 1pm– 9 pm

- Distribution List (CC me on everything):

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
3. Any Install Related issues please send to: JE SmartStat Coordinators Coordinators@justenergy.com
4. For any portal related issues such as: pre-data records (errors and checks), welcome emails issues, and customer enrollments: Dist_CDN_Contracts@justenergy.com
5. For any iPad related issues: Dist_CanadaJEMSupport@justenergy.com

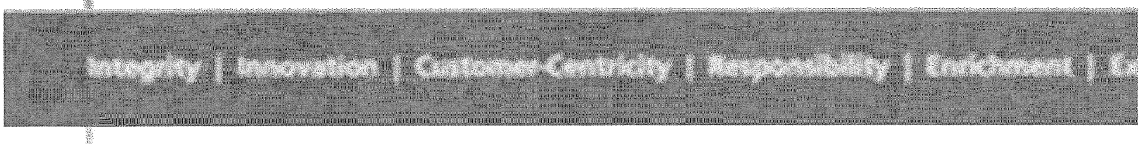
If there are any follow ups to these items please feel free to contact me directly.

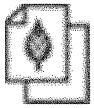
Look forward to speaking to you all next week!

Thanks!

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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To: Dist_ON_RSO_ALL[Dist_ON_RSO_ALL@justenergy.com]
Cc: Steve Weber[SWeber@justenergy.com]; Richard Teixeira[RTeixeira@justenergy.com]; Jason Herod[JHerod@justenergy.com]; Mujeeb Jafferi[mJafferi@justenergy.com]; Bob Schmieder[rschmieder@justenergy.com]; Frances Murray[fmurray@justenergy.com]; Arturo Florcruz[aflorcruz@justenergy.com]; Ryan Parnell[rparnell@justenergy.com]; Ravi Maharaj[rmaharaj@justenergy.com]
From: Ravi Maharaj
Sent: Fri 26/08/2016 9:28:18 AM
Importance: Normal
Subject: Ontario Conference Call Summary (2.0)
Received: Fri 26/08/2016 9:28:22 AM
image1.jpg
Fairview Door.jpg
Picture1.jpg
6th Annual Cambridge Backpack Charity Drive.msg
MEMO_ Bluewater Power Customers In The Red.msg
New Posters - Buddy Bonus and Energy Advisor Bonus Programs - Continues August 28th through December 31st.msg
MEMO_ Training Room Tables for Canadian Offices.msg
ON - Just Energy Conservation Bundles Product Aid (2).docx
MEMO_ Toronto Star Article.msg

Attendance (red = present): Gintaras, Kevin, Dan O, Dan G, Kambiz, Mike (excused), Mithra, Finlay (excused), Brian (excused), Simon.

Hey Guys,

Please see below for a summary of today's call:

- Repetition is the key to success!

- Train The Trainer Session
  - Week of the 29th to the 2nd
  - Tuesday, Wednesday, Thursday.
  - Starts at 10AM
  - Fairview RSO

- NEW Kiosk Mode iPads: operational.
  - No cases delivered yet
  - Viking pending; Kevin please book an hour with Jen, Evelyn and I.

- Visions. Goals, and IC Head Counts.

- Mock Doors Pictures (see attached)

- Training Room Tables (see attached)

- JECB Call Feedback: This is not a welcome call; you are registering customers.

- 6th Annual Cambridge Backpack Charity Drive (see attached)

- MEMO: Bluewater Power Customers In The Red (see attached)

- MEMO: Toronto Star Article (see attached)

- MEMO: ON – Just Energy Conservation Bundles Product Aid

- MEMO: Buddy Bonus and Energy Advisor Bonus Programs - Continues August 28th through December 31st
    - Please confirm you have received your posters.
- New Rep Bonus: JECB deals counts as 2 submitted and 1 approved.
- Previously Badged Energy Advisor List: how did it go?
- Morning Meeting Content; what was the topic of your morning meeting yesterday
    - Finlay: absent
    - Simon: Gary Vienerchuck Story: 10 Rules of Success
    - Dan G: green energy upsells and green product knowledge
    - Dan Orr: Contract Conversion
    - Kevin: Objection Handling
    - Gintaras: Handling Negativity in the market.
    - Mithra: increase sales numbers
    - Brian: absent
- MEMO: Ontario Fleet Van Initiative Update: Guest Speaker Nancy Rooney
    - New document sitting with legal
    - ETA: ASAP!
- Recruiting Interviews: when was the last time you, your CC, or your ACC sat in on a new recruiting interview.
- Compliance Bi-Weekly Calls: we will begin a new initiative in ON by including at least one (1) Crew Coordinator on one (1) compliance call per month.
- The Sultan of Sales Leader; Josh Hargraves – Kitchener.
- Reminder: CC me on ALL recruiter communications to recruiting until our recruiting manager is in place.

Older items:

- Reminder of BASIC ITEMS: please own these pieces and ensure you execute them.
    - ❖ Proper DISTRO Emails.
    - ❖ Permit Adherence; upload your permits
    - ❖ 4 Week Tracker:
        - Please include your days worked for the week.
        - Please include Nancy Rooney for Fleet Vans as well.
    - ❖ VM and Install Team Plans
    - ❖ Bi-Weekly Compliance Calls
    - ❖ Ontario Call Attendance
    - ❖ Reset iPads Daily.
- Permits 101
    - ❖ The Permit Tracker. https://permits.justenergy.com

- ❖ Permit Questions: dist_salespermits@justenergy.com
- ❖ Uploading Permits: ONPermit@justenergy.com

- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx

- Technician Scheduling inquiries:
  - Smartstat Co-coordinators:
  - 1 877 628 5460 (press 1)
  - Coordinators@justenergy.com
  - Monday – Friday: 7am – 10pm
  - Saturday: 9am-8pm
  - Sunday: 1pm– 9 pm

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3. Any Install Related issues please send to: JE SmartStat Coordinators Coordinators@justenergy.com
4. For any portal related issues such as: pre-data records (errors and checks), welcome emails issues, and customer enrollments: Dist_CDN_Contracts@justenergy.com
5. For any iPad related issues: Dist_CanadaJEMSupport@justenergy.com

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!

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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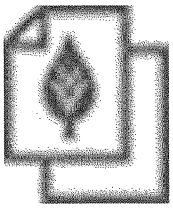

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To: Nadia Fertile[NFertile@fairview.justenergysales.com]; Indranie Persaud[IPersaud@fairview.justenergysales.com]
From: Regional Fairview (Mithra)
Sent: Fri 02/09/2016 9:54:03 AM
Importance: Normal
Subject: FW: Ontario Conference Call Summary (2.0)
Received: Fri 02/09/2016 9:54:08 AM
Download the Just Energy Advisor App Today!.msg
Gary Vaynerchuk rules of success.msg
Energy Advisor App Now Available in iTunes App Store!.msg
Double Points Week!!.msg
Dinner Under The Stars Incentive!!.msg
Recruiter Incentive for Cartagena, Colombia! Starts today, August 29th!.msg
FW_ Posters to be Displayed in your Office during Interviews.msg
Incentive for Energy Advisors, Crew and Assistant Crew Coordinators - ends on September 4th!.msg
RE_ MEMO_ Mock Doors.msg
RE_ MEMO_ Mock Doors.msg

From: Ravi Maharaj
Sent: Friday, September 02, 2016 10:41 AM
To: Dist_ON_RSO_ALL <Dist_ON_RSO_ALL@justenergy.com>
Cc: Steve Weber <SWeber@justenergy.com>; Richard Teixeira <RTeixeira@justenergy.com>; Jason Herod <JHerod@justenergy.com>; Mujeeb Jafferi <mJafferi@justenergy.com>; Bob Schmieder <rschmieder@justenergy.com>; Frances Murray <fmurray@justenergy.com>; Arturo Florcruz <aflorcruz@justenergy.com>; Ryan Parnell <rparnell@justenergy.com>; Ravi Maharaj <rmaharaj@justenergy.com>
Subject: Ontario Conference Call Summary (2.0)

Attendance (red = present): Gintaras, Kevin, Dan O, Dan G, Kambiz (excused), Mike, Mithra, Finlay, Brian, Simon.

Hey Guys,

Please see below for a summary of today's call:

- Repetition is the key to success!

- 2X Trip Points Week!!!!
- NEW Kiosk Mode iPads: operational.
    - No cases delivered yet: Jen will advise by EOD if you should buy your own and be reimbursed.
- Visions. Goals, and IC Head Counts.

						Projected
Number	Country	Region	Province/State	Regional Distributor	Office	8/22/2016
1	Canada	Canada	Ontario	Kevin St. Amant	Viking	5
2	Canada	Canada	Ontario	Mike Dunn	Kitchener	4
3	Canada	Canada	Ontario	Simon Graveney	Toronto	8
4	Canada	Canada	Ontario	Daniel Orr	Ottawa	0

5	Canada	Canada	Ontario	Finlay Arnold	Oshawa	8
6	Canada	Canada	Ontario	Mithra Saunders	Fairview	12

- Gary Vaynerchuk: Rules of Success (see attached); A big thank you to Simon for sharing the knowledge!
- Just Energy App (see attached)
- Please email RT and I your training session dates by EOD where you will execute the TTT process and ensure it makes the September 16th, 2016 deadline.
- MEMO: Dinner Under The Stars Incentive (see attached)
- Mock Doors:
    - Toronto pending
    - Ottawa pending (REGUS space)
    - Viking will be completed by next week.
    - Oshawa DONE
    - Fairview DONE
    - Cambridge DONE
    - Kitchi Resi DONE
- Training Room Tables:
    - Toronto ordered
    - Ottawa pending (REGUS space)
    - Viking ordered
    - Oshawa will use from Fairview's order
    - Fairview ordered
    - Cambridge ordered
    - Kitchi Resi ordered
- MEMO: Posters to be Displayed in your Office during Interviews (see attached)
- Recruiter Incentive for Cartagena, Colombia! Starts today, August 29th! (see attached)
- Group Chat: Field Sales Recruiter; who has one and how is it going?
    - Toronto spoke to Arturo requires follow up: RP please follow up.
    - Ottawa pending until after actual recruiter is hired.
    - Viking spoke to Arturo requires follow up: RP please follow up.
    - Oshawa executing Buddy Bonus for now; in process of looking for a new one. RP please follow up.
    - Fairview executing Buddy Bonus for now; in process of looking for a new one. RP please follow up.
    - Cambridge not explored for MVC division yet; executed current recruiters for mobile recruiting.
    - Kitchi Resi spoke to Arturo requires follow up: RP please follow up.
- MEMO: Incentive for Energy Advisors, Crew and Assistant Crew Coordinators - ends on September 4th! (see attached)
- OBA Second Verification Call for JECB deals in Enbridge; data below to be discussed.

Row Labels	Verification Completed	Verification NOT Completed	Signed	% not Verified

Ajai Raj	27	8	35	23%
Shanairah Downer	18	15	33	45%
Darren Coish	14	15	29	52%
Saiyed Ehtesham Bukhari	21	5	26	19%
Quiana Cooke	19	6	25	24%
Milton Dawkins	14	10	24	42%
Tike Asajile	14	10	24	42%
Malik Garnett	13	11	24	46%
Sheldon Bowen	17	6	23	26%
Douglas Moore	17	5	22	23%
Kalaban Thurai	19	2	21	10%
Ronald Bell	10	10	20	50%
Romona Sirjue	9	10	19	53%
Danielle LaRose	13	6	19	32%
Marc Marajh	14	4	18	22%
Nada Hassan	7	8	15	53%
Rahul Juthani	10	2	12	17%

- JECB Feedback:
    - Please remember to "check out" of iPad; not doing so directly impacts commissions.
- MEMO: Buddy Bonus and Energy Advisor Bonus Programs - Continues August 28th through December 31st
- Morning Meeting Content; what was the topic of your morning meeting yesterday
    - Finlay: dress code
    - Simon: focus and goal setting
    - Dan G: dress code
    - Dan Orr: focus and goal setting
    - Kevin: setting up for big week; iPad Kiosk roll out
    - Gintaras: summer is over; back to work, big for MVC world, new Global Adjustment rates
    - Mithra: Energy Modules 1 – 5 / few pages a day
    - Brian: back to work until Christmas
- MEMO: Ontario Fleet Van Initiative Update: Guest Speaker Nancy Rooney

- New document sitting with legal
- ETA: ASAP!

- The Sultan of Sales Leader; Josh Hargraves – Kitchener.

- Reminder: CC me on ALL recruiter communications to recruiting until our recruiting manager is in place.

Older items:

- Reminder of BASIC ITEMS: please own these pieces and ensure you execute them.
  - ❖ Proper DISTRO Emails.
  - ❖ Permit Adherence; upload your permits
  - ❖ 4 Week Tracker:
    - Please include your days worked for the week.
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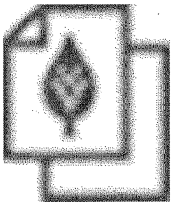
Thanks!

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



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To: Nadia Fertile[NFertile@fairview.justenergysales.com]; Indranie Persaud[IPersaud@fairview.justenergysales.com]
From: Regional Fairview (Mithra)
Sent: Fri 09/09/2016 9:26:56 PM
Importance: Normal
Subject: Fwd: Ontario Conference Call Summary (2.0)
MAIL_RECEIVED: Fri 09/09/2016 9:26:57 PM
image001.png
ATT00001.htm
image002.png
ATT00002.htm
image003.jpg
ATT00003.htm
image004.png
ATT00004.htm
20160907_142406.jpg
ATT00005.htm
_msg
ATT00006.htm
IMG_6909.jpg
ATT00007.htm

Sent from my iPad

Begin forwarded message:

From: "Ravi Maharaj" <rmaharaj@justenergy.com>
To: "Dist_ON_RSO_ALL" <Dist_ON_RSO_ALL@justenergy.com>
Cc: "Steve Weber" <SWeber@justenergy.com>, "Richard Teixeira" <RTeixeira@justenergy.com>, "Jason Herod" <JHerod@justenergy.com>, "Mujeeb Jafferi" <mJafferi@justenergy.com>, "Bob Schmieder" <rschmieder@justenergy.com>, "Frances Murray" <fmurray@justenergy.com>, "Arturo Florcruz" <aflorcruz@justenergy.com>, "Ryan Parnell" <rparnell@justenergy.com>, "Ravi Maharaj" <rmaharaj@justenergy.com>
Subject: Ontario Conference Call Summary (2.0)

Attendance (red = present): Gintaras, Kevin, Dan O, Dan G, Kambiz (excused), Mike, Mithra (excused), Finlay, Brian, Simon.

Hey Guys,

Please see below for a summary of today's call:

- Repetition is the key to success!

•□□□□□□□ Kiosk Mode iPads: group chat with Jen Johnson.

- Cases have been shipped!
- Send list of additional iPads required with EA name and number.
- Admin Meeting and iPad audit.

•□□□□□□□ RSO Vans are LIVE! group chat with Nancy Rooney.

- Fairview: GTG!
- Viking: GTG!
- Toronto: No Vans
- Oshawa: No Vans
- Kitchi Resi: No Vans
- All cards and packages have been received.

•□□□□□□□ Visions. Goals, and Head Counts.

Projected Actual Difference

Regional Distributor	Office	8/29/2016	8/29/2016	8/29/2016
Kevin St. Amant	**Viking**	6	7	+1
Mike Dunn	**Kitchener**	6	3	-3
Simon Graveney	**Toronto**	9	3	-6
Daniel Orr	**Ottawa**	7	7	0
Finlay Arnold	**Oshawa**	9	8	-1
Mithra Saunders	**Fairview**	13	12	-1

•□□□□□□□ Group Chat: Increasing Head Counts "what did you do to execute this goal this week"

- Brain: job fair today!
- Finlay: mall blitz today before field!
- Mithra: job fair today!
- Dan ORR:
- Kevin:
- Simon: hiring new recruiter! Resolved Job Fair issue; 2 now booked!
- Dan G: training class next week; first in 2 weeks; job fair next week.
- Mike: training class next week; first in 2 weeks; job fair next week.
- Gintaras: looking into call center options.

•□□□□□□□ Please email RT and I your training session dates by EOD where you will execute the TTT process and ensure it makes the September 16th, 2016 deadline.

•□□□□□□□ Mock Doors:

- Toronto pending until resi flip.

- Ottawa pending (REGUS space)
- Viking: door ordered.

•□□□□□□□ Training Room Tables:

- Ottawa pending (REGUS space)

•□□□□□□□ Leadership Summit Waivers (see attached)

•□□□□□□□ Sales Script and Objection Handling Revisions (Dan, Brian, Simon): please ensure your thoughts are forwarded.

•□□□□□□□ Summary of JE Videos:

- New Energy Advisor Recruiting Video - https://vimeo.com/175841472?lite=1
-
- Trusted Advisor - https://vimeo.com/172791795
-
- Corporate ID - https://vimeo.com/126296332
-
- Show Fall 2017 Trip Incentive – Columbia - https://vimeo.com/166512336
-

•□□□□□□□ October 1st, 2016 Paperwork changes: more info to come but start thinking

about quantities.

•□□□□□□□ MEMO: Buddy Bonus and Energy Advisor Bonus Programs - Continues August 28th through December 31st

•□□□□□□□ Morning Meeting Content; what was the topic of your morning meeting yesterday

- Finlay: Work Habits and knocking 150 doors daily.
- Simon: Sales Intro Pitch and New Training processes.
- Dan G:
- Mike: deal counts, number of door knocks, and objection handling.
- Dan Orr: getting back on track and coordinating install meeting with the Installer.
- Kevin:
- Gintaras: Summer is over; big time for MVC business.
- Mithra:
- Brian: street sheets.

•□□□□□□□ The Sultan of Sales Leader; Josh Hargraves – Kitchener.

•□□□□□□□ Reminder: CC me on ALL recruiter communications to recruiting until our recruiting manager is in place.

•□□□□□□□ Guest Speaker: Ryan Parnell:

•□□□□□□□ Field Sales Recruiter Story: Baltimore

•□□□□□□□ Next Coming Weeks Plan.

Older items:

•□□□□□□□ Reminder of BASIC ITEMS: please own these pieces and ensure you execute them.

- Proper DISTRO Emails.
- Permit Adherence; upload your permits
- 4 Week Tracker:
- Please include your days worked for the week.
- Please include Nancy Rooney for Fleet Vans as well.
- VM and Install Team Plans
- Bi-Weekly Compliance Calls
- Ontario Call Attendance
- Reset iPads Daily.

-

•□□□□□□□ Permits 101

❖· The Permit Tracker. https://permits.justenergy.com

❖· Permit Questions: dist_salespermits@justenergy.com

❖· Uploading Permits: ONPermit@justenergy.com

- JBOS Access! http://w1.justenergy.com/jbos/Login.aspx

•□□□□□□□ Technician Scheduling inquiries:

- Smartstat Co-coordinators:
- 1 877 628 5460 (press 1)
- Coordinators@justenergy.com

- Monday – Friday: 7am – 10pm
- Saturday: 9am-8pm
- Sunday: 1pm– 9 pm

- Distribution List (CC me on everything):

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

3. Any Install Related issues please send to: JE SmartStat Coordinators
Coordinators@justenergy.com

4. For any portal related issues such as: pre-data records (errors and checks), welcome emails issues, and customer enrollments: Dist_CDN_Contracts@justenergy.com

5. For any iPad related issues: Dist_CanadaJEMSupport@justenergy.com

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!

To: Nadia Fertile[NFertile@fairview.justenergysales.com]; Indranie Persaud[IPersaud@fairview.justenergysales.com]
From: Regional Fairview (Mithra)
Sent: Fri 28/10/2016 12:23:02 PM
Importance: Normal
Subject: Fwd: Ontario Conference Call Summary (2.0)
MAIL_RECEIVED: Fri 28/10/2016 12:23:04 PM
_msg
ATT00001.htm
_msg
ATT00002.htm
_msg
ATT00003.htm

Sent from my iPad

Begin forwarded message:

From: "Ravi Maharaj" <rmaharaj@justenergy.com>
To: "Dist_ON_RSO_ALL" <Dist_ON_RSO_ALL@justenergy.com>
Cc: "Steve Weber" <SWeber@justenergy.com>, "Richard Teixeira" <RTeixeira@justenergy.com>, "Jason Herod" <JHerod@justenergy.com>, "Mujeeb Jafferi" <mJafferi@justenergy.com>, "Bob Schmieder" <rschmieder@justenergy.com>, "Frances Murray" <fmurray@justenergy.com>, "Arturo Florcruz" <aflorcruz@justenergy.com>, "Ryan Parnell" <rparnell@justenergy.com>, "Jennifer Johnston" <jjohnston@justenergy.com>, "Ravi Maharaj" <rmaharaj@justenergy.com>
Subject: Ontario Conference Call Summary (2.0)

Attendance (red = present): Gintaras (excused), Dan O, Dan G, Mike, Mithra, Finlay, Brian, Simon.

Hey Guys,

Please see below for a summary of today's call:

- Repetition is the key to success!

•□□□□□□□ Leadership Summit Feedback (most significant takeaway):

- Dan O: goal setting process
- Dan G: scalability of goal setting
- Simon: accountability
- Finlay: measurable
- Mithra: goal setting in a simple manner
- Brian: great delivery from guest speaker
- Mike:

•□□□□□□□ Texting Nightly Numbers; please remember to complete this daily.

•□□□□□□□ Field Sales Recruiter Initiative (see attached)

- Guest Speaker: Ryan Parnell

•□□□□□□□ November 1st Paperwork changes (see attached)

•□□□□□□□ Fleet Vans: Weekly Log Sheets should reflect PARKED if a particular Van was not used.

•□□□□□□□ Please utilize your JE Nation Points by the end of the month.

•□□□□□□□ JBOS Access:

- Please contact Anthony if your JBOS access is inoperable.

•□□□□□□□ JE Central: guest speaker Rosie!

- Please confirm this ask has been completed by next call.

•□□□□□□□ MEMO: Buddy Bonus and Energy Advisor Bonus Programs - Continues August 28th through December 31st

- As discussed, immediate improvement on this initiative.

•□□□□□□□ We are not under a month from our conversion (things to start thinking about): plan your work and work your plans.

- Road trips (stay local)
- Flexible (be flexible)
- Training Classes
- ID for Energy Advisors

•□□□□□□□ The Sultan of Sales Leader; Josh Hargraves – Kitchener.

Older items:

•□□□□□□□ Reminder of BASIC ITEMS: please own these pieces and ensure you execute them.

- Proper DISTRO Emails.
- Permit Adherence; upload your permits
- 4 Week Tracker:
  - Please include your days worked for the week.
  - Please include Nancy Rooney for Fleet Vans as well.
- VM and Install Team Plans
- Bi-Weekly Compliance Calls
- Ontario Call Attendance
- Reset iPads Daily.

-

•□□□□□□□ Permits 101

- The Permit Tracker. https://permits.justenergy.com

❖· Permit Questions: dist_salespermits@justenergy.com

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•□□□□□□□ Technician Scheduling inquiries:

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2. General Feedback (CSR Coaching, pull calls, eligible check, ect) Dist_VendorManagement_Canada@justenergy.com

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5. For any iPad related issues: Dist_CanadaJEMSupport@justenergy.com

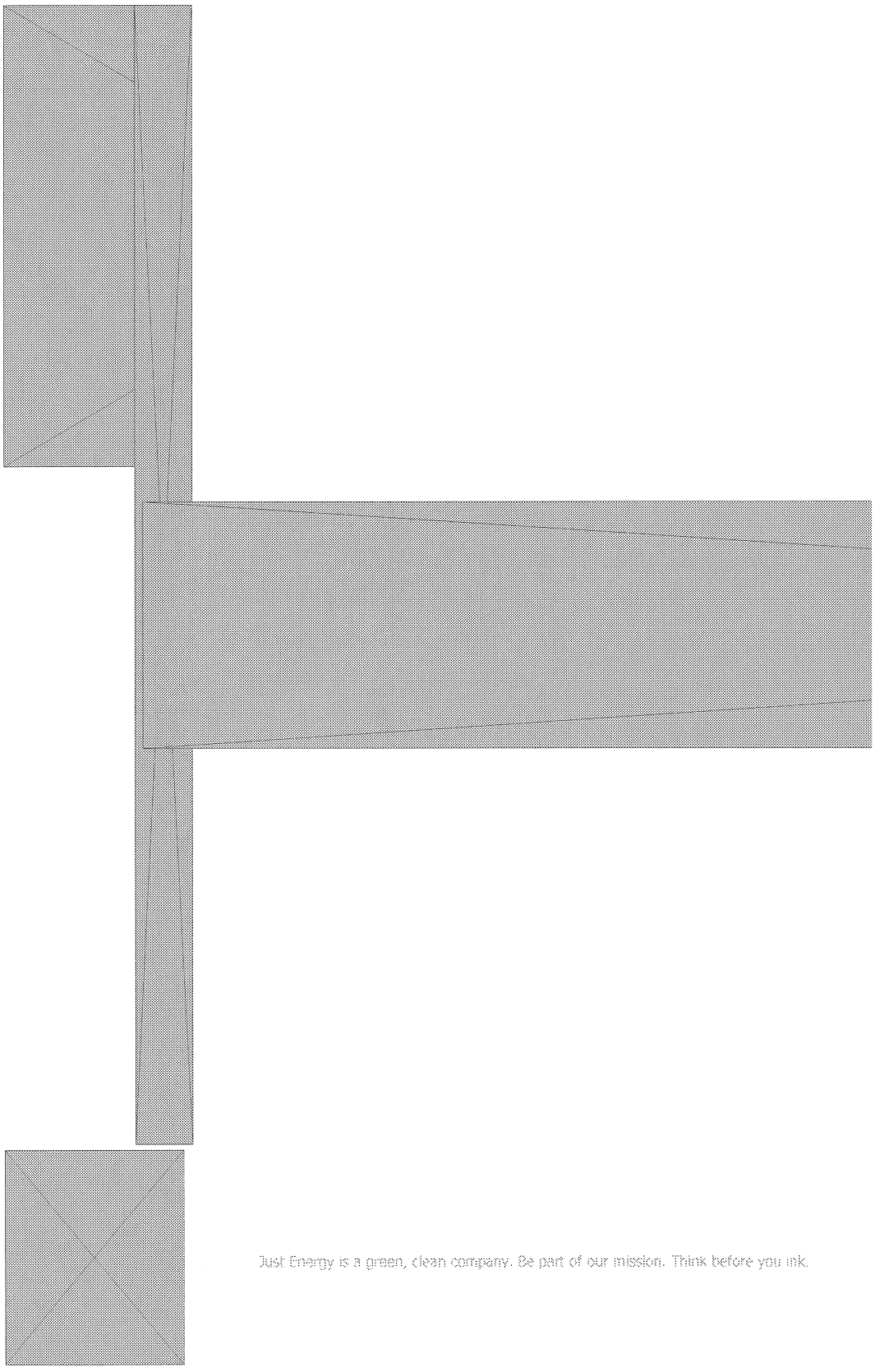
If there are any follow ups to these items please feel free to contact me directly.

Look forward to speaking to you all next week!

Thanks!

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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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]; Ravi Maharaj[rmaharaj@justenergy.com]
Cc: Jason Herod[JHerod@justenergy.com]; Richard Teixeira[RTeixeira@justenergy.com]; Jody Kelly[JoKelly@justenergy.com]; Steve Weber[SWeber@justenergy.com]; Karthik Aravind[KAravind@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]; Dist_VendorManagement_Canada[Dist_VendorManagement_Canada@justenergy.com]; Eli Cranley[ecranley@justenergy.com]; Jalani Williams[jawilliams@justenergy.com]; Megan Taylor[mtaylor@justenergy.com]; Navik Mehta[NMehta@justenergy.com]; Mahjabeen Choudhry[mchoudhry@justenergy.com]; Lucette Trottier[LTrottier@justenergy.com]; Anna Dec[adec@justenergy.com]; Sabrina Hubley[shubley@justenergy.com]; Andy Weiner[AWeiner@justenergy.com]; Raymond Condon[rcondon@justenergy.com]; Rosalba Gullo[rgullo@justenergy.com]
From: Ravi Maharaj
Sent: Fri 10/10/2014 9:14:54 AM
Importance: Normal
Subject: MEMO: Ontario Reminders
MAIL_RECEIVED: Fri 10/10/2014 9:14:57 AM
New Forms effective October 1st 2014.msg
Do Not Solicit List.msg
Tablet - syncing issues - IC action required .msg
Just Energy Nation Incentive Contest.msg
MEMO Sudbury Permits.msg

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 :)

4210

•□□□□□□□□ 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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- 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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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:

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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

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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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, 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).

4218

•□□□□□□□□ 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
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E-mail rmaharaj@justenergy.com | **Web** justenergy.com

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

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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,

4230

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

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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: 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.

4234

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
E-mail rmaharaj@justenergy.com | Web 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.

4236

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

4240

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 | Involvement | 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]; Ravi Maharaj[rmaharaj@justenergy.com]
Cc: Jason Herod[JHerod@justenergy.com]; Richard Teixeira[RTeixeira@justenergy.com]; Jody Kelly[JoKelly@justenergy.com]; Steve Weber[SWeber@justenergy.com]; Karthik Aravind[KAravind@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]; Dist_VendorManagement_Canada[Dist_VendorManagement_Canada@justenergy.com]; Eli Cranley[ecranley@justenergy.com]; Jalani Williams[jawilliams@justenergy.com]; Megan Taylor[mtaylor@justenergy.com]; Navik Mehta[NMehta@justenergy.com]; Mahjabeen Choudhry[mchoudhry@justenergy.com]; Lucette Trottier[LTrottier@justenergy.com]; Anna Dec[adec@justenergy.com]; Sabrina Hubley[shubley@justenergy.com]; Andy Weiner[AWeiner@justenergy.com]; Raymond Condon[rcondon@justenergy.com]; Rosalba Gullo[rgullo@justenergy.com]
From: Ravi Maharaj
Sent: Fri 17/10/2014 11:11:03 AM
Importance: Normal
Subject: MEMO: Ontario Reminders
MAIL_RECEIVED: Fri 17/10/2014 11:11:05 AM
MEMO_OEB Test Statement of Completion Form (revised).msg
JustEnergy_CompanyMilestones_JANUARY_2014.pdf
Orangeville.msg
MEMO_Ontario Orientation Revisions.msg
bg_RPP_TOU_20141016.pdf
news_RPP-TOU_20141016.pdf

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;

4244

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.

4246

•□□□□□□□□ 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
E-mail rmaharaj@justenergy.com | **Web** justenergy.com

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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

4250

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!

4252

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
E-mail rmaharaj@justenergy.com | Web 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

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

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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
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 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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4268

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

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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,

4270

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
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: 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:

4276

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
5345 Dixie Road, Suite 200, Mississauga, Ontario, L5T 2E6
E-mail rmaharaj@justenergy.com | Web justenergy.com

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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 6 OF 7

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