



LETTER L-97-10

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VIA EMAIL

nruzycki@justenergy.com

December 3, 2010

Ms. Nola Ruzycki
Director, Regulatory Affairs
Just Energy (B.C.) Limited Partnership
6345 Dixie Road, Suite 200
Mississauga, ON L5T 2E6

Dear Ms. Ruzycki:

Re: Just Energy (B.C.) Limited Partnership
Blend and Extend Script

We are in receipt of Just Energy's revised inbound Blend and Extend Script dated November 23, 2010. The Commission has reviewed the Script and accepts the submission.

We would like to acknowledge Just Energy's pro-activeness in this regard and we appreciate that Just Energy is taking measures to ensure its customers are fully informed of the product they are purchasing. The Commission offers some suggested amendments to the Script. Just Energy is requested to file a revised version once the suggested changes are incorporated into the Script.

- Question 9

We will mail you a copy of your new agreement with the terms and conditions outlining the rate and term in the mail along with a copy of the Standard Information Booklet. Do you understand that this new agreement rate and term will take effect on your anniversary date, which is [Anniversary Date]? Y/N

Commission's suggested changes: Add "entitled 'It's Your Choice'" after Standard Information Booklet.

Add a separate statement after the customer confirms his/her understanding that the blended rate/term will take effect on his/her anniversary date. "You are required to fill out the agreement, sign it and send it back to us in the enclosed self-addressed, postage-paid envelope in order for the new Blend and Extend price and term to take effect."

- Question 11

Do you understand that following your 10-day cancellation period, you can only make a request to cancel your Agreement on its anniversary date and you will have to pay us an early termination fee? Y/N

Commission's suggested changes: Add in advisement of the notice required to cancel on anniversary date .

Thank you for filing the Script Just Energy will follow when customers call in to enquire about the blend and extend program and for the opportunity to provide comment. The Commission will maintain on record and will consider the Script in the event a dispute or complaint is received.

Yours truly,

Erica M. Hamilton

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