



Control Number: 47552



Item Number: 12

Addendum StartPage: 0



RECEIVED  
2017 AUG 31 PM 2:57  
PUBLISHED 8/31/17

August 31, 2017

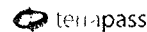
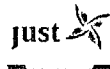
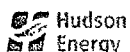
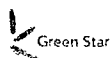
Public Utility Commission of Texas  
1701 N. Congress Ave.  
Austin, Texas 78701

**Re: Project No. 47552**

Please see attached a news release from Just Energy regarding a commitment of \$1 million to customer assistance for those affected by Hurricane Harvey.

Sincerely,

Eric Blakey  
Manager, Regulatory and Legislative Affairs  
Just Energy Texas, LP  
512-470-3863  
eblakey@justenergy.com



12



**For Immediate Release**

**Just Energy to Help Ease the Burden for Customers Affected by Hurricane Harvey with a Commitment of over \$1 Million in Customer Assistance**

Houston, Texas – August 31, 2017: With recovery efforts now underway in the aftermath of Hurricane Harvey, Retail Energy Provider, Just Energy, has announced its commitment of over \$1 Million in customer assistance measures to help ease the burden of customers affected by the severe flooding and destruction in Texas.

As Texas residents return to their homes and begin the process of rebuilding, Just Energy is committed to supporting its customers and easing the stress of energy costs by working with each customer individually to find the best way to help them. Just Energy will provide direct relief through special payment terms, relief on due dates, suspension of disconnections, and other assistance to enable customers to focus on other critical aspects of rebuilding.

“We are here to help,” says Deb Merrill, Just Energy’s co-Chief Executive Officer. “It has been heart wrenching to see our city and state suffer through this storm. Yet, it’s also been inspiring to witness the strength of the human spirit and the sense of community that has been so evident during this time. Our first priority is to ensure that we help affected customers get back on their feet. Given such unprecedented and extreme circumstances, we are working to provide assistance that will enable customers to focus on restoring and rebuilding, without the added worry of their electric bills and supply.”

Many of Just Energy’s employees were also impacted by the storm. Efforts are underway to establish an emergency relief fund to help them and their families recover.

“Every member of the Just Energy family has been affected by the unprecedented events of this past week, whether personally impacted, or simply by knowing someone who is,” says Jay Lewis, Just Energy’s co-Chief Executive Officer. “Between our employees and customers, it is remarkable to see their strength and resilience prevail in such severe circumstances. We take

that determined spirit to heart and will do all that we can as a company, and as a member of the community, to help the formidable residents of Texas get back on firm ground.”

While Just Energy maintains a customer experience center in Houston, the company has bolstered its services with additional resources in other areas that are ready and able to handle any surge in customer outreach. As an established Energy Advisor serving approximately 1.5 million customers across North America, the UK and Germany, Just Energy is focused on putting customer experience first, with a commitment to serving local communities with the attention and care of a trusted neighbor.

**About Just Energy Group Inc.:**

Established in 1997, Just Energy (NYSE:JE, TSX:JE) is a leading retail energy provider specializing in electricity and natural gas commodities, energy efficiency solutions, and renewable energy options. With offices located across the United States, Canada, the United Kingdom, and Germany, Just Energy serves approximately two million residential and commercial customers providing homes and businesses with a broad range of energy solutions that deliver comfort, convenience and control. Just Energy Group Inc. is the parent company of Amigo Energy, Green Star Energy, Hudson Energy, Tara Energy and terrapass. Visit [justenergygroup.com](http://justenergygroup.com) to learn more. Also, find us on [Facebook](#) and follow us on [Twitter](#).

###

**Media Contact:**

Just Energy  
Morgan Smith  
P.713.881.8641  
[mpsmith@justenergy.com](mailto:mpsmith@justenergy.com)