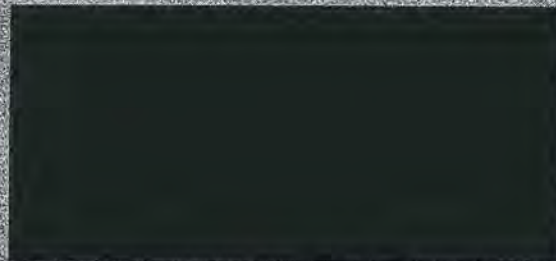


Just Energy Trust Fund  
c/o Verdolino & Lowey, PC  
124 Washington St, Suite 101  
Foxboro, MA 02035







P.O. Box 2210  
Buffalo, New York, 14240-2210

T 1.866.587.8674  
F 1.888.548.7690  
E cseast@justenergy.com

November 9, 2015



Thank you for being a valued customer of Just Energy. At the end of last year, Just Energy entered into an agreement with the Massachusetts Office of the Attorney General (the "AGO"). Just Energy does not admit to any wrongful conduct in the agreement, however, in recognition of both the concerns of the AGO and the importance of providing accurate information to consumers, Just Energy has agreed to establish a trust fund for the benefit of certain of its current and former customers. The Independent Trustee who administers the trust fund has determined that you are eligible to receive reimbursement for a portion of what you have paid to Just Energy for electricity supply services and/or early termination fees. Accordingly, enclosed is a check in the amount that the Trustee has determined is appropriate: [REDACTED]

**If the enclosed check has not been cashed within sixty (60) days of the date of this letter, the Trustee will permanently stop payment, and you will be deemed to have waived your right to reimbursement.**

If you are or were on a variable or index-variable rate product, attached for reference are the rates Just Energy has historically charged for those products. Similar information regarding the historical rates charged by the utility company serving your community is available on their websites or customer



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service numbers. For National Grid, [www2.nationalgridus.com/index\\_ma.jsp](http://www2.nationalgridus.com/index_ma.jsp) or 1-800-322-3223. For Eversource, <http://www.mass.gov/eea/energy-utilities-clean-tech/electric-power/electric-market-info/basic-default-service/> or 1-800-592-2000.

If you are a current Just Energy customer, for a period of ninety days from the date of this letter, you may choose to terminate your account with Just Energy with no termination fee, and resume electricity supply services from your utility or obtain electricity from another competitive supplier. If you are a Just Energy residential variable rate customer who is not currently on an introductory rate, you will never be subject to a termination fee for the life of your contract. If you wish to cancel your Just Energy account, you can do so by contacting us by email at [cseast@justenergy.com](mailto:cseast@justenergy.com) or by calling our automated hotline, 1-866-607-8322, at any time. If you are interested in the other products Just Energy has to offer, you can call our regular customer service line at 1-866-587-8674 during regular business hours of Monday through Friday between 9:00 a.m. and 6:00 p.m. EST.

If you have any questions about the process explained in this letter, or about the product you have or had with Just Energy, you can contact Just Energy at 1-866-607-8322, Monday through Friday between the hours of 9:00 a.m. to 6:00 p.m. EST, or anytime at [cseast@justenergy.com](mailto:cseast@justenergy.com). The Trustee can also answer questions about this process, at (508) 549-5780, Monday through Friday between 9:00 a.m. and 5:00 p.m. EST or anytime through email at [justenergy@vlpc.com](mailto:justenergy@vlpc.com).

Sincerely,

Just Energy