

“Since 1997, the Régie de l’énergie has reconciled the public interest, consumer protection and fair treatment of regulated companies, all with a view to sustainable development and fairness.”

Régie de l'énergie

10 years in the public interest



Why is there a Régie de l'énergie?



The role of the Régie de l’énergie is to watch out for the public interest and ensure there is balance between the protection of the consumer and the viability of regulated companies, in energy sectors where there is a monopoly such as the distribution of natural gas and of electricity.

The right to offer monopoly service in a particular territory is granted to distributors because the electricity and natural gas networks need major infrastructure and investments. However, Hydro Québec, municipal electricity distributors, and natural gas distributors are all subject to the control of a regulator – the Régie de l’énergie – which provides independent and impartial assurance that the needs of the consumer are met at a fair and reasonable price.

The Régie is an economic regulatory tribunal. Its hearings provide the opportunity for consumers and any interested persons to have their points of view known; and they bring transparency and equity to the process. Since its creation, consumer and environmental groups have helped its work. The Régie’s decision-making relies on the sustained efforts of a team of seasoned specialists.



The Régie has exclusive power to fix rates for the distribution of electricity and natural gas in Québec.

The Régie de l'énergie works to ensure that consumers have:

- **Reliable good quality service** by fixing the conditions of service and ensuring these are respected;
- **The energy they need at all times and in sufficient quantity** by approving supply plans, monitoring calls for tenders, and following up where needed;
- **Fair and reasonable rates**, which allow distributors to recover all of the costs judged by the Régie to be necessary to their activities and receive a reasonable return fixed by the Régie.

Also, the Régie facilitates good relations between customers and their distributors in terms of the application of rates and conditions of service.

10 years in the public interest and at the service of consumers

Every day, the Régie receives calls from consumers who want to know their rights and how to exercise them. It rules on complaints lodged by consumers against their distributors concerning the conditions of service or rates. Since 2004, a conciliation service has allowed anyone to make an agreement with his or her energy distributor regarding the application of the conditions of service or rates, with the help of an impartial third party who brings the parties to move on and resolve the litigation between them. In other cases, or when conciliation fails, a commissioner hears the parties and renders a decision.

How does the Régie operate?

In order to make **fair and clear decisions**, its **independent and impartial** commissioners hold oral and written public hearings. The decisions of the Régie cannot be appealed. It works in open forum, to guarantee transparency and accessibility.

To find out more about the Régie de l'énergie:

www.regie-energie.qc.ca

For telephone information on the price of petroleum products and the complaints procedure for natural gas and electricity consumers, call:

Toll Free: 1 888 873-2452

Montréal: (514) 873-5050

Québec: (418) 646-0970

Ce document est également disponible en français.

**Régie
de l'énergie**

Québec

