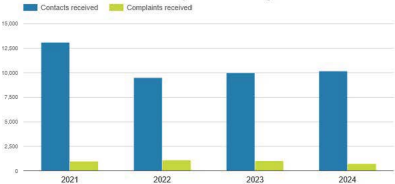


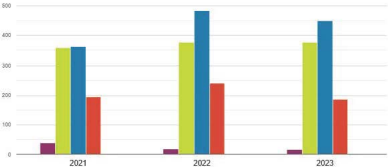
Consumer contact and complaint statistics

Total Consumer Contacts and Complaints Received by the OEB



Consumer Complaints by Licence Type

Energy Retailers Electricity Utility Gas Utility Unit Sub-meterer Other



Complaints Escalated by the OEB

Energy Retailers Electricity Utility Gas Utility Unit Sub-meterer Other

