



## STATEMENT OF COMPLAINT LOAD SURVEY (60)

REQUESTOR					
Investigation requested by			Service Type		Case No.
Purchaser	Owner	Tenant	Contractor (Utility)	Electricity	Gas
Reason(s) for complaint (explain in detail)					Billing Period(s) in Question (Attach a copy of bills for the period)
Describe any actions by your utility to address your concern					Date of Communication with Utility (yyyy-mm-dd)

PURCHASER / ACCOUNT DATA						
Purchaser's Name			Utility Name		Account No.	
Mailing Address						
City		Province		Postal Code	Home Telephone No.	Business Telephone No.

IMPORTANT: RIGHT TO WITNESS						
Would you like to be present or represented at any meter test performed during this investigation?			▶	Yes	No	(Meter may not be tested at the service location) You will receive the investigation conclusions in writing.
_____			_____			
Signature			Date (yyyy-mm-dd)			

DWELLING INFORMATION (Residential)				
Type of Dwelling				
Single-family detached		Single-family semi-detached		Multi-tenant dwelling
No. of Rooms	No. of Occupants		Area of the dwelling	How many square feet or m <sup>2</sup> (including basement)
	Adults ▶	Children ▶		

ENERGY SOURCE (Residential / Industrial or Commercial)					
Heating	Gas	Electricity	Oil	Dual energy	Heat pump
Water	Gas	Electricity	Oil	Other	
Range	Gas	Electricity	Other		

METER READING (Residential / Industrial or Commercial)			
<b>IMPORTANT - Draw the exact position of your meter pointers or write the readings displayed by the meter</b>			
Display Positions	Date of Reading		Meter No.
Reading	Meter Location (if different)		

GAS CONSUMPTION			
Units	Consumption	Number of Units	Your Consumption
Natural Gas Water Heater (43000 btu/hr)	20 x 100 f <sup>3</sup> or 57 m <sup>3</sup>	x	=
Natural Gas Stove (20000 btu/hr)	5 x 100 f <sup>3</sup> or 14 m <sup>3</sup>	x	=
Natural Gas Furnace (150000 btu/hr)	200 x 100 f <sup>3</sup> or 565 m <sup>3</sup>	x	=
Natural Gas Dryer (22000 btu/hr)	3 x 100 f <sup>3</sup> or 8 m <sup>3</sup>	x	=
Consumption for Summer Period	Total of YOUR Water Heater, Stove and Dryer consumption		
Consumption for Winter Period	Total of Summer Consumption + YOUR Furnace		

