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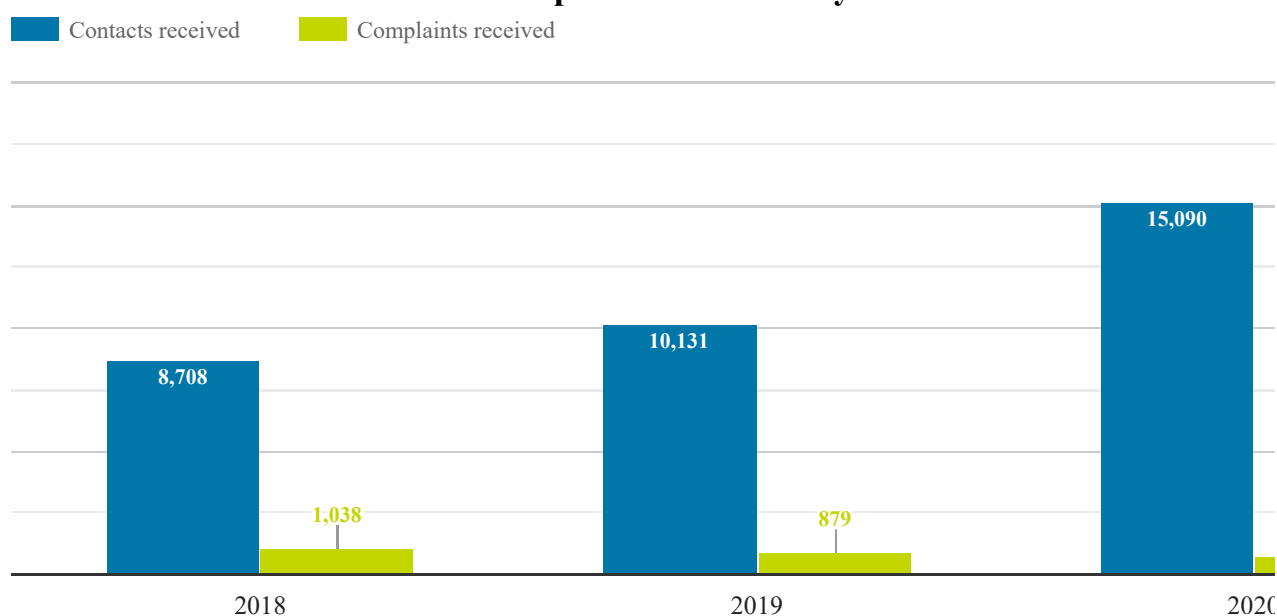
Complaint statistics

If you have a concern or issue you can make a complaint about an energy retailer (also known as electricity retailer or natural gas marketer), or your electricity or natural gas utility. When you speak, it's our job to listen.

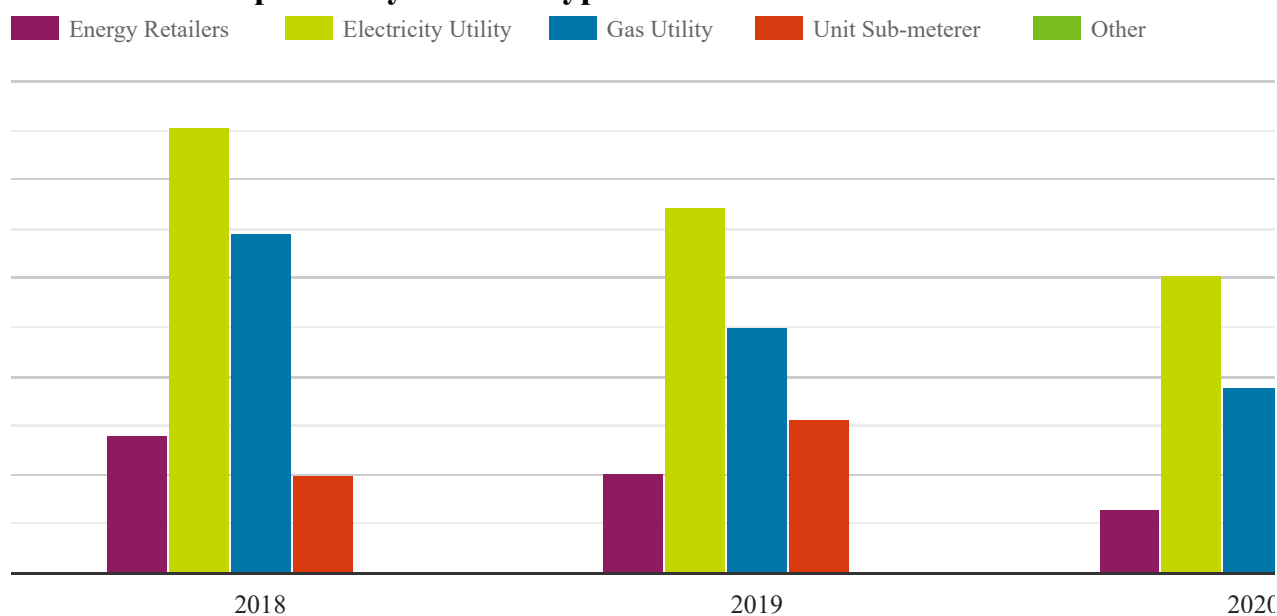
The following are charts showing the complaints that customers have filed with us.

Consumer contact and complaint statistics

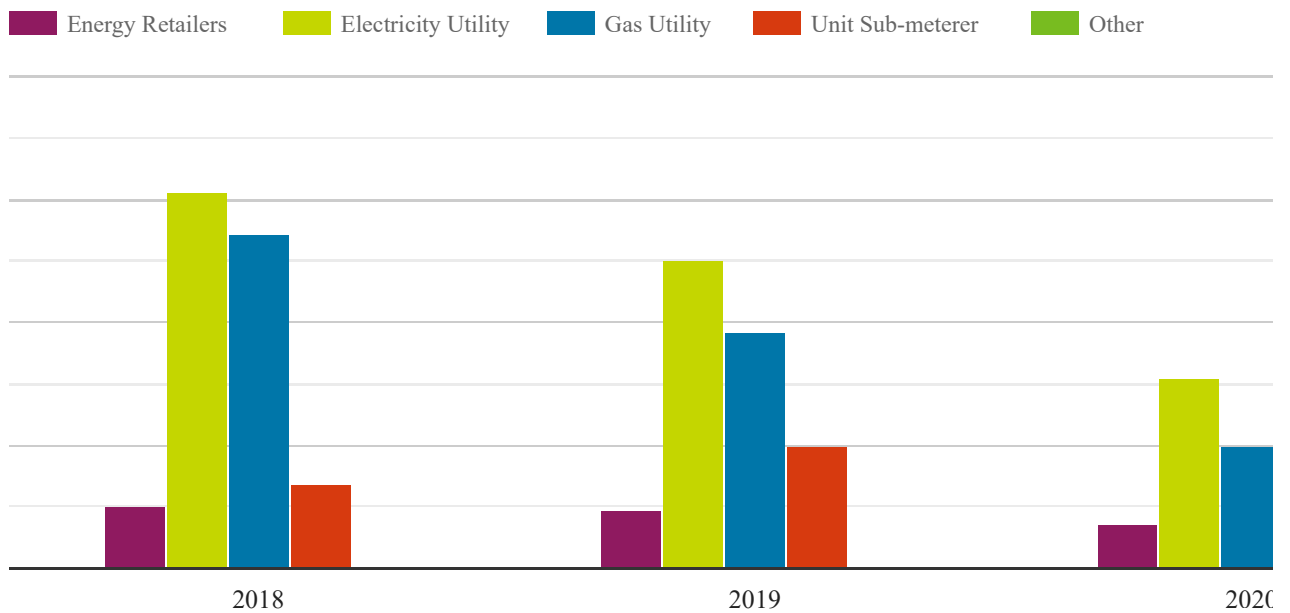
Total Consumer Contacts and Complaints Received by the OEB



Consumer Complaints by Licence Type



Complaints Escalated by the OEB



Consumer complaints regarding electricity utilities and unit sub-meter providers

Consumer complaints regarding natural gas utilities

General consumer enquiries

Complaints against energy retailers (by company)

Complaints against energy retailers (by category)

Make a complaint

We want to hear from you if you've got a complaint about an energy company that we license.

Complaint process

