

**We Welcome Your Feedback**

The Ontario Energy Board (OEB) strives to provide quality service to energy consumers. In order to help us improve our services we invite you to complete the following form.

(Information on how to submit this form is located on the following page.)

**Date You Contacted the OEB:**

	<b>Utility, Retailer or Marketer</b>	<b>MPP or Other Gov't</b>	<b>Media</b>	<b>Internet</b>	<b>Family / Friends</b>
<b>How did you hear about the OEB?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Information</b>	<b>Complaint</b>	<b>Letter of Comment</b>	<b>Information Resource Centre</b>	<b>Other</b>
<b>Reason for contacting the OEB</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Phone</b>	<b>E-mail</b>	<b>Letter/Fax</b>	<b>Web Form</b>	<b>In Person</b>
<b>How did you contact the OEB?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>How satisfied were you with:</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
- the level of courtesy and professionalism of our staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
- the information provided by our staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
- the wait time for service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
- overall service provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
- resolution of your concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Additional Feedback / Information**

If you require additional space, please continue on last page

***If you are not satisfied with the level of customer service you were provided with by a staff person at the Ontario Energy Board and would like to submit a complaint, please complete the additional information on page 2 of this form.***

## Customer Service Complaint Details

Please complete the information below if you are not satisfied with the level of customer service provided by a staff person at the OEB. You may be contacted for additional information while your complaint is under review and can expect a reply within 10 business days.

\* denotes mandatory field

### Your Information

Last Name \*

First Name \*

Address (Street #, Street name)

Unit / Suite / Apt

City/Town

Province

Postal Code

Daytime Telephone (incl. area code and ext)\*

Other Telephone

OEB Reference Number(s) (if applicable)

Email Address

### Complaint

OEB Staff Person(s) \*

Describe Your Customer Service Complaint \*

If you require additional space, please continue on last page

### Important Notice

The Board is authorized, under section 4.14 of the Ontario Energy Act, 1998, to collect personal information for the purpose of carrying out its duties and exercising its powers under the Ontario Energy Board Act, 1998 or any other Act. Any personal information you give us will only be used for the purpose of responding to your feedback or complaint and/or investigation of the matter.

Date \*

Signature (for printed form only)

Print and **mail** your completed form to:

Customer Service Feedback / Complaints  
Ontario Energy Board  
2300 Yonge Street, Suite 2701  
Toronto, Ontario M4P 1E4

or **fax** your completed form to:

Customer Service Feedback / Complaints  
Ontario Energy Board  
(416) 544-5172

or save this form and  
**email as an attachment** to:

feedback@ontarioenergyboard.ca

Last Name \*

First Name \*

OEB Reference Number(s)

Additional Information (if required)