



- Electricity
- Natural Gas
- Energy Contracts
- Consumer Protection
- OEB & You



HOME > Energy Contracts

font-size:

Supplier Complaints by Company

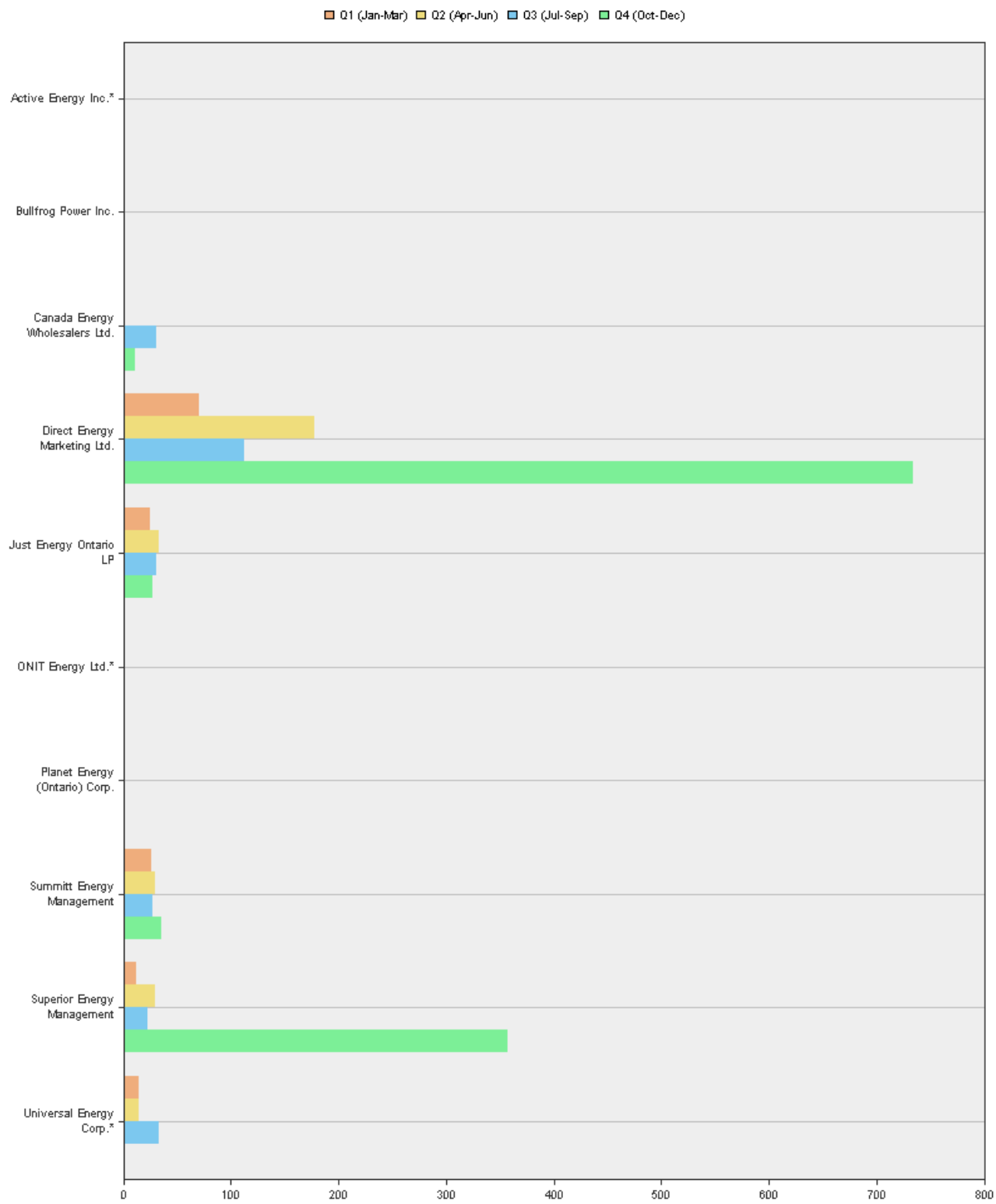
These charts show the complaints customers filed against companies that offer energy contracts (*also called electricity retailers and natural gas marketers, or suppliers*). They reflect the number of complaints received for every 1,000 contracts that are entered into or renewed during the period.

Sometimes, there are no customers enrolled or renewed during the period. In that case, the actual number of complaints we receive is listed below the charts.

ELECTRICITY
(per 1,000 new and renewed contracts)

- Electricity 2014
- Electricity 2013
- Electricity 2012
- Electricity 2011
- Electricity 2010
- Electricity 2009

ELECTRICITY (Jan-Dec 2009)



Where no new or renewed customer enrolment numbers were reported, the total number of complaints received by the Board is shown in the chart below.

COMPANY NAME	Q1	Q2	Q3	Q4
Active Energy Inc.	0	0	11 complaints	11 complaints
ONIT Energy Ltd.	0	0	0	1 complaint
Planet Energy (Ontario) Corp.	0	0	5 complaints	3 complaints
Universal Energy Corp.	shown in chart	shown in chart	shown in chart	308 complaints

NATURAL GAS
(per 1,000 new and renewed contracts)

Natural Gas 2014

Natural Gas 2013

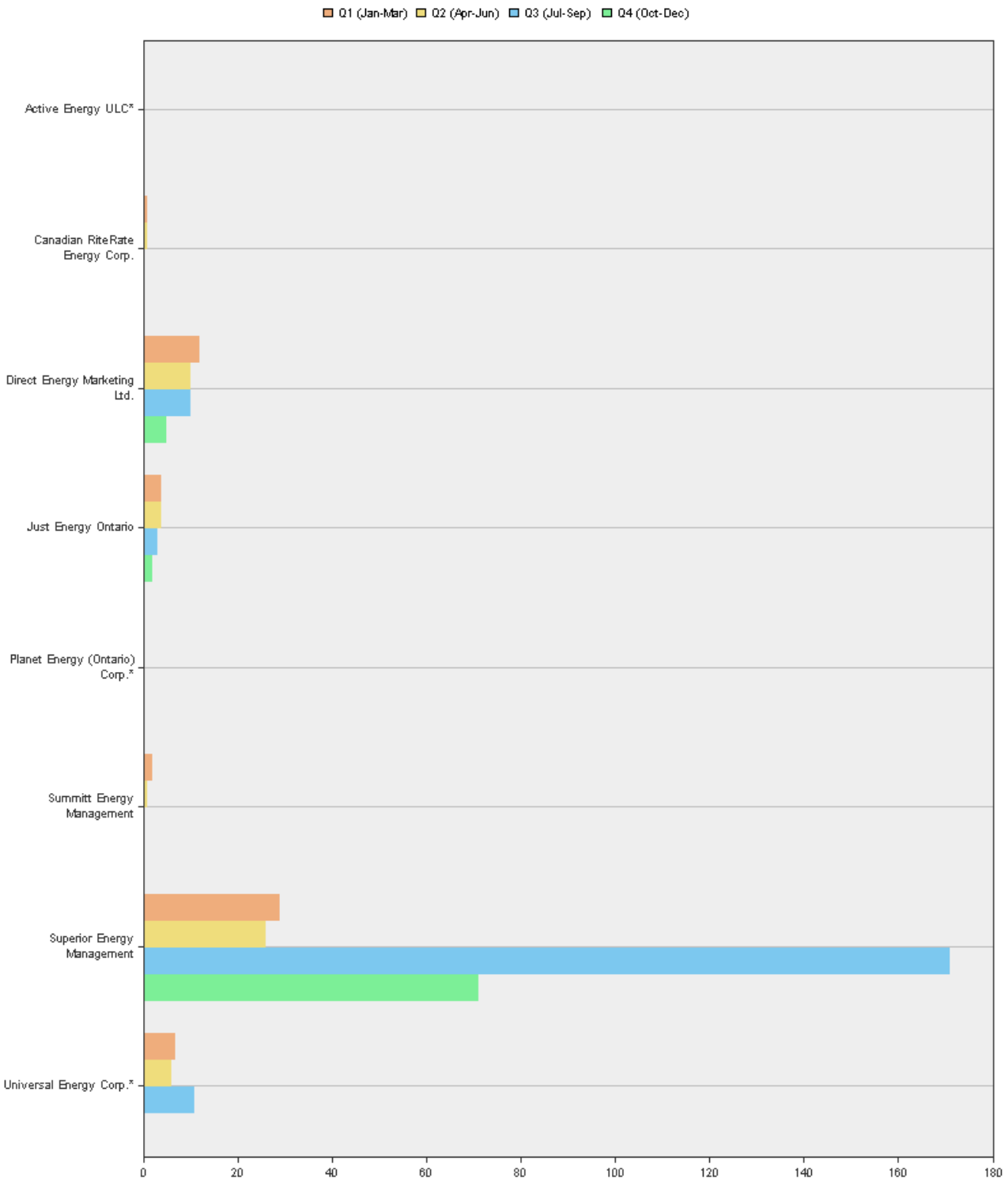
Natural Gas 2012

Natural Gas 2011

Natural Gas 2010

Natural Gas 2009

NATURAL GAS (Jan-Dec 2009)



Where no new or renewed customer enrolment numbers were reported, the total number of complaints received by the Board is shown in the chart below.

COMPANY NAME	Q1	Q2	Q3	Q4
Active Energy ULC	7 complaints	4 complaints	2 complaints	3 complaints
Planet Energy (Ontario) Corp.	0	0	6 complaints	0
Universal Energy Corp.	shown in chart	shown in chart	shown in chart	75 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 2015-03-24



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

VIEW: [Mobile site](#) | [Desktop site](#)

[Legal/Privacy](#) | [Accessibility](#)
[Queens Printer for Ontario, 2008](#)

ONTARIO ENERGY BOARD

P.O. Box 2319
2300 Yonge Street
Toronto, Ontario, Canada
M4P 1E4



1-877-632-2727 (toll-free within Ontario)
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](#)

[Follow @OntEnergyBoard](#)