



# Complaint examination procedures for Hydro-Québec customers

If you have a complaint concerning the application of a Hydro-Québec rate or condition of service, you can follow the procedures described below. These procedures were approved by the Régie de l'énergie in Decision D-2018-156.

# Regular complaint examination procedure

	Customers other than large-power customers	Large-power customers
<p><b>STEP 1</b>  <b>Contact Hydro-Québec's customer services</b></p>	<p>Call Hydro-Québec's customer services at 1 888 385-7252 (residential customers) or 1 877 956-5696 (business customers). You can also visit Hydro-Québec's website at <a href="http://www.hydroquebec.com/contact-us/">www.hydroquebec.com/contact-us/</a> for other ways to contact customer services. For example, you can complete the contact form available on the website, or you can submit your complaint through Facebook or Twitter.</p> <p>An employee will answer your questions and try to help you find a solution to your problem.</p>	<p>Begin by contacting your commercial officer.</p> <p>This person will answer your questions and try to help you find a solution to your problem.</p>
<p><b>STEP 2</b>  <b>Contact Hydro-Québec's complaints office</b></p>	<p>If you are not satisfied with the answer or the solution recommended by Hydro-Québec's customer services, you can file a complaint with Hydro-Québec's complaints office. Explain your situation and how you would like it to be resolved.</p> <p>A Hydro-Québec customer services representative can help you draw up your complaint if necessary.</p>	<p>If you are not satisfied with the answer or the solution recommended by your commercial officer, you can file a complaint with the Director – Sales and Services – Business Customers. Explain your situation and how you would like it to be solved.</p> <p>A Hydro-Québec representative can help you draw up your complaint if necessary.</p>

	Customers other than large-power customers	Large-power customers
<p><b>STEP 2</b>  <b>Contact</b>  <b>Hydro-Québec's complaints office</b>  <i>(continued)</i></p>	<p>You can submit your complaint in one of these ways:</p> <p><b>Verbally:</b></p> <ul style="list-style-type: none"> <li>• By contacting Hydro-Québec's customer services. The representative will document your verbal complaint and send a written summary to Hydro-Québec's complaints office.</li> </ul> <p><b>In writing:</b></p> <ul style="list-style-type: none"> <li>• Using the online form on Hydro-Québec's website (<a href="http://www.hydroquebec.com/contact-us/complaints-and-compensation.html">www.hydroquebec.com/contact-us/complaints-and-compensation.html</a>)</li> <li>• By mail:  Hydro-Québec  Service des plaintes  C. P. 11731,  succursale Centre-ville  Montréal (Québec)  H3C 6R2</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• By fax:  - Montréal: 514 858-7879  - Toll-free: 1 888 558-7879</li> </ul>	<p>You can submit a written complaint in one of these ways:</p> <ul style="list-style-type: none"> <li>• Using the online form on Hydro-Québec's website (<a href="http://www.hydroquebec.com/contact-us/complaints-and-compensation.html">www.hydroquebec.com/contact-us/complaints-and-compensation.html</a>)</li> <li>• By mail:  Hydro-Québec  Service des plaintes  C. P. 11731,  succursale Centre-ville  Montréal (Québec)  H3C 6R2</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• By fax:  - Montréal: 514 858-7879  - Toll-free: 1 888 558-7879</li> </ul>

	Customers other than large-power customers	Large-power customers
<p><b>STEP 2</b> Contact Hydro-Québec's complaints office (continued)</p>	<p>Once your complaint has been received, Hydro-Québec's complaints office will send you an acknowledgement of receipt stating how long the office has to make a decision about your complaint and your time limit for appealing the decision to the Régie de l'énergie.</p> <p>Your file will be assigned to an employee at Hydro-Québec's complaints office. This person will contact you, examine your complaint, try to find a solution and follow up with you. The employee will explore the different options available in your situation, while ensuring respect and fairness for all of its customers. Hydro-Québec's complaints office is required to make a decision within 30 days of the date of the acknowledgement of receipt.</p> <p>Within the 30-day time limit, Hydro-Québec's complaints office will send you a written decision after it has examined your complaint, explaining its position and the solution it recommends. It will also inform you of your right to appeal the decision to the Régie de l'énergie.</p> <p>If the complaints office does not send you its written decision by the end of the 30 days, it is presumed to have rejected your complaint and to have given you a negative decision on the last day of the 30-day time limit (unless the complaints office has reached an agreement with you to extend the 30-day period by an additional 60 days at most).</p>	
<p><b>STEP 3</b> Submit your appeal to the Régie de l'énergie</p>	<p>If you are still not satisfied, or if Hydro-Québec's complaints office has not given you its written decision by the end of the original 30-day time limit or by the end of the additional time limit you have agreed to, you can ask the Régie de l'énergie in writing to examine your complaint. You have 30 days following the date the decision was given or is presumed to have been given to you by Hydro-Québec's complaints office in which to submit an appeal. You can write a letter or complete the Régie de l'énergie's complaints form. You can obtain the form in one of the following ways:</p> <ul style="list-style-type: none"> <li>• On the Régie de l'énergie's website (<a href="http://www.regie-energie.qc.ca/en/consommateur/plaintes.html">www.regie-energie.qc.ca/en/consommateur/plaintes.html</a>)</li> <li>• By phone: <ul style="list-style-type: none"> <li>- Montréal: 514 873-5050</li> <li>- Toll-free: 1 888 873-2452</li> </ul> </li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• By mail: <p>Régie de l'énergie 500, boulevard René-Lévesque Ouest 5<sup>e</sup> étage, bureau 5.100 Case postale 43 Montréal (Québec) H2Z 1W7</p> </li> </ul>	

	Customers other than large-power customers	Large-power customers
<p><b>STEP 3</b> Submit your appeal to the Régie de l'énergie (continued)</p>	<p>Once your complaint is in writing, you must submit it to the Régie de l'énergie in one of these ways:</p> <ul style="list-style-type: none"> <li>• In person at the offices of the Régie de l'énergie or by mail at the above address</li> <li>• By fax to 514 873-2070</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• By email to <a href="mailto:greffe@regie-energie.qc.ca">greffe@regie-energie.qc.ca</a></li> </ul> <p>The Régie de l'énergie charges a \$30 fee to examine your complaint. The Régie de l'énergie offers a mediation service if both parties agree. The Régie de l'énergie's decision is final and cannot be appealed.</p> <p><b>Time limits</b></p> <p>Please take note of the following sections of the <i>Act respecting the Régie de l'énergie</i> about time limits for exercising your rights concerning complaints under Chapter VII of the Act.</p> <p><b>Section 93:</b> If the electric power carrier or the distributor fails to forward the decision within the allotted time, the electric power carrier or the distributor is deemed to have forwarded a negative decision to the complainant on the day of expiry of that time.</p> <p><b>Section 94:</b> Within 30 days of the date on which the decision of the electric power carrier or the distributor is forwarded or deemed to have been forwarded, the complainant, if he disagrees with the decision, may apply to the Régie for the examination of the complaint.</p> <p>The Régie may, however, examine a complaint filed after the expiry of the time fixed under the first paragraph if the complainant was unable, for serious and valid reasons, to act sooner and if no grave injury to the electric power carrier or the distributor results therefrom.</p> <p><b>Section 99:</b> The Régie may refuse or cease to examine a complaint</p> <ol style="list-style-type: none"> <li>(1) if the Régie has reasonable grounds to believe that the complaint is unfounded, vexatious or in bad faith or that an intervention on its part would serve no useful purpose;</li> <li>(2) if more than one year has elapsed since the complainant became aware of the facts on which his complaint is based, unless the delay is justified by exceptional circumstances.</li> </ol> <p>If the Régie refuses or ceases to examine a complaint, it shall inform the complainant and the electric power carrier or the distributor in writing of the reasons for such decision.</p>	

# Accelerated examination procedure in the event of a service interruption or notice of service interruption

If your electricity service has been interrupted or if you have received a notice of service interruption and you wish to file a complaint concerning the application of a rate or condition of service, you must follow the procedure described below.

<p><b>STEP 1</b> Contact Hydro-Québec's customer services</p>	<p>Call Hydro-Québec's customer services at 1 888 385-7252 (residential customers) or 1 877 956-5696 (business customers). A Hydro-Québec employee will help you find a solution to your problem.</p>
<p><b>STEP 2</b> Contact Hydro-Québec's complaints office</p>	<p>If you are not satisfied with the answer or the solution recommended, you can submit a complaint in writing to Hydro-Québec's customer services. Explain your situation and how you would like it to be resolved. You can also submit your complaint over the phone by calling 1 877 571-3155.</p> <p>You can submit a written complaint in one of these ways:</p> <ul style="list-style-type: none"> <li>• Using the online form on Hydro-Québec's website (<a href="http://www.hydroquebec.com/contact-us/complaints-and-compensation.html">www.hydroquebec.com/contact-us/complaints-and-compensation.html</a>)</li> <li>• By mail:             <ul style="list-style-type: none"> <li>Hydro-Québec</li> <li>Service des plaintes</li> <li>C. P. 11731, succursale Centre-ville</li> <li>Montréal (Québec) H3C 6R2</li> </ul> </li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• By fax:             <ul style="list-style-type: none"> <li>- Montréal: 514 858-7879</li> <li>- Toll-free: 1 888 558-7879.</li> </ul> </li> </ul> <p>Your file will be assigned to an employee at Hydro-Québec's complaints office. This person will contact you, examine your complaint, try to find a solution and follow up with you. The employee will explore the different options available in your situation, while ensuring respect and fairness for all of its customers.</p> <p>Hydro-Québec's complaints office has 48 hours following receipt of your complaint to answer you in writing, confirm its decision and inform you of your right to appeal the decision to the Régie de l'énergie</p> <p>If Hydro-Québec's complaints office does not send you its written decision within 48 hours following receipt of your complaint, it is presumed to have rejected your complaint and to have given you a negative decision at the end of the 48-hour time limit.</p>

**STEP 3**  
**Submit your**  
**appeal to**  
**the Régie**  
**de l'énergie**

If you are still not satisfied, or if Hydro-Québec's complaints office has not given you its written decision by the end of the 48-hour time limit, you can ask the Régie de l'énergie to examine your complaint. You have 30 days following the date the decision was given or is presumed to have been given to you by Hydro-Québec's complaints office in which to submit an appeal. You can write a letter or complete the Régie de l'énergie's complaints form. You can obtain the form in one of the following ways:

- On the Régie de l'énergie's website  
([www.regie-energie.qc.ca/en/consommateur/plaintes.html](http://www.regie-energie.qc.ca/en/consommateur/plaintes.html))
- By phone:
  - Montréal: 514 873-5050
  - Toll-free: 1 888 873-2452
- By mail:  
Régie de l'énergie  
500, boulevard René-Lévesque Ouest  
5<sup>e</sup> étage, bureau 5.100 Case postale 43  
Montréal (Québec) H2Z 1W7

Once your complaint is in writing, you must submit it to the Régie de l'énergie in one of these ways:

- In person at the offices of the Régie de l'énergie or by mail at the above address
- By fax to 514 873-2070, or
- By email to [greffe@regie-energie.qc.ca](mailto:greffe@regie-energie.qc.ca)

The Régie de l'énergie charges a \$30 fee to examine your complaint.

The Régie de l'énergie's decision is final and cannot be appealed.

**STEP 3**  
**Submit your**  
**appeal to**  
**the Régie**  
**de l'énergie**  
**(continued)**

**Time limits**

Please take note of the following sections of the *Act respecting the Régie de l'énergie* about time limits for exercising your rights concerning complaints under Chapter VII of the Act.

**Section 93:** If the electric power carrier or the distributor fails to forward the decision within the allotted time, the electric power carrier or the distributor is deemed to have forwarded a negative decision to the complainant on the day of expiry of that time.

**Section 94:** Within 30 days of the date on which the decision of the electric power carrier or the distributor is forwarded or deemed to have been forwarded, the complainant, if he disagrees with the decision, may apply to the Régie for the examination of the complaint.

The Régie may, however, examine a complaint filed after the expiry of the time fixed under the first paragraph if the complainant was unable, for serious and valid reasons, to act sooner and if no grave injury to the electric power carrier or the distributor results therefrom.

**Section 99:** The Régie may refuse or cease to examine a complaint

- (1) if the Régie has reasonable grounds to believe that the complaint is unfounded, vexatious or in bad faith or that an intervention on its part would serve no useful purpose;
- (2) if more than one year has elapsed since the complainant became aware of the facts on which his complaint is based, unless the delay is justified by exceptional circumstances.

If the Régie refuses or ceases to examine a complaint, it shall inform the complainant and the electric power carrier or the distributor in writing of the reasons for such decision.

# Accelerated examination procedure concerning Hydro-Québec's determination of a risk level for large-power service contracts

If you disagree with the credit risk Hydro-Québec has assigned to you under sections 17.2.1 to 17.2.3 of the *Conditions of Service*, you must follow the procedure described below.

<p><b>STEP 1</b>  <b>Contact Hydro-Québec's complaints office</b></p>	<p>You can submit a written complaint to Hydro-Québec's complaints office explaining that you disagree with the risk level Hydro-Québec has determined for you, the reasons why you disagree and how you would like your situation to be resolved.</p> <p>Your file will be assigned to an employee, who will examine the reasons you have provided, contact you and, if applicable, examine your complaint, try to find a solution and follow up with you. The employee will explore the different options available in your situation, while ensuring respect and fairness for all of its customers.</p> <p>Hydro-Québec's complaints office has seven days to respond to your complaint.</p> <p>Within these seven days, Hydro-Québec's complaints office will send you a written decision explaining its position and the solution it recommends. It will also inform you of your right to appeal the decision to the Régie de l'énergie</p> <p>If Hydro-Québec's complaints office does not send you its written decision by the end of the seven days, it is presumed to have rejected your complaint and to have given you a negative decision on the last day of the seven-day period.</p>
<p><b>STEP 2</b>  <b>Submit your appeal to the Régie de l'énergie</b></p>	<p>If you are still not satisfied, or if Hydro-Québec's complaints office has not given you its written decision by the end of the seven-day time limit, you can ask the Régie de l'énergie to examine your complaint. You have 30 days following the date the decision was given or is presumed to have been given to you by Hydro-Québec's complaints office in which to submit an appeal. You can write a letter or complete the Régie de l'énergie's complaints form. You can obtain the form in one of the following ways:</p> <ul style="list-style-type: none"> <li>• On the Régie de l'énergie's website  (<a href="http://www.regie-energie.qc.ca/en/consommateur/plaintes.html">www.regie-energie.qc.ca/en/consommateur/plaintes.html</a>)</li> <li>• By phone: <ul style="list-style-type: none"> <li>- Montréal: 514 873-5050</li> <li>- Toll-free: 1 888 873-2452</li> </ul> </li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• By mail: <p>Régie de l'énergie  500, boulevard René-Lévesque Ouest  5<sup>e</sup> étage, bureau 5.100 Case postale 43  Montréal (Québec) H2Z 1W7</p> </li> </ul>

**STEP 2**  
**Submit your**  
**appeal to the**  
**Régie de l'énergie**  
**(continued)**

Once your complaint is in writing, you must submit it to the Régie de l'énergie in one of these ways:

- In person at the offices of the Régie de l'énergie or by mail at the above address

or

- By fax to 514 873-2070

or

- By email to [greffe@regie-energie.qc.ca](mailto:greffe@regie-energie.qc.ca)

The Régie de l'énergie charges a \$30 fee to examine your complaint.

The Régie de l'énergie's decision is final and cannot be appealed.

**Time limits**

Please take note of the following sections of the *Act respecting the Régie de l'énergie* about time limits for exercising your rights concerning complaints under Chapter VII of the Act.

**Section 93:** If the electric power carrier or the distributor fails to forward the decision within the allotted time, the electric power carrier or the distributor is deemed to have forwarded a negative decision to the complainant on the day of expiry of that time.

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The Régie may, however, examine a complaint filed after the expiry of the time fixed under the first paragraph if the complainant was unable, for serious and valid reasons, to act sooner and if no grave injury to the electric power carrier or the distributor results therefrom.

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- (2) if more than one year has elapsed since the complainant became aware of the facts on which his complaint is based, unless the delay is justified by exceptional circumstances.

If the Régie refuses or ceases to examine a complaint, it shall inform the complainant and the electric power carrier or the distributor in writing of the reasons for such decision.



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[www.hydroquebec.com/conditions-electricity](http://www.hydroquebec.com/conditions-electricity).

Ce document est également publié en français.  
*This is a translation of the original french text.*

