

[About
us](#)[Consumer
protection](#)[Rates and your
bill](#)[Participate](#)[Utility performance and
monitoring](#)

Consumer complaints about energy companies

If you have a concern or issue you can make a complaint about an energy retailer (also known as electricity retailer or natural gas marketer), or your electricity or natural gas utility. When you speak, it's our job to listen.

The following are charts showing the complaints that customers have filed with us.

Consumer contact and complaint statistics

Consumer complaints regarding electricity utilities and unit sub-meter providers

Consumer complaints regarding natural gas utilities

General consumer complaints and enquiries

Complaints against energy retailers (by category)

Complaints against energy retailers (by company)

Electricity retailers

Number of complaints per 1,000 new and renewed low volume contracts

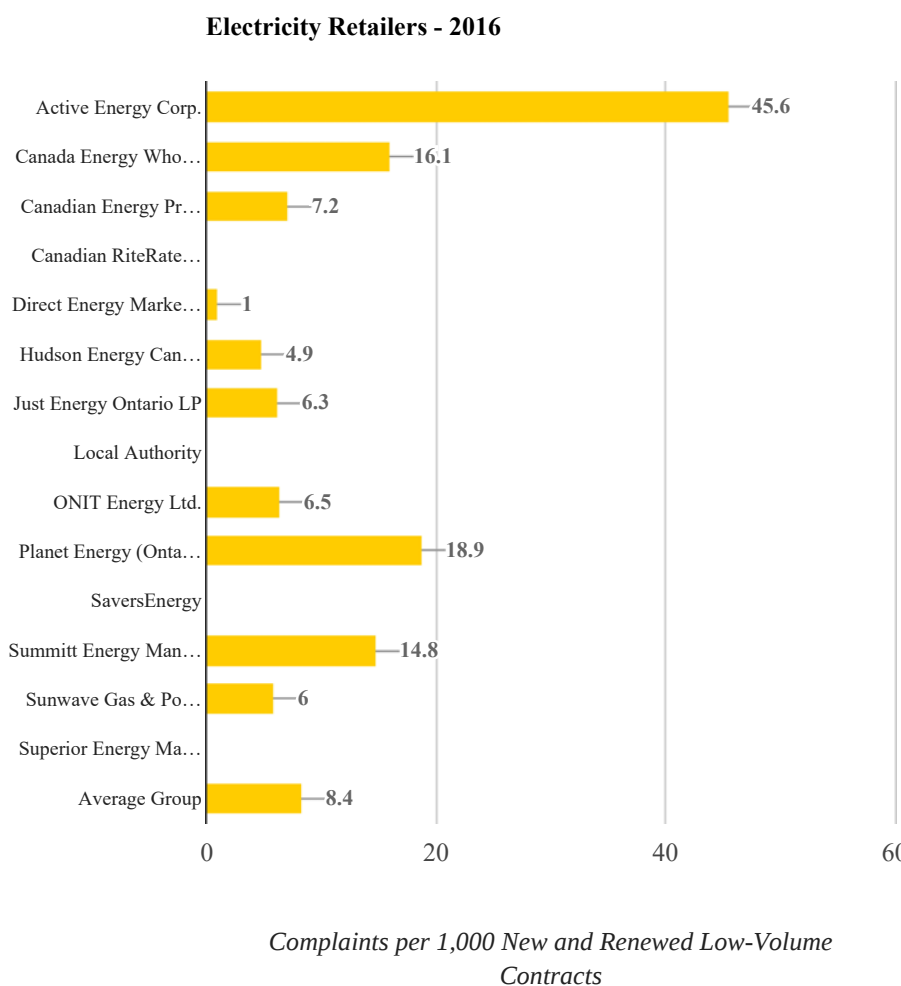
2017

2016

2015

2014

Complaints against electricity retailers in 2016



* Did not obtain any new or renewed contracts in 2016, therefore the actual number of complaints received for the year is shown

** Obtained less than 5 new or renewed contracts in 2016, therefore the actual number of complaints received for the year is shown



Natural gas marketers

Number of complaints per 1,000 new and renewed low volume contracts

2017

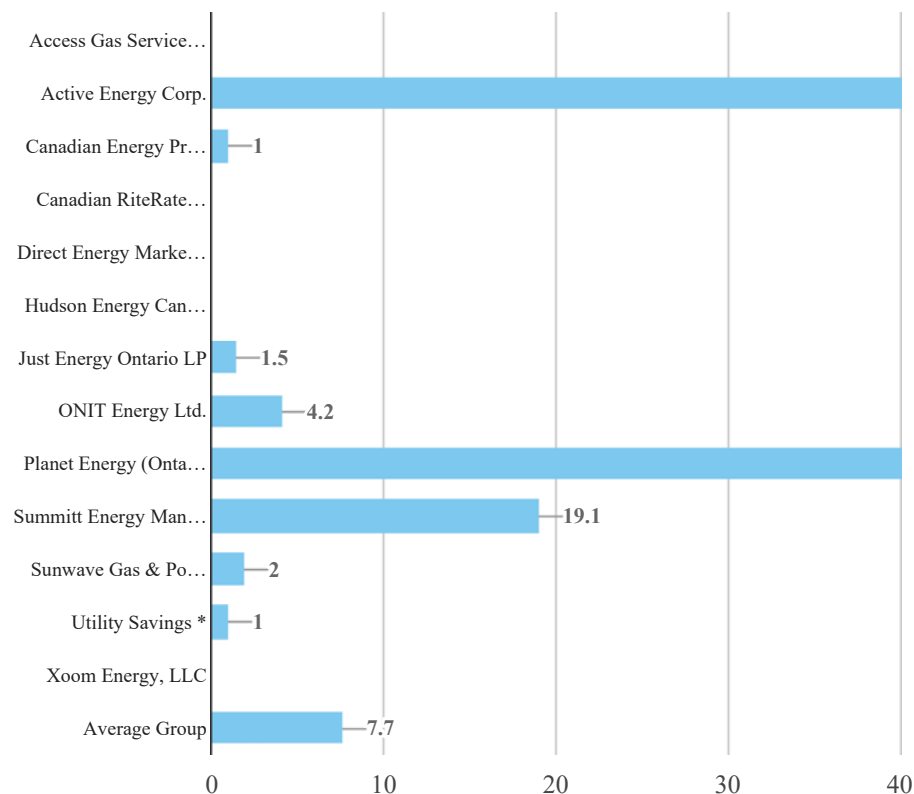
2016

2015

2014

Complaints against natural gas marketers in 2017

Natural Gas Marketers - 2017



Complaints per 1,000 New and Renewed Low-Volume Contracts



* Did not obtain any new or renewed contracts in 2017, therefore the actual number of complaints received for the year is shown

** Obtained less than 5 new or renewed contracts in 2017, therefore the actual number of complaints received for the year is shown

Make a complaint

We want to hear from you if you've got a complaint about an energy company that we license. You can submit your complaint online, now.

[Submit a complaint](#)