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**DIRECTOR'S ORDER UNDER SECTION 157  
OF THE *CONSUMER PROTECTION ACT* (formerly the *Fair Trading Act*)**

**TO**

**JUST GREEN HOME SERVICES ALBERTA LTD.**

**AND TO**

**ALBERTA ENERGY GROUP INC.**

**AND TO**

**MOHAMED OSMAN**

**AND TO**

**JEAN LOUP DE LA FONTAINE GAUTHIER**

**ANY EMPLOYEE, REPRESENTATIVE, OR AGENT OF JUST GREEN HOME SERVICES ALBERTA LTD., ALBERTA ENERGY GROUP INC., MOHAMED OSMAN AND, OR JEAN LOUP DE LA FONTAINE GAUTHIER**

This Director's Order was issued under s. 157(1) of the *Fair Trading Act* in response to, in the opinion of the Director, contraventions of the Act. As mandated by s. 157.1(1) of the *Fair Trading Act*, this Director's Order is part of the public record.

Albertans who have questions or concerns about this business are encouraged to contact the Service Alberta Consumer Contact Centre at 1-877-427-4088.

For more information on the *Fair Trading Act*, business licensing in Alberta or to search for a licensed business, please click here:

[Search for a Licensed Business, Charity or Fundraiser](#)

To view a tipsheet on this business licence category, please click here:

[Tipsheets](#)

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**Issues**

Mohamed Osman, director of Just Green Home Services Alberta Ltd (formerly known as Alberta Energy Group Inc.) operates a door-to-door HVAC sales business where sales representatives attend the homes of consumers in an effort to have the consumer enter into long term rental agreements for HVAC equipment.

Between October of 2015 and January of 2018, the Consumer Investigations Unit received numerous complaints from Alberta residents who reported that representatives of this company attended their homes falsely advising that if they would enter into rental agreements with them, they would in turn receive rebates. This is deemed an unfair practice pursuant to s. 6(4)(a) of the *Consumer Protection Act*, a supplier's doing or saying anything that might reasonably deceive or mislead a consumer.

Based on the information that was obtained from the residents that are the subject of this Director's Order, they were provided with contract documents that fail to comply with disclosure requirements outlined in s. 35 of the *Consumer Protection Act* (former citation *Fair Trading Act*). The documents are missing basic information such as the total cost of the contract over the 10 year term. Instead, the contracts only display the cost of monthly installments, which is deemed to be an unfair practice pursuant s. 6(4)(t) of the *Consumer Protection Act*, failure to give the total price of the goods or service.

When consumers exercised their extended cancellation rights, the supplier failed to fulfill its responsibilities as required in the *Consumer Protection Act*.

## **ORDER**

- Just Green Home Services Alberta Ltd., formerly Alberta Energy Group Inc. must immediately:
  - cease from engaging in unfair practices including, but not limited to, doing or saying anything that might reasonably deceive or mislead a consumer; making representations that consumer transactions do not involve certain rights; failing to disclose the total price of the goods or services;
  - ensure that all direct sales contracts include the terms required by the *Consumer Protection Act*; and
  - ensure refunds are provided to consumers who cancel a direct sales contract as allowed by the *Consumer Protection Act*.
- Mohamed Osman and Jean-Loup De LaFontaine Gautier either in their own capacity or when acting on behalf of a corporation in which they represent, or in which they have an interest, must immediately:
  - cease from engaging in unfair practices including, but not limited to, doing or saying anything that might reasonably deceive or mislead a consumer; making representations that consumer transactions do not involve certain rights; failing to disclose the total price of the goods or services;
  - ensure that all direct sales contracts include the terms required by the *Consumer Protection Act*; and
  - ensure refunds are provided to consumers who cancel a direct sales contract as allowed by the *Consumer Protection Act*.
- Any employee, representative, agent or associate of Mohamed Osman, Jean-Loup De LaFontaine Gauthier or Just Green Home Services Alberta Ltd., or Alberta Energy Group Inc., must immediately:
  - cease from engaging in unfair practices including, but not limited to, doing or saying anything that might reasonably deceive or mislead a consumer;

- making representations that consumer transactions do not involve certain rights; failing to disclose the total price of the goods or services;
- ensure that all direct sales contracts include the terms required by the *Consumer Protection Act*; and
  - ensure refunds are provided to consumers who cancel a direct sales contract as allowed by the *Consumer Protection Act*.

**NON COMPLIANCE WITH ORDER**

- **ANY PERSON WHO FAILS TO COMPLY WITH AN ORDER OF THE DIRECTOR UNDER SECTION 157 OF THE *CONSUMER PROTECTION ACT* CONTRAVENES THIS ACT AND IS GUILTY OF AN OFFENCE AND MAY BE PROSECUTED PURSUANT TO SECTION 163 OF THE *CONSUMER PROTECTION ACT*.**



Scott Hood  
Director of Fair Trading (as delegated)  
March 6, 2018