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Supplier Complaints by Company

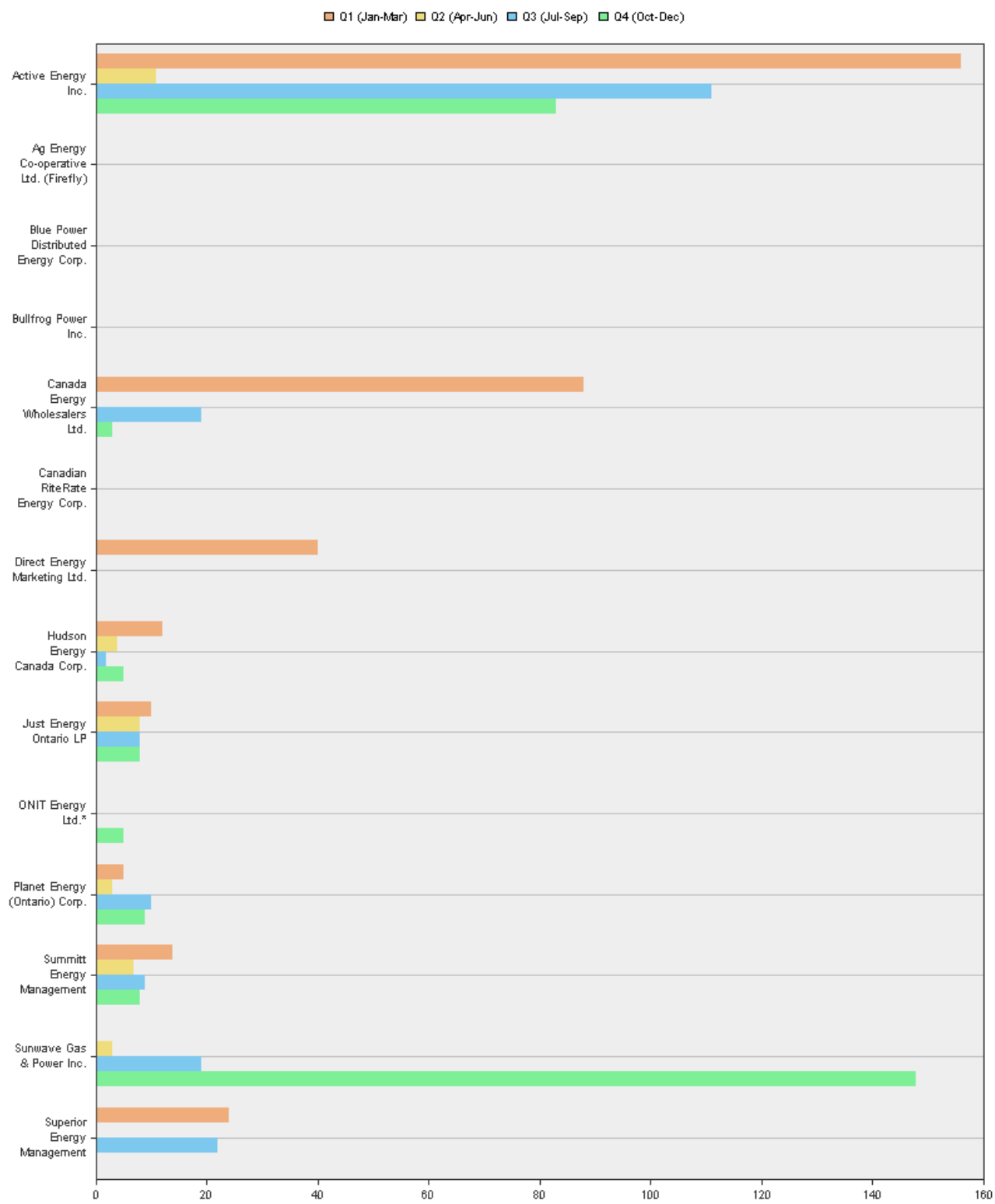
These charts show the complaints customers filed against companies that offer energy contracts (*also called electricity retailers and natural gas marketers, or suppliers*). They reflect the number of complaints received for every 1,000 contracts that are entered into or renewed during the period.

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 2014)



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
Blue Power Distributed Energy Corp.	2 complaints	0	0	0
Direct Energy Marketing Limited	refer to chart	1 complaint	5 complaints	2 complaints
ONIT Energy Ltd.	0	* 1 complaint out of 1 new contract Q2, 2014	0	refer to chart
Sunwave Gas & Power Inc.	11 complaints	refer to chart	refer to chart	refer to chart

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

Natural Gas 2014

Natural Gas 2013

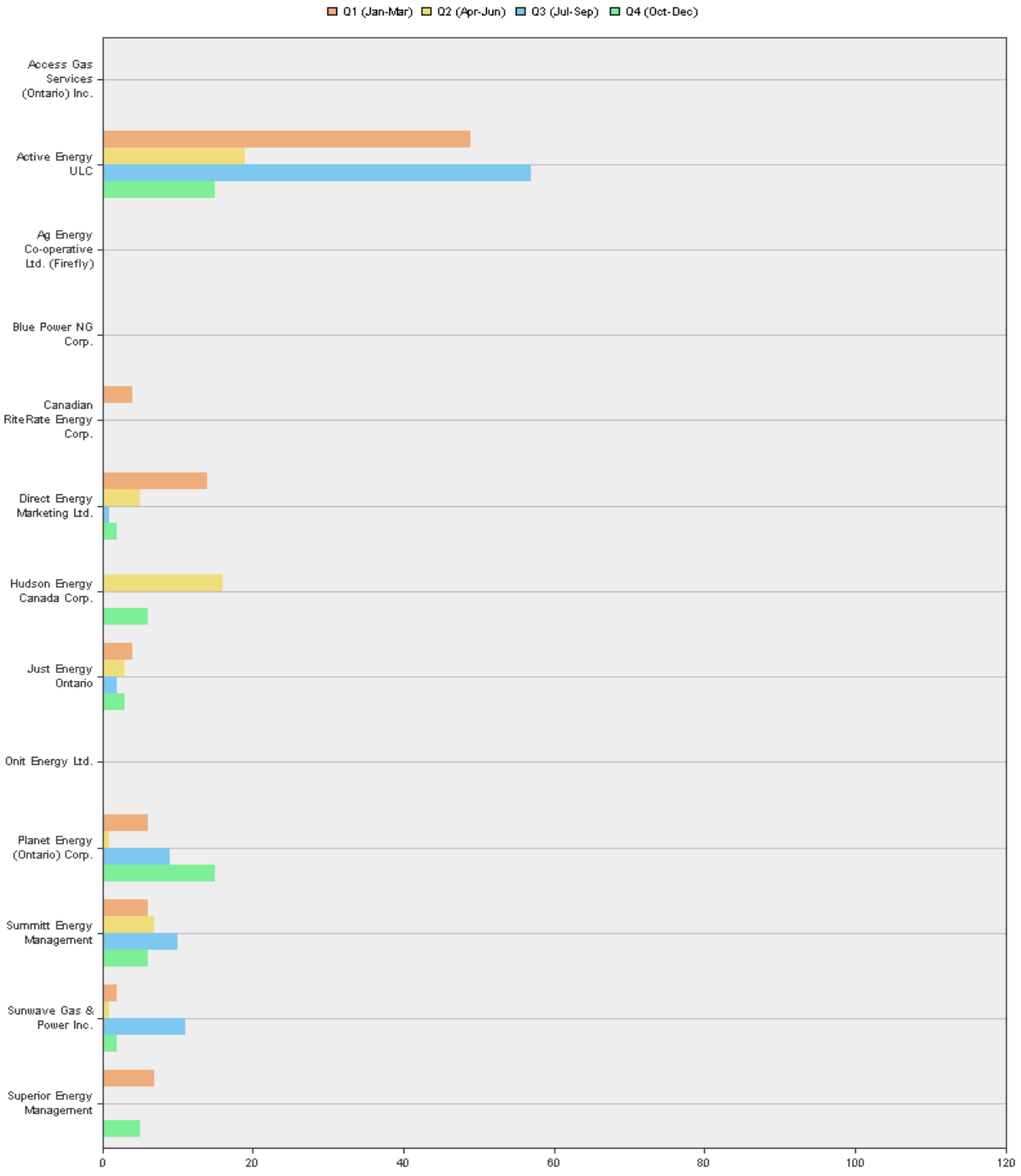
Natural Gas 2012

Natural Gas 2011

Natural Gas 2010

Natural Gas 2009

NATURAL GAS (Jan-Dec 2014)



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
Sunwave Gas & Power Inc.	refer to chart	refer to chart	refer to chart	2 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



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- Time-of-use Holiday Schedule
- Your Electricity Utility - Bill Calculator
- FAQ: RPP Settlement
- Customer Service Rules for Electricity

NATURAL GAS

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- Natural Gas Rates
- Historical Natural Gas Rates
- Your Natural Gas Utility - Bill Calculator
- Customer Service Rules for Natural Gas

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