Supplier Complaints by Company

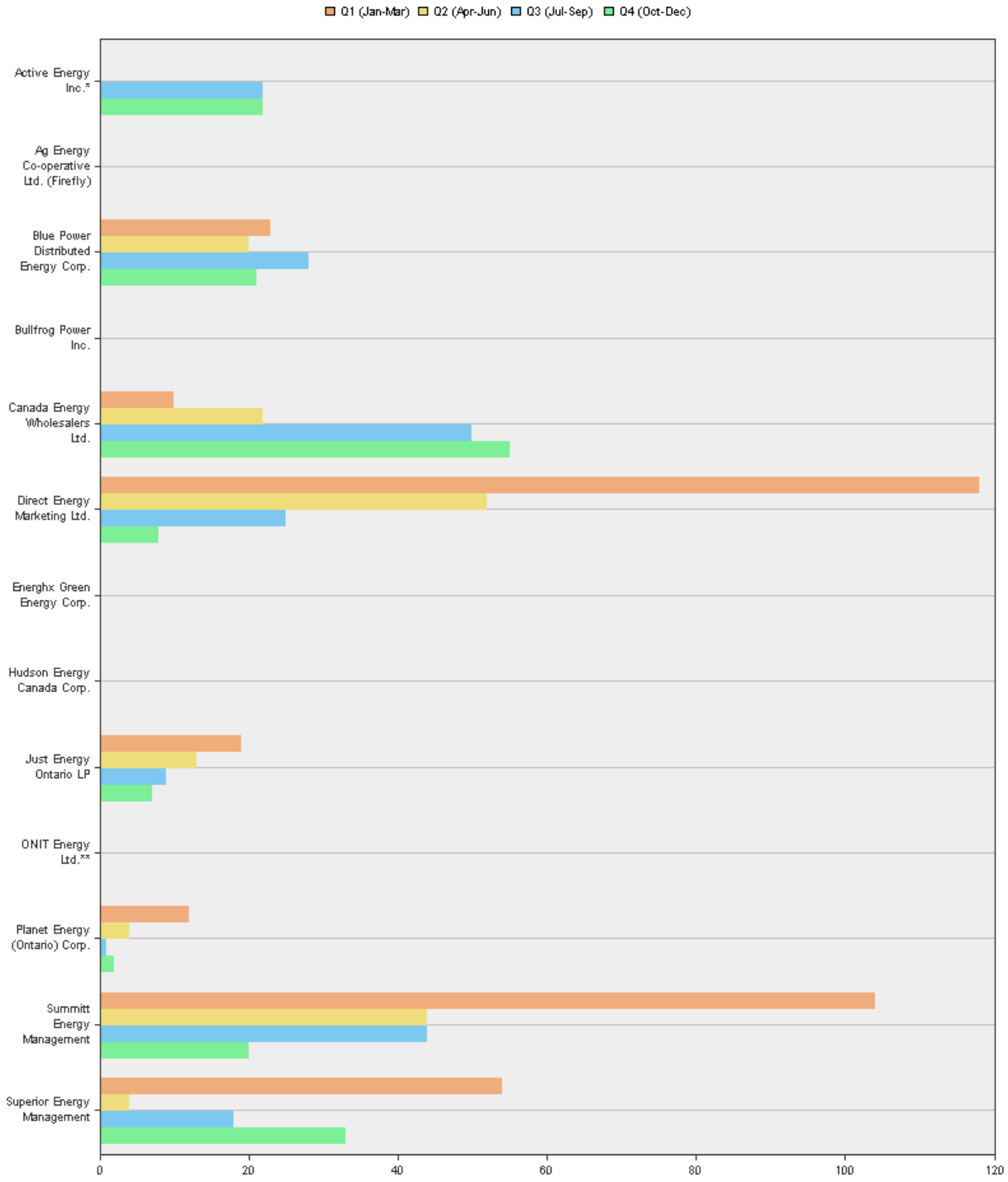
These charts show the complaints customers filed against companies that offer energy contracts (*also called electricity retailers and natural gas marketers, or suppliers*). They reflect the number of complaints received for every 1,000 contracts that are entered into or renewed during the period.

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 2011)



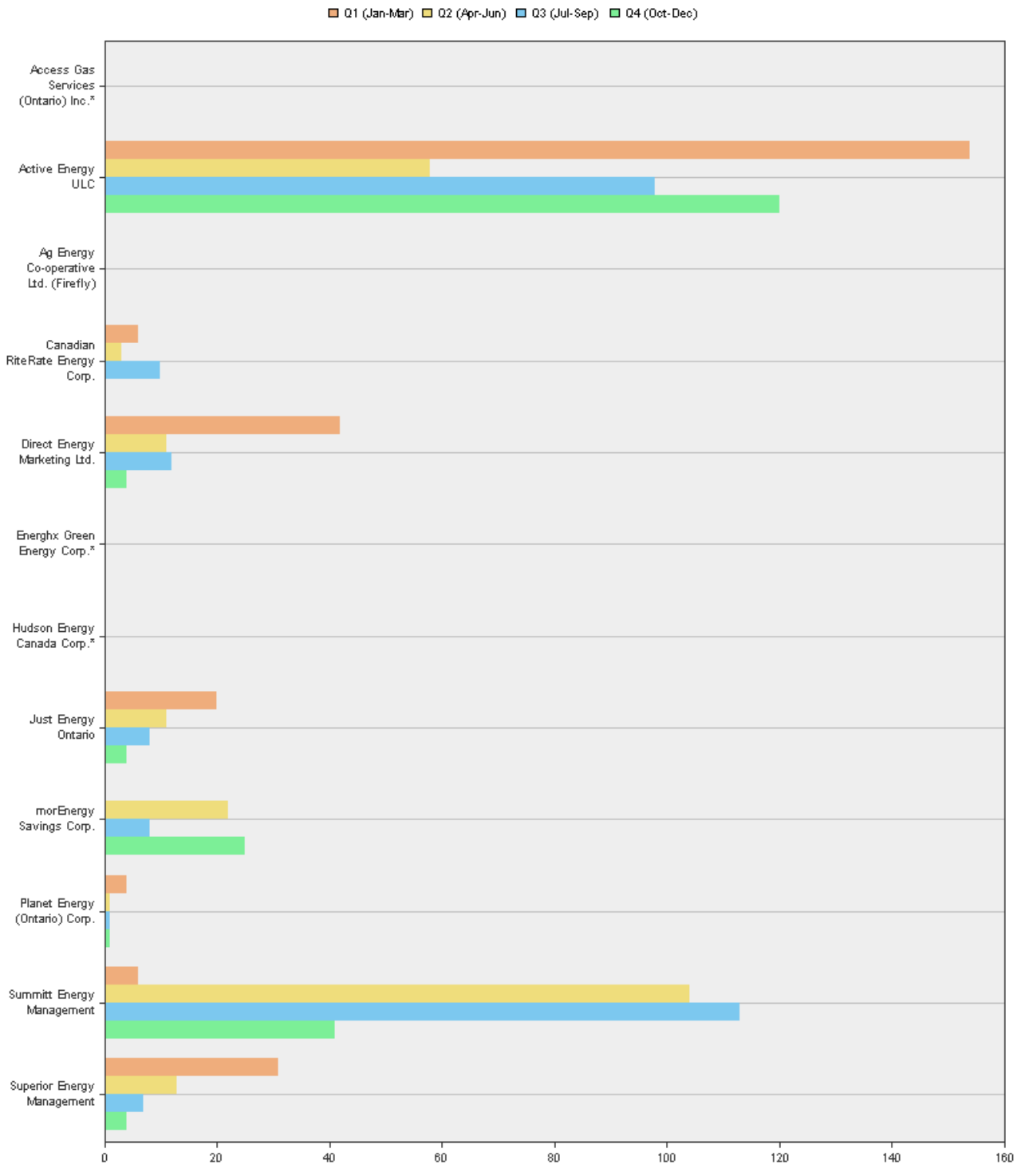
Where no new or renewed customer enrolment numbers were reported, the total number of complaints received by the Board is shown in the chart below.

COMPANY NAME	Q1	Q2	Q3	Q4
Active Energy Inc.	37 complaints	10 complaints	shown in chart	shown in chart
Energhx Green Energy Corp.	0	0	0	0
Hudson Energy Canada Corp.	0	0	0	0
ONIT Energy Ltd.	0	1 complaint	1 complaint	0

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 2011)



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
Access Gas Services (Ontario) Inc.	0	0	0	0
Energhx Green Energy Corp.	0	0	0	0
Hudson Energy Canada Corp.	0	0	0	0

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

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SHARE

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

Queens Printer for Ontario, 2008