

Policy 5.07 – CUSTOMER COMPLAINT PROCESS	Version 1.0
	Created: August 2019 Latest Revision: August 2019

5.07.01 PURPOSE:

This policy describes the terms and conditions distributors will use for customer complaints, while complying with the applicable legislation and codes.

5.07.02 POLICY STATEMENT:

A distributor will comply with the customer complaint requirements as defined in the Distribution System Code, Retail Settlement Code, Standard Supply Service Code, and the Distribution Rate Handbook.

5.07.03 CUSTOMER COMPLAINT PROCESS:

After a consumer directly contacts a distributor and makes a complaint, if the complaint is not addressed within 10 business days, the distributor shall inform the consumer that the consumer can contact the Board at any time, and shall at the same time provide the consumer with the Board's designated toll-free telephone number or local telephone number (as requested by the consumer), and the website address designated by the Board for that purpose (*Ref: DSC 10.2.1*).

The distributor shall provide the Board with an e-mail address for the purposes of the Consumer Complaint Process and ensure that the e-mail address for customer complaints is monitored at all times during the distributor's regular business hours (*Ref: DSC 10.2.2*).

Where a non-complaint issue from a consumer is forwarded to a distributor through the OEB E-Portal, the distributor shall respond directly to the customer, in a timely manner. In such a case the distributor is not required to follow the process set out below (*Ref: DSC 10.2.5*).

Where a complaint is forwarded to a distributor through the OEB E-Portal, the distributor shall provide, through the OEB E-Portal, a response to the complaint within:

- (a) two business days of the date of receipt of the complaint, where the complaint relates to the disconnection of a consumer's property or is otherwise identified as urgent by the Board when forwarding the complaint to the distributor
- (b) 10 business days of receipt of the complaint in all other cases (*Ref: DSC 10.2.6*)

The distributor's response referred to in the paragraph above must include the following:

- (a) all pertinent information regarding the complaint, including any relevant background information
- (b) the steps taken by the distributor to investigate the complaint
- (c) the steps taken by the distributor to resolve the complaint
- (d) any other information that is reasonably necessary to enable a good understanding of the circumstances surrounding the complaint
- (e) if the complaint has not been resolved to the satisfaction of the consumer, the reasons why the complaint remains unresolved
- (f) if the complaint has been resolved to the satisfaction of the consumer, a description of the resolution and, if any further steps are required to implement the resolution, a timeline for when those steps will be completed
- (g) a copy of all relevant documents and communications between the consumer and the distributor in relation to the complaint (*Ref: DSC 10.2.7*)

Within five business days of being requested to do so, a distributor shall provide, through the OEB E-Portal, such additional information beyond the information required above regarding the distributor's handling of a complaint as may be required by the Board in order to review and assess the matter (*Ref: DSC 10.2.8*).

Once a complaint has been resolved, and the steps for implementing the resolution were not all completed at the time the distributor provides its response, the distributor shall confirm through the OEB E-Portal once the full resolution is completed. Such confirmation shall be provided as soon as possible, but in no event later than five business days after the date on which the resolution is completed (*Ref: DSC 10.2.9*).

For the purposes of the Consumer Complaint Response Process, where there is a reference to a number of days between two events, the days shall be counted by excluding the day on which the first event happens and including the day on which the second event happens (*Ref: DSC 10.2.10*).

5.07.04 RESPONSIBILITIES:

The management of the company is responsible for ensuring this policy is implemented and adhered to by the employees of the distributor.