



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.

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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

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
- dates
- names
- account number
- etc.

② Complaints Coordination Office

If you feel that you have not obtained a satisfactory response from Customer Service (Step 1), you can send a complaint to the Complaints Coordination Office by filling out the online complaint form available at energir.com/complaints.

The communication methods listed in Step 1 can also be used to submit a complaint. 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 Complaints Coordination Office 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 within these 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*, conditions for transportation, supply or storage of natural gas.

If the Complaints Coordination Office 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 Complaints Coordination Office regarding the situations described in 2A or 2B, you may ask the Régie de l'énergie (regulatory agency) to examine that decision.

Simply fill out the complaint form that you will find online at www.regie-energie.qc.ca/fr/formulaire-de-plainte/details-de-la-plainte

Please note that the complaint form is only available in French.

You will have to submit your complaint to the Régie within 30 days following receipt of Énergir's decision (or the date it is deemed to have been sent) along with the decision from the Complaints Coordination Office (if applicable).

The Régie charges \$30 to open a file.

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

energir.com/complaints.