



For Immediate Release

## **Just Energy First Retail Energy Provider to Offer Compatibility with Amazon Alexa Voice Service**

### **Customers Gain Access to Account Details and other services through Voice Command**

**Houston, TX, May 12, 2016:** [Just Energy](#) customers can now access their account and other services through Amazon's Alexa voice service capable devices. As the first energy retailer to embrace Alexa voice service, Just Energy is excited to offer its Texas customers this latest tool providing the ultimate in convenience and smart home energy management solutions. The functionality is available with Amazon Echo, Echo Dot and Tap family of devices.

The Echo, a cylindrical speaker that connects to the 'Alexa' voice assistant service, enables users to:

- hear their bill details
- switch between accounts
- ask for an energy fact or energy advice
- ask for our friendly Customer Service contact information

#### **Simple Set Up and Use**

Just Energy customers can easily set up and manage their Echo through the free Alexa App on Fire OS, Android, iOS, and desktop browser. Once the Amazon Echo device is setup and connected using the Alexa App, simply enable the Just Energy 'skill' and log into your account.

Echo's voice functionality also offers an innovative, immediate way for Just Energy's ecobee<sub>3</sub> smart thermostat customers to interact with their services and control their home energy environment without lifting a finger. Users can ask Alexa to perform tasks such as dim the lights in a room, or decrease/increase the temperature of your thermostat, with immediate response.

"We're extremely excited to be the first in the retail energy industry to utilize this connected technology to provide our customers with an intuitive energy management experience through voice-activation," says James Lewis, Just Energy's Co-CEO. "With advanced speech recognition, ecobee<sub>3</sub> users can benefit from automatic and controlled energy use and potential energy savings – all without lifting a finger. The Echo compatible technology takes Just Energy to the next level in the delivery of customer-centric service."

With far-field voice recognition, Echo can hear from any direction. Its seven microphones, beam forming technology and expertly tuned speaker can fill any room with 360° immersive sound. Alexa - the brain behind Echo - is built in the cloud, so it is always getting smarter and adding new features and skills.

**About Just Energy Group Inc.:**

Established in 1997, Just Energy (NYSE:JE, TSX:JE) is an energy management solutions provider specializing in electricity, natural gas, solar and green energy. With offices located across the United States, Canada, and the United Kingdom, Just Energy serves approximately two million residential and commercial customers. The company offers a wide range of energy products and home energy management services including long-term fixed-price, variable price, and flat bill programs, smart thermostats, and residential solar solutions. Just Energy Group Inc. is the parent company of Amigo Energy, Commerce Energy, Green Star Energy, Hudson Energy, Just Energy Solar, Tara Energy and TerraPass. Visit [justenergygroup.com](http://justenergygroup.com) to learn more. Also, find us on [Facebook](#) and follow us on [Twitter](#).

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