



Montréal, October 13, 2021

**BY E-MAIL**

**Karine Charest**  
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et gouvernance  
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**Subject: Access to information request DAI-2021-0265**

Hello,

This letter is in response to your access to information request received by Hydro-Québec on September 20 2021, in which you have requested the following:

*“... copies of complaints filed with Hydro-Quebec from customers from the Laval region. I would like these copies of complaints to be from the months of March, April, and May of the year 2019. Additionally, to compare I would like copies of complaints filed from customers from the same region. From the same months; March, April, and May of the year 2020.”*

We cannot share with you the information contained in the complaint files submitted by customers, as it is confidential personal information concerning third parties. We therefore invoke sections 53, 54 and 56 of the *Act respecting Access to documents held by public bodies and the Protection of personal information* in the appendix.

Furthermore, please find below the number of complaints received from customers whose main file correspondence address is located in Laval for the periods concerned. The causes of these complaints are diverse, but we would like to point out that most of them concern bills (e.g., explanation of balance).

LAVAL	
March 2019	23
April 2019	11
May 2019	15
March 2020	4
April 2020	8
May 2020	7
<b>Total</b>	<b>68</b>

An application to review this decision may be filed with the Commission d'accès à l'information (explanatory note also enclosed).

Yours truly,

Person in charge of access to documents and protection of personal information

Isabelle Morier for Karine Charest

Encl.