

Do you have a comment or a complaint?

Énergir fully considers the interests and expectations of its customers. This is why, every year, we remind you how to proceed if you have a comment or a complaint to send us.

We wish to offer you the best possible service and listening to what you have to say is one of the ways to achieve that goal. Your comments and complaints will be studied carefully, so let us know what you think about our services.

A clear and simple procedure

1. Your gateway: our Customer Service Department
2. Office of the Complaints Coordinator
3. Recourse to a regulatory agency: the Régie de l'énergie

1 Your gateway: our Customer Service Department

Your comments on our activities should first be reported to our Customer Service Department. Our representatives solve most problems at this step.

You can contact us at 514 598-3222 or at 1 800 361-4568, by email at info@energir.com, online at energir.com/complaints or by mail at the following address:

Énergir
Customer Service Department
1717, rue du Havre
Montréal (Québec) H2K 2X3

If you call, have in hand all relevant information (account number, dates, names, etc.). If you prefer writing to us, make sure you include all necessary information (supporting documents, account number, dates, names, etc.) and express your request clearly.

2 Office of the Complaints Coordinator

If you are not satisfied with the answer you received from our Customer Service Department, you may send a complaint to our Complaints Coordinator.

- By phone at 514 598-3222 or at 1 800 361-4568 through a Customer Service representative who will assist you in drafting your complaint;
- By email at info@energir.com;
- Online at energir.com/complaints;
- By mail at the address in step 1.

Specify:

- the reason for the complaint;
- the information needed to understand the problem;
- the outcome you are seeking.

If your complaint is about:

- A) **the application of the *Conditions of Service and Tariff* or a condition for the transmission, supply or storage of natural gas**, the Office of the Complaints Coordinator will inform you in writing of its decision and the justification for that decision within 60 days following the date your complaint was received;
- B) **the advance notice of service interruption or the interruption of service due to failure of payment of an account**, the Office of the Complaints Coordinator, will inform you of its decision in writing within 48 hours following the receipt of your complaint.

3 Recourse to a regulatory agency: the Régie de l'énergie

If you do not agree with the decision of the Office of the Complaints Coordinator (situation 2A or 2B), you may ask the Régie de l'énergie to examine that decision. Simply submit your complaint to the Régie, along with the decision from the Office of the Complaints Coordinator, within 30 days following the date its decision was conveyed to you. Please note that the Régie charges a \$30 fee for opening a file.

You may reach the Régie de l'énergie at:

Régie de l'énergie

P.O. Box 001, Tour de la Bourse
800, rue du Square-Victoria, 2nd Floor, Suite 2.55
Montréal (Québec) H4Z 1A2
secretariat@regie-energie.qc.ca
regie-energie.qc.ca

Please note

- Under the *Act respecting the Régie de l'énergie*, Énergir has a period of 60 days, or 48 hours in the case of an interruption of service, to respond to your complaint. If it does not respond to your complaint within the time limit, Énergir is deemed to have forwarded you a negative decision on the day of expiry of that time limit. If you disagree with the decision, you may file your complaint with the Régie de l'énergie within 30 days from the date of transmission of the decision (or, if applicable, from the date on which this decision is deemed to have been forwarded).
- The Régie de l'énergie may accept to examine your complaint if it is submitted after the 30-day time limit:
 - due to serious and valid reasons;
 - and if the delay in filing the complaint does not result in grave injury to Énergir.
- The Régie de l'énergie may also refuse to examine, or cease examining your complaint if it has good reason to believe that it is unfounded, vexatious, or in bad faith, or if it judges that its intervention would serve no useful purpose or if more than one year has elapsed since you became aware of the facts on which the complaint is based, unless the delay is justified by exceptional circumstances.

* This leaflet has been prepared for the convenience of our customers and is not the official version of Decision D-98-25 from the Régie de l'énergie, Appendix M, on the *Procédure d'examen des plaintes adressées par les consommateurs à Société en commandite Énergir concernant l'application d'un tarif ou d'une condition de transport, de fourniture ou d'emmagasinage du gaz naturel*. For an interpretation and the application of the law and its decision, you can read this decision on the Régie de l'énergie website at: regie-energie.qc.ca. Énergir will send you a copy of the decision on request.