



Just Energy Benefits for Sam's Club Members: Exclusive Energy Plans, VIP Customer Service, Electronic Rewards, and more.

Electronic Rewards:

If you signed up on a plan that includes e-gift cards, you will receive a Welcome e-gift card approximately one month after service starts.

FAQs

1. Who do I contact if I have feedback about the representative I saw in the store?

We would love to hear from you! Please call us at 1-844-909-5678.

2. Who should I call if I have questions about my JE account, e-gift cards, or to share feedback about your experience with Just Energy?

Call the dedicated Just Energy VIP line for Sam's Club members at 1-844-909-5678. You can also email us at customerservice@justenergy.com or retailgiftcard@justenergy.com.

3. When will I receive my e-gift cards after signing up?

You will receive a \$45 Welcome e-gift card approximately one month after service starts, as long as you have provided a valid email address and your account is in good standing with no past-due balances. If you signed up with us on two service addresses, you would get a \$45 e-gift card per service address, as long as you have provided a valid email address, and your account is in good standing with no past-due balances.

4. How will I know when I am eligible to receive my e-gift cards?

Once you have met the timeline requirements, you will receive an email from customerservice@justenergy.com with instructions on how to print and redeem your e-gift cards. You will also receive emails/SMS until you have claimed your e-gift card.

5. Why can't I use my e-gift card at the Sam's Club self-checkout line?

Due to Sam's Club POS system restrictions, e-gift cards cannot be used at the self-checkout. Instead, please use an associate line, where a manager will approve the transaction.

6. What if I haven't received the email with instructions on how to claim my e-gift card or if my claim link has expired?

If it has been more than 3 months since you started with Just Energy as your service provider, or more than 60 days since you received your claim reward email, please email us at retailgiftcard@justenergy.com or call the

VIP line at 844-909-5678. While the actual e-gift cards do not expire, the link to claim the card expires 60 days after the date you receive the email, however, you can always contact us, and we will resend the link.

TEXAS ONLY: Cancellation Fee Reimbursement (Bill Credit)

We will reimburse up to \$150 of the cancellation fee charged by your previous electricity provider. This promotion only applies to term agreements 12 months or greater and must be repaid to Just Energy if you switch away within 12 months of starting your Agreement. The final bill from your previous electricity provider showing their cancellation fee must be submitted within 90 days of enrollment.

FAQs

1. What conditions must be met to qualify for the cancellation fee reimbursement?

To qualify, you must be on a term agreement of 12 months or greater and submit the final bill from your previous electric provider showing the cancellation fee within 90 days of enrollment.

2. How do I submit my previous electric provider's bill for reimbursement?

Send a copy of your previous electricity provider's bill that includes their cancellation fee via email to (customerservice@justenergy.com), mail (C/O Cancellation Fee Reimbursement Program, 5251 Westheimer Road, Suite 1000, Houston, TX 77056), or fax (888-548-7690). Account Holder Name and Service Address of the previous bill needs to Match the Enrolled Account. Additional documentation might be required, i.e., a marriage certificate.

3. Will Just Energy pay the reimbursement directly to my previous provider?

No, Just Energy will not pay the previous electricity provider directly. The reimbursement will be applied as a credit on your Just Energy bill after your first full-service period bill with Just Energy.

4. What happens if I submit the final bill after the 90-day period?

If the final bill is submitted after 90 days, you may not qualify for the cancellation fee reimbursement credit.