



JustGreen™ and JustClean™

Frequently Asked Questions



1. What is Green Energy?

Green energy refers to environmentally friendly, low-pollution sources of energy. The use of green energy reduces negative impacts to the environment and decreases harmful greenhouse gas emissions.

2. What are JustGreen™ and JustClean™ (previously referred to as Green Energy Option or “GEO”)?

JustGreen refers to Just Energy’s suite of environmentally-friendly natural gas and electricity supply options for customers who want to reduce the environmental impact of their energy consumption. JustClean refers to Just Energy’s carbon offset program that allows customers to mitigate the effects of their everyday energy use.

3. How does Just Energy ensure that my contributions are going towards green energy?

Internationally recognized accounting firm, Grant Thornton LLP conducts an annual review of our green purchases. When you purchase our green products, you can be sure that your money is going exactly where we say it is: to renewable energy or carbon offset projects. (Click here to view Grant Thornton’s Renewable Energy and Carbon Offsets Purchases and Sales Report)

4. What is a carbon credit?

Carbon credits are purchased to voluntarily offset some of the carbon dioxide (CO₂) pollution that is created when fossil fuels are burned. A carbon ‘credit’ is also called a carbon ‘offset’.



**1 carbon credit
= 1 ton of CO₂**



An average home’s natural gas use releases 11,000 pounds (**5 tons**) of CO₂ emissions annually.

5. How does JustGreen natural gas work?

JustGreen natural gas is offered as a complement to our natural gas supply programs. On behalf of JustGreen customers, we purchase carbon offsets from emission reduction projects that offset greenhouse gas emissions (such as carbon dioxide, methane, nitrous oxide etc.) occurring elsewhere. We purchase carbon credits from companies whose carbon reduction initiatives meet or exceed industry standards.

With JustGreen natural gas, you can offset 60% or 100% of the harmful effects of your household’s everyday natural gas consumption.

6. How does JustGreen power work?

JustGreen power is offered as a complement to our electricity supply programs. You can choose to have an equivalent of 60% or 100% of your electricity use generated by renewable ‘green’ sources (such as hydro, solar, biomass or wind) and injected into the electricity grid. On behalf of JustGreen customers, Just Energy purchases Renewable Energy certificates from major hydro and wind power producers.

When you choose JustGreen power, you’re helping to ensure that more clean energy is added to the electricity grid from renewable sources.



7. How does JustClean work?

JustClean is available to customers (in select markets) who are not currently enrolled in a Just Energy natural gas or electricity supply program. With JustClean, you can directly offset 4, 9 or 14 metric tons of harmful greenhouse gases each year:

- 4 metric tons is equivalent to eliminating the carbon footprint of one average-sized home
- 9 metric tons is equivalent to eliminating the carbon footprint of one average-sized home plus a mid-sized car
- 14 metric tons is equivalent to eliminating the carbon footprint of one average-sized home plus 2 mid-sized cars (or one average-sized home plus a mid-sized car and a family vacation)

Contribute now to a cleaner, greener future.



8. What are the green projects Just Energy supports?

Just Energy supports methane capture projects which prevent the release of methane – a potent greenhouse gas – into the atmosphere. Landfills are the largest human-related source of methane in both the U.S. and Canada, making them a significant source of greenhouse gas emissions. Capturing and burning the landfill gas emissions helps to avoid the release of methane into the atmosphere.

Just Energy supports a number of emission reduction projects, including a Landfill Methane Capture project in Ontario and a Methane Capture project at Wastewater Treatment Facility Project in Illinois.

Just Energy purchases green power exclusively from renewable sources, such as wind power and “run-of-river” hydro, meaning power that is generated from rivers. This has a lower environmental impact compared to traditional, hydroelectric generation.

Both wind and hydro power are renewable and sustainable sources of electricity, and have a low pollution impact.

Just Energy supports green power generation operations in Ontario, Manitoba, Alberta, New York and Texas. (Click here for more information)

9. Why should I pay more for JustGreen or JustClean on top of my regular utility bill?

Green energy is generally more costly to produce than conventional energy. However, the price for green energy includes the environmental value of generating clean, renewable energy and carbon emission reductions. We all contribute to the release of harmful greenhouse gases when we burn fossil fuels to generate electricity, power our cars and heat and light our homes. The good news is that it's not too late to make a difference. Enroll today!