



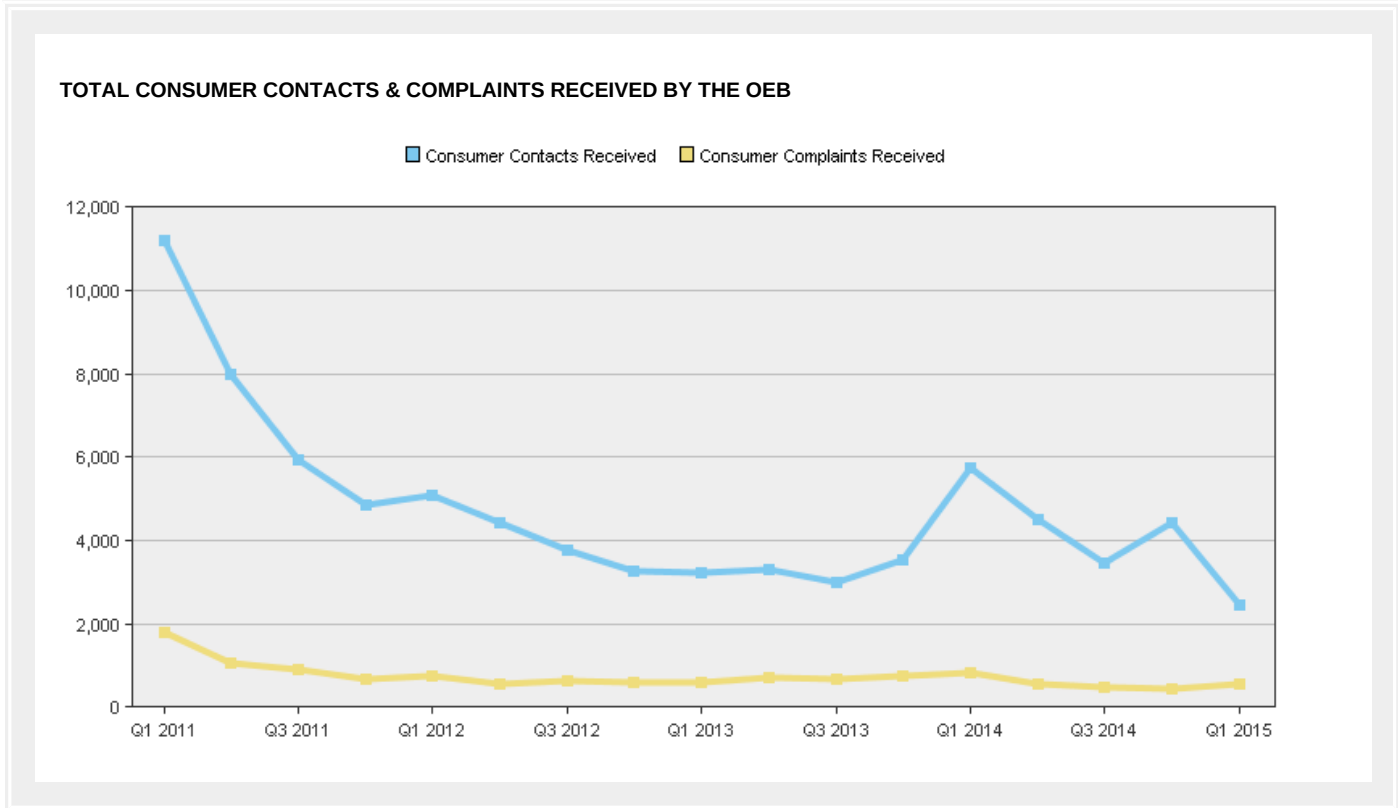
HOME > OEB and You > Reports

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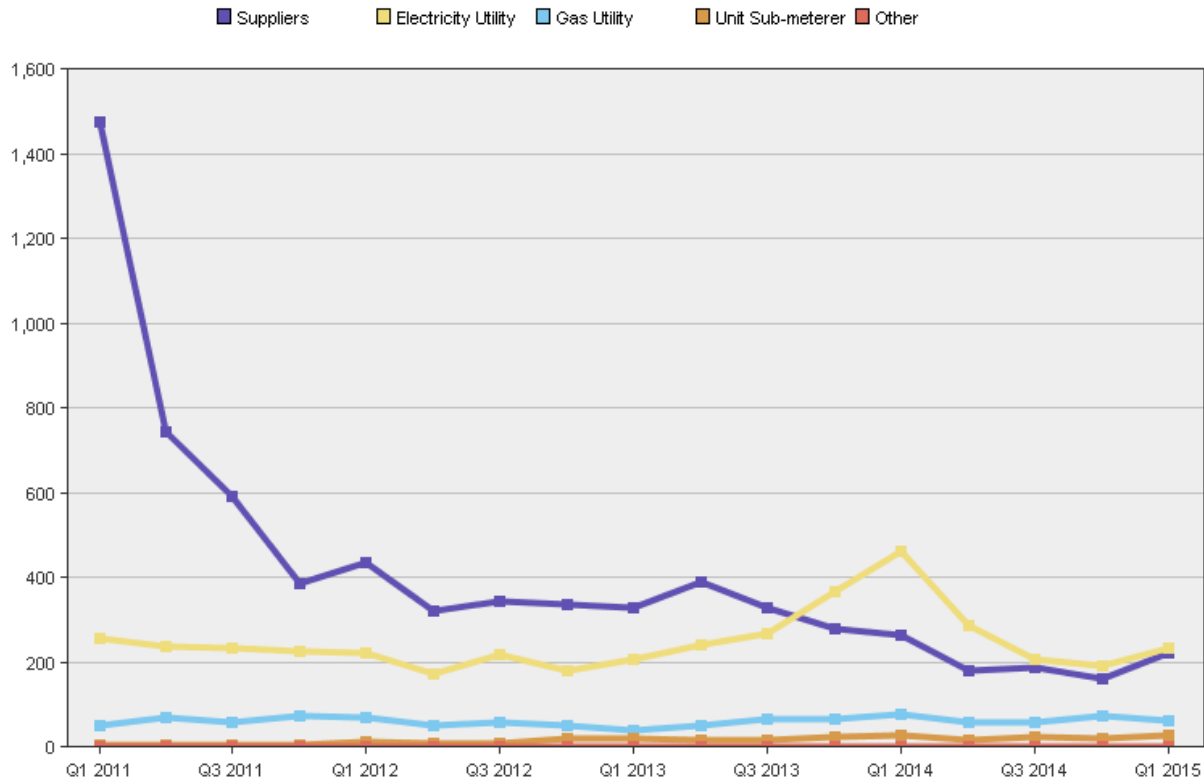
Consumer Contact and Complaint Statistics

Consumers contact the OEB by phone, letter, fax, e-mail or through our [web form](#). Some consumers have a simple question while others look to raise a concern or file a complaint about a company regulated by the OEB.

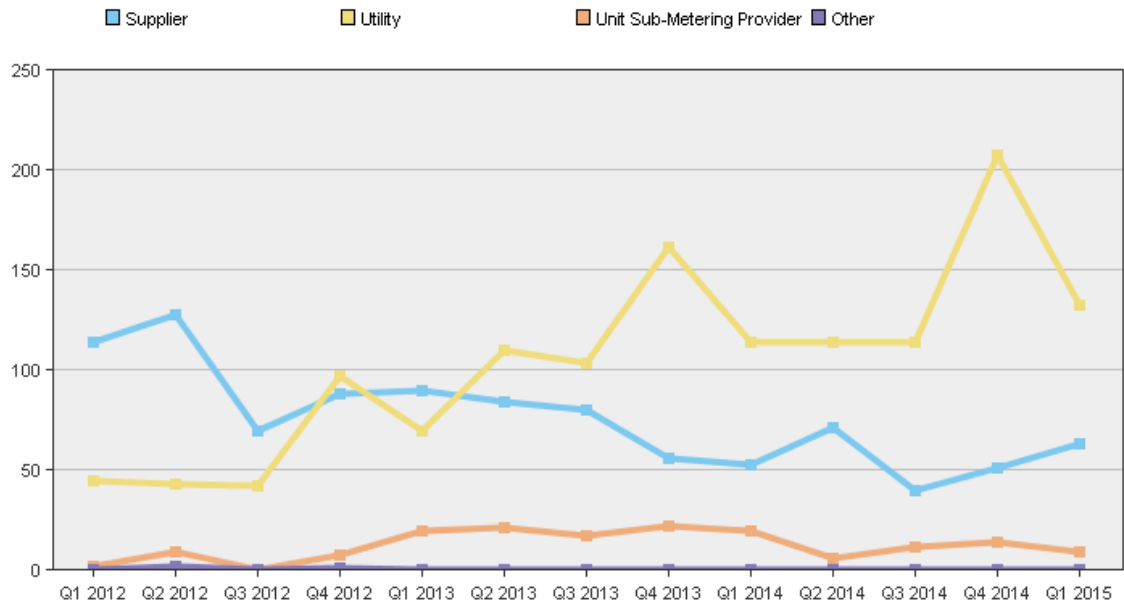
The following charts show how many consumer contacts and complaints the Board has received by quarter, and how many complaints the Board has escalated for further review.



CONSUMER COMPLAINTS BY LICENCE TYPE



ESCALATED COMPLAINTS





Did you find what you were looking for? **YES**, this page answered my questions **NO**, I would like to submit a question to the OEB

Page last updated 2015-01-14



ELECTRICITY

- Your Electricity Bill
- Electricity Prices
- Historical Electricity Prices
- How Electricity Prices are Set
- Time-of-use Holiday Schedule
- Your Electricity Utility - Bill Calculator
- FAQ: RPP Settlement
- Customer Service Rules for Electricity

NATURAL GAS

- Your Natural Gas Bill
- Natural Gas Rates
- Historical Natural Gas Rates
- Your Natural Gas Utility - Bill Calculator
- Customer Service Rules for Natural Gas

ENERGY CONTRACTS

- Retail Energy Contracts
- Before Signing an Energy Contract
- After Signing an Energy Contract
- Nearing the End of an Energy Contract
- List of Licensed Retailers

CONSUMER PROTECTION

- How We Protect Consumers
- Help for Low-Income Consumers (OESP / LEAP)

OEB and YOU

- About the OEB
- Ontario's Energy Sector
- Get Involved
- Energy Tips for Students & First Time Tenants
- Consumer Newsletters
- Videos for Consumers
- Consumer Reports
- OEB in Your Community
- Steps for Making a Complaint

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416-314-2455 (within Greater Toronto Area or from outside Canada)
Fax: 416-440-7656

Business hours: Monday - Friday, 8:30 a.m. to 5:00 p.m.

[Submit a Question or Complaint](#)

