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# 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.

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## Consumer contact and complaint statistics

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### Consumer complaints regarding electricity utilities and unit sub-meter providers

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### Consumer complaints regarding natural gas utilities

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### General consumer complaints and enquiries

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### Complaints against energy retailers (by category)

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### Complaints against energy retailers (by company)

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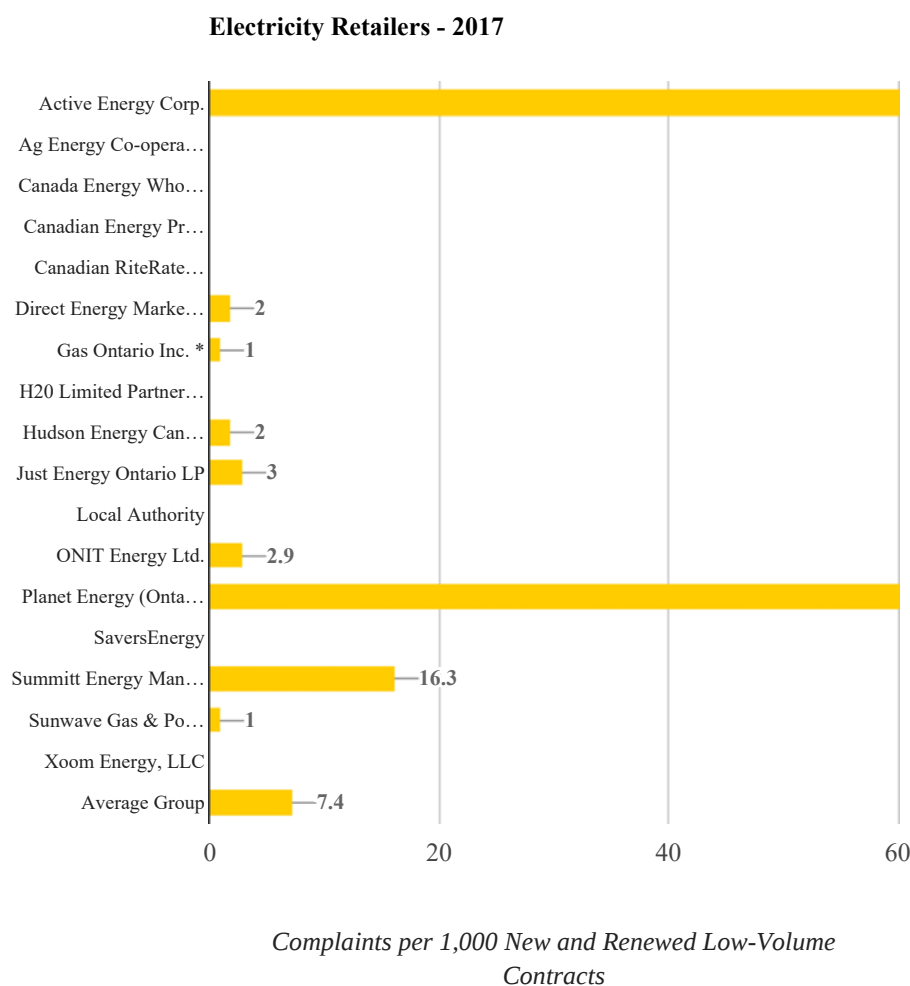
## Electricity retailers

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

**2017****2016****2015****2014**

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## Complaints against electricity retailers in 2017



\* Did not obtain any new or renewed contracts in 2017, 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

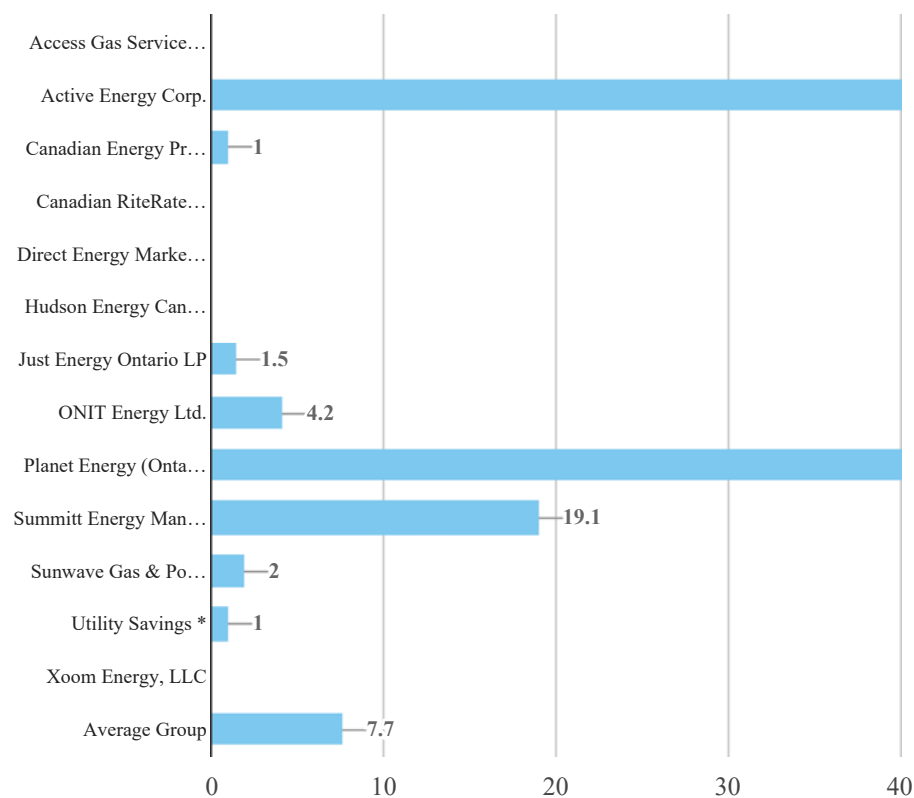
2016

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



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## 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](#)**