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Supplier Complaints by Company

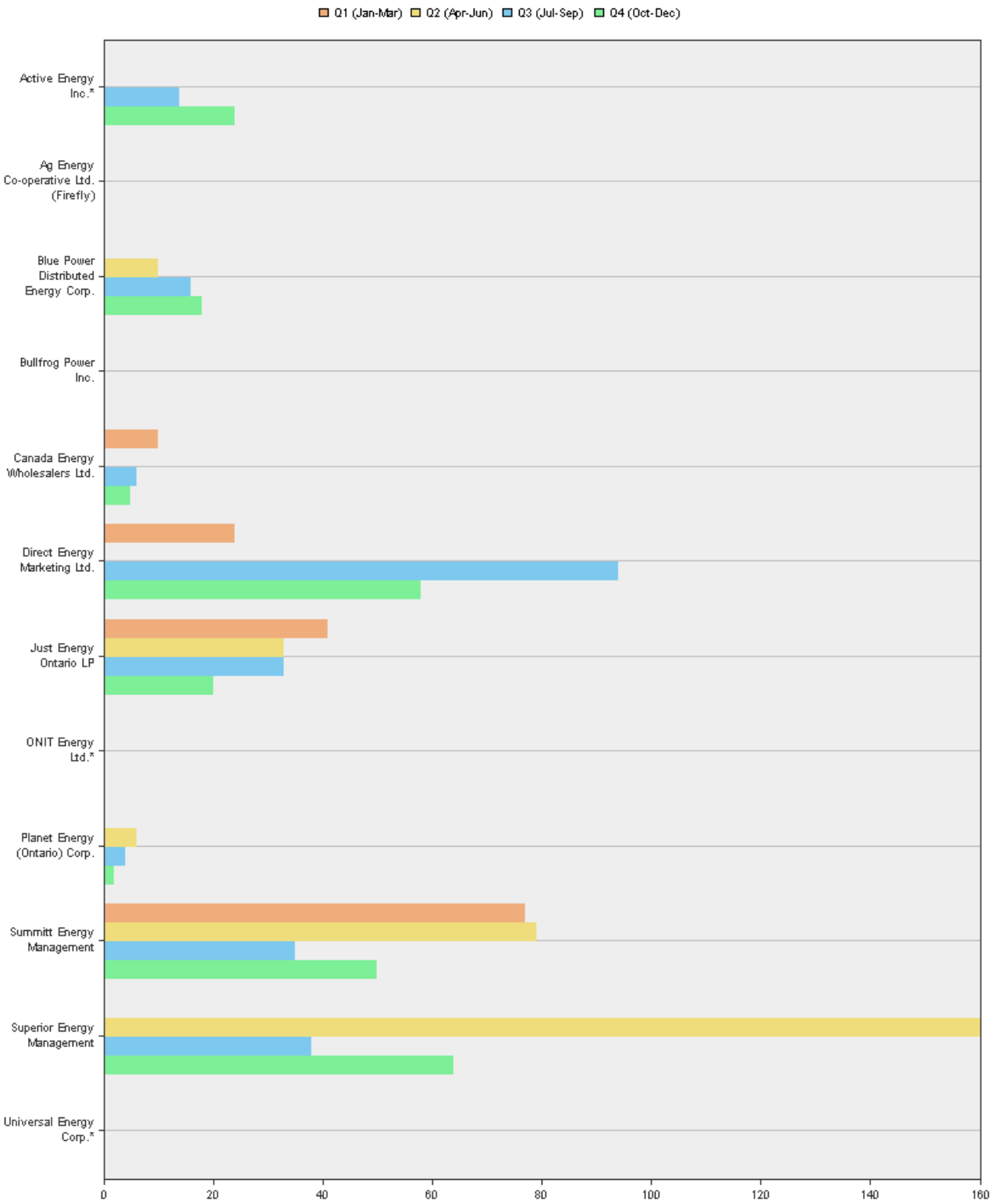
These charts show the complaints customers filed against companies that offer energy contracts (*also called electricity retailers and natural gas marketers, or suppliers*). They reflect the number of complaints received for every 1,000 contracts that are entered into or renewed during the period.

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 2010)



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.

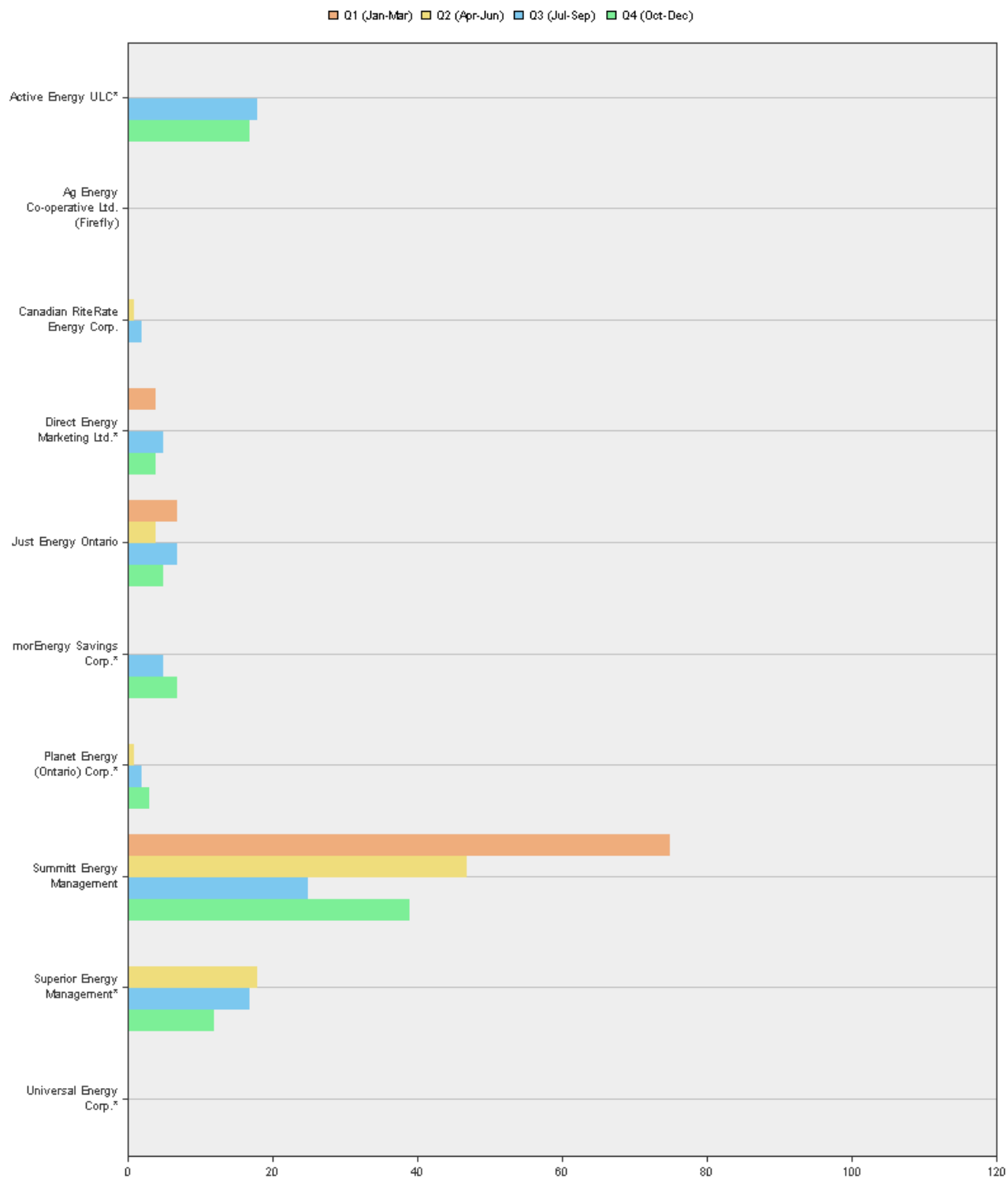
COMPANY NAME	Q1	Q2	Q3	Q4
Active Energy Inc.	13 complaints	25 complaints	shown in chart	shown in chart
Ag Energy Co-operative Ltd. (Firefly)	1 complaint	0	0	0
Blue Power Distributed Energy Corp.	4 complaints	shown in chart	shown in chart	shown in chart
Canada Energy Wholesaler Ltd.	shown in chart	14 complaints	shown in chart	shown in chart
Direct Energy Marketing Limited	shown in chart	162 complaints	shown in chart	shown in chart

ONIT Energy Ltd.	0	0	2 complaints	0
Planet Energy (Ontario) Corp.	11 complaints	shown in chart	shown in chart	shown in chart
Superior Energy Management	21 complaints	shown in chart	shown in chart	shown in chart
Universal Energy Corp.	291 complaints	124 complaints	57 complaints	22 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 2010)



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	17 complaints	20 complaints	shown in chart	shown in chart
Direct Energy Marketing Ltd.	shown in chart	167 complaints	shown in chart	shown in chart
morEnergy Savings Corp.	6 complaints	3 complaints	shown in chart	shown in chart
Planet Energy (Ontario) Corp.	6 complaints	shown in chart	shown in chart	shown in chart
Superior Energy Management	92 complaints	shown in chart	shown in chart	shown in chart
Universal Energy Corp.	81 complaints	28 complaints	12 complaints	14 complaints

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Page last updated 2015-03-24



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