

# *Procedure for examining complaints from Hydro-Québec TransÉnergie's clients*

Hydro-Québec TransÉnergie does its utmost to give its clientele the best satisfaction.

**In particular, your Commercial Delegate looks after establishing conditions conducive to good business relations between you and Hydro-Québec TransÉnergie.**

**At any time, you may discuss matters with him about anything that concerns you. He will offer you those solutions that are the best suited to your situation.**

**Nevertheless, it may happen that you are dissatisfied, in which case you may lodge a complaint, in accordance with the procedure for examining complaints approved by the Régie de l'énergie.**

## **To obtain satisfaction**

### **Submit a complaint to the Marketing Director**

For any matters that not resolved to your satisfaction regarding the application of a tariff or an electricity transmission condition, you may submit a complaint to the Marketing Director at the following address:

Directrice Commercialisation  
Casier postal 10 000  
Tour de l'Est, 9<sup>e</sup> étage  
Montréal (Québec)  
H5B 1H7

In your letter, you must specify the information required to understand your complaint and the solution desired. Upon request, your Commercial Delegate may help you write up your complaint and assemble your observations.

No later than 60 days following receipt of the written complaint, the Marketing Director will send you Hydro-Québec TransÉnergie's position as well as the reasons justifying it. If you do not agree with the decision, you may then contact the *Régie de l'énergie*.

# ***Procedure for examining Hydro-Québec TransÉnergie's complaints***

## **Fast Track Procedure Following a Rejected Request for Transmission Service»**

For any urgent question regarding a rejected request for transmission service scheduled to begin within ninety (90) days, the customer is asked to contact the commercial delegate.

A customer who has already contacted, but failed to reach an agreement with, the commercial delegate may lodge a complaint through the latter. The complaint must be submitted in writing, giving all information needed make it understandable and specifying the solution sought. The commercial delegate may help formulate the complaint of any customer who so requests.

The commercial delegate records the complaint and, working with the Director – Marketing, looks for solutions in order to reach an agreement with the customer.

Within five (5) working days of Hydro-Québec TransÉnergie receiving the complaint, the customer shall receive a written reply from the Director – Marketing, stating the position taken, the grounds for taking it and informing the customer of its right to appeal to the Régie de l'énergie if still in disagreement with the Hydro-Québec TransÉnergie decision.

## **Recourse to the Régie de l'énergie**

### **Appeal to the Régie de l'énergie**

If your complaint concerns the application of a tariff or a condition of electricity transmission and you are not satisfied with the Marketing Director's reply, you will have 30 days following expedition of this reply to submit your complaint to the *Régie de l'énergie*. You must send the *Régie* a copy of your complaint and the reply from Hydro-Québec TransÉnergie as well as a note specifying the reasons for your disagreement, along with a cheque or money order of \$30 payable to the *Régie de l'énergie*, at the following address:

Le Secrétaire  
Régie de l'énergie  
800, Place Victoria, bureau 255  
C.P. 001  
Montréal (Québec) H4Z 1A2

#### **Montréal**

Tel.: (514) 873-5050  
Toll-free: 1 888-873-2452  
Fax: (514) 873-2070

#### **Québec City**

Tel.: (418) 646-0970  
Toll-free: 1 888-527-3443  
Fax: (418) 646-1021