



Customer Complaints Resolution Process

Do you have an unresolved concern or complaint? We're here to help.

STEP 1: Contact Us

Our aim is to resolve all of your concerns or complaints the first time you contact us. Your first contact should be to our Customer Service Centre at the number listed below. Our representatives are trained and knowledgeable so that they can assist you with your concerns or complaints.

STEP 2: Speak to a Supervisor

If you feel that your concerns or complaints are not adequately resolved, you have the right to speak to a supervisor. Most of the time you'll be able to speak to a supervisor right away, but if our Customer Service Centre is especially busy at the time when you call and a supervisor is not immediately available, they will contact you to address your concerns or complaints **within two business days** .

STEP 3: Escalate to Customer Service Management

If you're still not satisfied after speaking with a supervisor, the supervisor will refer your concerns or complaints to a member of our customer service management team, who is specially trained and put in place to handle escalated concerns and complaints.

10-Day Commitment: *For all concerns or complaints that are escalated to either a supervisor or our customer service management team, we will address them within 10 days of when we first become aware of your concern or complaint.*



Contact Information

Customer Service Centre

Phone: 519-255-2727

Fax: 519-255-7423

Email: info@enwin.com

Mailing Address:

EnWin Utilities Ltd.
787 Ouellette Avenue
P.O. Box 1625
Station A
Windsor, Ontario
N9A 5T7

Ontario Energy Board

At any time you have the option to contact our regulator, the *Ontario Energy Board*.

Information about how to file a complaint with the Ontario Energy Board can be found on the Ontario Energy Board's website at <https://www.oeb.ca/consumer-protection/make-complaint> or by calling the Ontario Energy Board's Customer Relations at:

1-877-632-2727 (toll-free within Ontario) or,
416-314-2455 (within Greater Toronto Area or from outside Canada)

Other methods to contact the Ontario Energy Board can be found at:
<https://www.oeb.ca/contact-ontario-energy-board>