





**Just Energy Group Inc.**  
**Business Statistics**  
**As at December 31, 2016**

In Canadian dollars

Number of Long Term Customers (RCE)	Fiscal 2017					Fiscal 2016				
	YTD	Q4	Q3	Q2	Q1	Full Year	Q4	Q3	Q2	Q1
Start of Period	4,520,000		4,311,000	4,386,000	4,520,000	4,686,000	4,567,000	4,613,000	4,609,000	4,686,000
Additions										
Consumer - Gas	76,000		23,000	26,000	27,000	146,000	33,000	40,000	39,000	34,000
Consumer - Electricity	245,000		78,000	89,000	78,000	377,000	89,000	82,000	100,000	106,000
<b>Total Consumer Additions</b>	<b>321,000</b>		<b>101,000</b>	<b>115,000</b>	<b>105,000</b>	<b>523,000</b>	<b>122,000</b>	<b>122,000</b>	<b>139,000</b>	<b>140,000</b>
Commercial - Gas	33,000		16,000	9,000	8,000	86,000	22,000	33,000	15,000	16,000
Commercial - Electricity	257,000		93,000	72,000	92,000	549,000	109,000	158,000	136,000	146,000
<b>Total Commercial Additions</b>	<b>290,000</b>		<b>109,000</b>	<b>81,000</b>	<b>100,000</b>	<b>635,000</b>	<b>131,000</b>	<b>191,000</b>	<b>151,000</b>	<b>162,000</b>
Total Additions	611,000		210,000	196,000	205,000	1,158,000	253,000	313,000	290,000	302,000
Attrition										
Consumer - Gas	(101,000)		(30,000)	(33,000)	(38,000)	(153,000)	(42,000)	(34,000)	(35,000)	(42,000)
Consumer - Electricity	(190,000)		(54,000)	(70,000)	(66,000)	(306,000)	(69,000)	(59,000)	(88,000)	(90,000)
Commercial - Gas	(17,000)		(5,000)	(7,000)	(5,000)	(29,000)	(13,000)	(12,000)	(1,000)	(3,000)
Commercial - Electricity	(138,000)		(58,000)	(40,000)	(40,000)	(183,000)	(31,000)	(57,000)	(31,000)	(64,000)
Total attrition	(446,000)		(147,000)	(150,000)	(149,000)	(671,000)	(155,000)	(162,000)	(155,000)	(199,000)
Renewals										
Consumer - Gas	(32,000)		(13,000)	(11,000)	(8,000)	(38,000)	(9,000)	(10,000)	(13,000)	(6,000)
Consumer - Electricity	(103,000)		(43,000)	(39,000)	(21,000)	(95,000)	(21,000)	(21,000)	(30,000)	(23,000)
Commercial - Gas	(17,000)		(6,000)	(4,000)	(7,000)	(55,000)	(7,000)	(19,000)	(15,000)	(14,000)
Commercial - Electricity	(306,000)		(85,000)	(67,000)	(154,000)	(465,000)	(108,000)	(147,000)	(73,000)	(137,000)
Total failed to renew	(458,000)		(147,000)	(121,000)	(190,000)	(653,000)	(145,000)	(197,000)	(131,000)	(180,000)
<b>Net Consumer additions</b>	<b>(105,000)</b>		<b>(39,000)</b>	<b>(38,000)</b>	<b>(28,000)</b>	<b>(69,000)</b>	<b>(19,000)</b>	<b>(2,000)</b>	<b>(27,000)</b>	<b>(21,000)</b>
<b>Net Commercial additions</b>	<b>(188,000)</b>		<b>(45,000)</b>	<b>(37,000)</b>	<b>(106,000)</b>	<b>(97,000)</b>	<b>(28,000)</b>	<b>(44,000)</b>	<b>31,000</b>	<b>(56,000)</b>
Net RCEs additions	(293,000)		(84,000)	(75,000)	(134,000)	(166,000)	(47,000)	(46,000)	4,000	(77,000)
<b>Total RCEs</b>	<b>4,227,000</b>		<b>4,227,000</b>	<b>4,311,000</b>	<b>4,386,000</b>	<b>4,520,000</b>	<b>4,520,000</b>	<b>4,567,000</b>	<b>4,613,000</b>	<b>4,609,000</b>
Total Consumer RCE's			1,790,000	1,829,000	1,867,000	1,884,000	1,884,000	1,903,000	1,905,000	1,932,000
Consumer % of total RCE's			42%	42%	43%	42%	42%	42%	41%	42%
Total Commercial RCE's			2,437,000	2,482,000	2,519,000	2,636,000	2,636,000	2,664,000	2,708,000	2,677,000
Total Commercial % of total RCE's			58%	58%	57%	58%	58%	58%	59%	58%

  

Cash Ending Balance ('000)	Fiscal 2017					Fiscal 2016				
	YTD	Q4	Q3	Q2	Q1	Full Year	Q4	Q3	Q2	Q1
Cash and cash equivalent			\$77,534	\$118,759	\$87,367		\$127,596	\$90,820	\$88,624	\$105,088
Credit facility (net of debt issue costs)			\$87,640	(2,363)	(2,672)		(2,980)	(3,289)	(3,420)	-
5.75% convertible debenture			\$95,413	\$94,804	\$93,804		\$93,637	\$93,077	\$92,519	\$91,981
6.0% convertible debenture			\$92,773	\$313,452	\$312,137		\$311,028	\$310,203	\$309,558	\$310,705
6.5% million convertible bonds			\$191,487	\$186,107	\$182,336		\$182,564	\$194,080	\$186,188	\$173,189
6.75% convertible debenture			\$145,008	-	-		-	-	-	-
Senior unsecured note (net of debt issue costs)			-	\$52,013	\$51,545		\$76,294	\$100,949	\$100,606	\$100,274
Total short term and long term debt			\$612,321	\$644,013	637,150		\$660,543	\$695,020	\$685,451	\$676,149
Letters of credit outstanding			\$114,981	\$136,334	\$132,633		\$129,996	\$138,393	\$136,941	\$132,899
Total (including letter of credit)			\$727,302	\$780,347	\$769,783		\$790,539	\$833,413	\$822,392	\$809,048
<b>Finance costs ('000)</b>										
Credit facility	\$7,713		\$3,086	\$2,542	\$2,085	\$6,832	\$1,535	\$1,962	\$1,776	\$1,559
5.75% convertible debenture	\$6,089		\$2,047	\$2,438	\$1,604	\$7,942	\$1,997	\$1,997	\$1,974	\$1,974
6.0% convertible debenture	\$17,973		\$4,127	\$6,950	\$6,896	\$27,464	\$6,931	\$6,794	\$7,019	\$6,720
Loss on partial redemption of 6.0% convertible debenture	\$3,113		\$3,113	-	-	\$27,464	-	-	-	-
6.5% million convertible bonds	\$12,273		\$4,160	\$4,144	\$3,969	\$15,991	\$4,215	\$4,076	\$3,980	\$3,720
6.75% convertible debenture	\$3,177		\$3,177	-	-	-	-	-	-	-
Senior unsecured note	\$10,994		\$5,767	\$1,808	\$3,419	\$14,311	\$5,634	\$2,902	\$2,892	\$2,883
Total finance costs	\$61,332		\$25,477	\$17,882	\$17,973	\$72,540	\$20,312	\$17,731	\$17,641	\$16,856