



Your opinion helps us improve

Procedure for sending a comment or making a complaint.



Énergir pays close attention to the interests and expectations of its customers. We want to give you the best possible service, so hearing what you have to say is one of our priorities.

We appreciate your comments since they help us continue to improve. Please be assured that they are studied carefully.

A procedure as simple as 1-2-3

1 Our Customer Service is listening

Your comments on our activities should first be sent to Énergir's Customer Service. Our representatives have been trained to respond to your requests and they can resolve most of your issues.

Choose the communication method you prefer:

Telephone: 1 800 361-4568

E-mail: info@energir.com

Form: energir.com/complaints

Mail: Énergir
Customer Service
1717 rue du Havre
Montréal, Québec H2K 2X3

Clearly word your request and, when you communicate with us by telephone or in writing, please make sure you have all the information needed:

- supporting documents
- account number
- dates
- names
- etc.

2 Office of the Complaints Coordinator

If you feel that you have not obtained a satisfactory response from Customer Service (Step 1), you can send a complaint to the Office of the Complaints Coordinator.

The communication methods are the same as those listed under Step 1. If you would like to communicate by telephone, one of our Customer Service representatives will help you word your complaint.

Whether you opt to communicate by telephone or in writing, you need to give:

- the reason for the complaint
- the information needed to understand the complaint
- the solution sought.

Decision and applicable time limits

The Office of the Complaints Coordinator will give you its decision and the reason behind that decision verbally. However, the decision will also be sent in writing in the following cases and time limits:

- A) **48 hours** for complaints concerning a prior notice of a service interruption or a service interruption for failure to pay an account;
- B) **60 days** for complaints concerning the application of the *Conditions of Service and Tariff*, e.g., transportation, supply, or natural gas storage conditions.

If the Office of the Complaints Coordinator does not respond to your complaint within the time limit set, Énergir is deemed to have sent you a negative decision the day the time limit expired.

3 Régie de l'énergie

If you do not agree with the decision of the Office of the Complaints Coordinator regarding the situations described in 2A or 2B, you can ask the Régie de l'énergie (regulatory agency) to examine that decision.

Within the 30 days following receipt of that decision (or the date it is deemed to have been sent):

- a written complaint
- a copy of the decision of the Office of the Complaints Coordinator (if applicable)

Choose the communication method you prefer:

Mail: Régie de l'énergie
P.O. Box 001, Tour de la Bourse
800, place Victoria, 2nd floor, office 2.55
Montréal (Québec) H4Z 1A2

E-mail: secreariat@regie-energie.qc.ca

The Régie charges \$30 to open a file.

To consult the complete procedure and legal notes, please visit:

energir.com/complaints.