



Just Energy Group Inc.
Business Statistics
As at March 31, 2017

In Canadian dollars

| Number of Long Term Customers (RCE) | Fiscal 2017 | | | | | Fiscal 2016 | | | | |
|--|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | Full Year | Q4 | Q3 | Q2 | Q1 | Full Year | Q4 | Q3 | Q2 | Q1 |
| Start of Period | 4,520,000 | 4,227,000 | 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 | 120,000 | 44,000 | 23,000 | 26,000 | 27,000 | 146,000 | 33,000 | 40,000 | 39,000 | 34,000 |
| Consumer - Electricity | 335,000 | 90,000 | 78,000 | 89,000 | 78,000 | 377,000 | 89,000 | 82,000 | 100,000 | 106,000 |
| Total Consumer Additions | 455,000 | 134,000 | 101,000 | 115,000 | 105,000 | 523,000 | 122,000 | 122,000 | 139,000 | 140,000 |
| Commercial - Gas | 54,000 | 21,000 | 16,000 | 9,000 | 8,000 | 86,000 | 22,000 | 33,000 | 15,000 | 16,000 |
| Commercial - Electricity | 330,000 | 73,000 | 93,000 | 72,000 | 92,000 | 549,000 | 109,000 | 158,000 | 136,000 | 146,000 |
| Total Commercial Additions | 384,000 | 94,000 | 109,000 | 81,000 | 100,000 | 635,000 | 131,000 | 191,000 | 151,000 | 162,000 |
| Total Additions | 839,000 | 228,000 | 210,000 | 196,000 | 205,000 | 1,158,000 | 253,000 | 313,000 | 290,000 | 302,000 |
| Attrition | | | | | | | | | | |
| Consumer - Gas | (131,000) | (30,000) | (30,000) | (33,000) | (38,000) | (153,000) | (42,000) | (34,000) | (35,000) | (42,000) |
| Consumer - Electricity | (263,000) | (73,000) | (54,000) | (70,000) | (66,000) | (306,000) | (69,000) | (59,000) | (88,000) | (90,000) |
| Commercial - Gas | (22,000) | (5,000) | (5,000) | (7,000) | (5,000) | (29,000) | (13,000) | (12,000) | (1,000) | (3,000) |
| Commercial - Electricity | (168,000) | (30,000) | (58,000) | (40,000) | (40,000) | (183,000) | (31,000) | (57,000) | (31,000) | (64,000) |
| Total attrition | (584,000) | (138,000) | (147,000) | (150,000) | (149,000) | (671,000) | (155,000) | (162,000) | (155,000) | (199,000) |
| Renewals | | | | | | | | | | |
| Consumer - Gas | (39,000) | (7,000) | (13,000) | (11,000) | (8,000) | (38,000) | (9,000) | (10,000) | (13,000) | (6,000) |
| Consumer - Electricity | (120,000) | (17,000) | (43,000) | (39,000) | (21,000) | (95,000) | (21,000) | (21,000) | (30,000) | (23,000) |
| Commercial - Gas | (22,000) | (5,000) | (6,000) | (4,000) | (7,000) | (55,000) | (7,000) | (19,000) | (15,000) | (14,000) |
| Commercial - Electricity | (392,000) | (86,000) | (85,000) | (67,000) | (154,000) | (465,000) | (108,000) | (147,000) | (73,000) | (137,000) |
| Total failed to renew | (573,000) | (115,000) | (147,000) | (121,000) | (190,000) | (653,000) | (145,000) | (197,000) | (131,000) | (180,000) |
| Net Consumer additions | (98,000) | 7,000 | (39,000) | (38,000) | (28,000) | (69,000) | (19,000) | (2,000) | (27,000) | (21,000) |
| Net Commercial additions | (220,000) | (32,000) | (45,000) | (37,000) | (106,000) | (97,000) | (28,000) | (44,000) | 31,000 | (56,000) |
| Net RCEs additions | (318,000) | (25,000) | (84,000) | (75,000) | (134,000) | (166,000) | (47,000) | (46,000) | 4,000 | (77,000) |
| Total RCEs | 4,202,000 | 4,202,000 | 4,227,000 | 4,311,000 | 4,386,000 | 4,520,000 | 4,520,000 | 4,567,000 | 4,613,000 | 4,609,000 |
| Total Consumer RCE's | 1,797,000 | 1,797,000 | 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 | 43% | 43% | 42% | 42% | 43% | 42% | 42% | 42% | 41% | 42% |
| Total Commercial RCE's | 2,405,000 | 2,405,000 | 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 | 57% | 57% | 58% | 58% | 57% | 58% | 58% | 58% | 59% | 58% |
| | | | | | | | | | | |
| Cash Ending Balance ('000) | Fiscal 2017 | | | | | Fiscal 2016 | | | | |
| | Full Year | Q4 | Q3 | Q2 | Q1 | Full Year | Q4 | Q3 | Q2 | Q1 |
| Cash and short-term investments | | \$84,172 | \$77,534 | \$118,759 | \$87,367 | | \$127,596 | \$90,820 | \$88,624 | \$105,088 |
| Credit facility (net of debt issue costs) | | \$66,001 | \$87,640 | (2,363) | (2,672) | | (2,980) | (3,289) | (3,420) | - |
| 5.75% convertible debenture | | \$96,022 | \$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 | | \$190,486 | \$191,487 | \$186,107 | \$182,336 | | \$182,564 | \$194,080 | \$186,188 | \$173,189 |
| 6.75% convertible debenture | | \$145,579 | \$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 | | \$498,088 | \$612,321 | \$644,013 | 637,150 | | \$660,543 | \$695,020 | \$685,451 | \$676,149 |
| Letters of credit outstanding | | \$109,191 | \$114,981 | \$136,334 | \$132,633 | | \$129,996 | \$138,393 | \$136,941 | \$132,899 |
| Total (including letter of credit) | | 607,279 | \$727,302 | \$780,347 | \$769,783 | | \$790,539 | \$833,413 | \$822,392 | \$809,048 |
| Finance costs ('000) | Fiscal 2017 | | | | | Fiscal 2016 | | | | |
| | Full Year | Q4 | Q3 | Q2 | Q1 | Full Year | Q4 | Q3 | Q2 | Q1 |
| Credit facility and other | \$11,624 | \$3,911 | \$3,086 | \$2,542 | \$2,085 | \$6,832 | \$1,535 | \$1,962 | \$1,776 | \$1,559 |
| 5.75% convertible debenture | \$8,135 | \$2,046 | \$2,047 | \$2,438 | \$1,604 | \$7,942 | \$1,997 | \$1,997 | \$1,974 | \$1,974 |
| 6.0% convertible debenture | \$19,396 | \$1,423 | \$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 | \$4,415 | \$1,302 | \$3,113 | - | - | \$27,464 | - | - | - | - |
| 6.5% million convertible bonds | \$16,418 | \$4,145 | \$4,160 | \$4,144 | \$3,969 | \$15,991 | \$4,215 | \$4,076 | \$3,980 | \$3,720 |
| 6.75% convertible debenture | \$7,090 | \$3,913 | \$3,177 | - | - | - | - | - | - | - |
| Senior unsecured note | \$10,999 | \$5 | \$5,767 | \$1,808 | \$3,419 | \$14,311 | \$5,634 | \$2,902 | \$2,892 | \$2,883 |
| Total finance costs | \$78,077 | 16,745 | \$25,477 | \$17,882 | \$17,973 | \$72,540 | \$20,312 | \$17,731 | \$17,641 | \$16,856 |