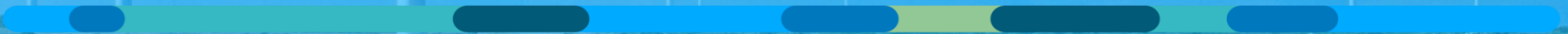




ENGIE Group Mediator Essentials of the annual report June 2015



Reminder: the role and positioning of the Mediator within the Group ENGIE

Mission 1

- Being the operational Mediator in France

Mission 2

- Being the referent Mediator to affiliates located in other countries

➤ Goals :

➡ Process claims as a last alternative solution for entities and subsidiaries of Engie Group located in France,

➡ Develop the use of mediation in other directions, when all levels (customer service / consumer service) supported claims have answered and whose answers do not satisfy the customer,

➡ Promote and develop the concept of alternative disputes resolution.

➡ So far, the Mediator intervenes mainly in France (95% of its business).

Highlights of the Independent Mediation Business

A 300% increase in the number of mediation cases handled

Optimized and reduced customer journey

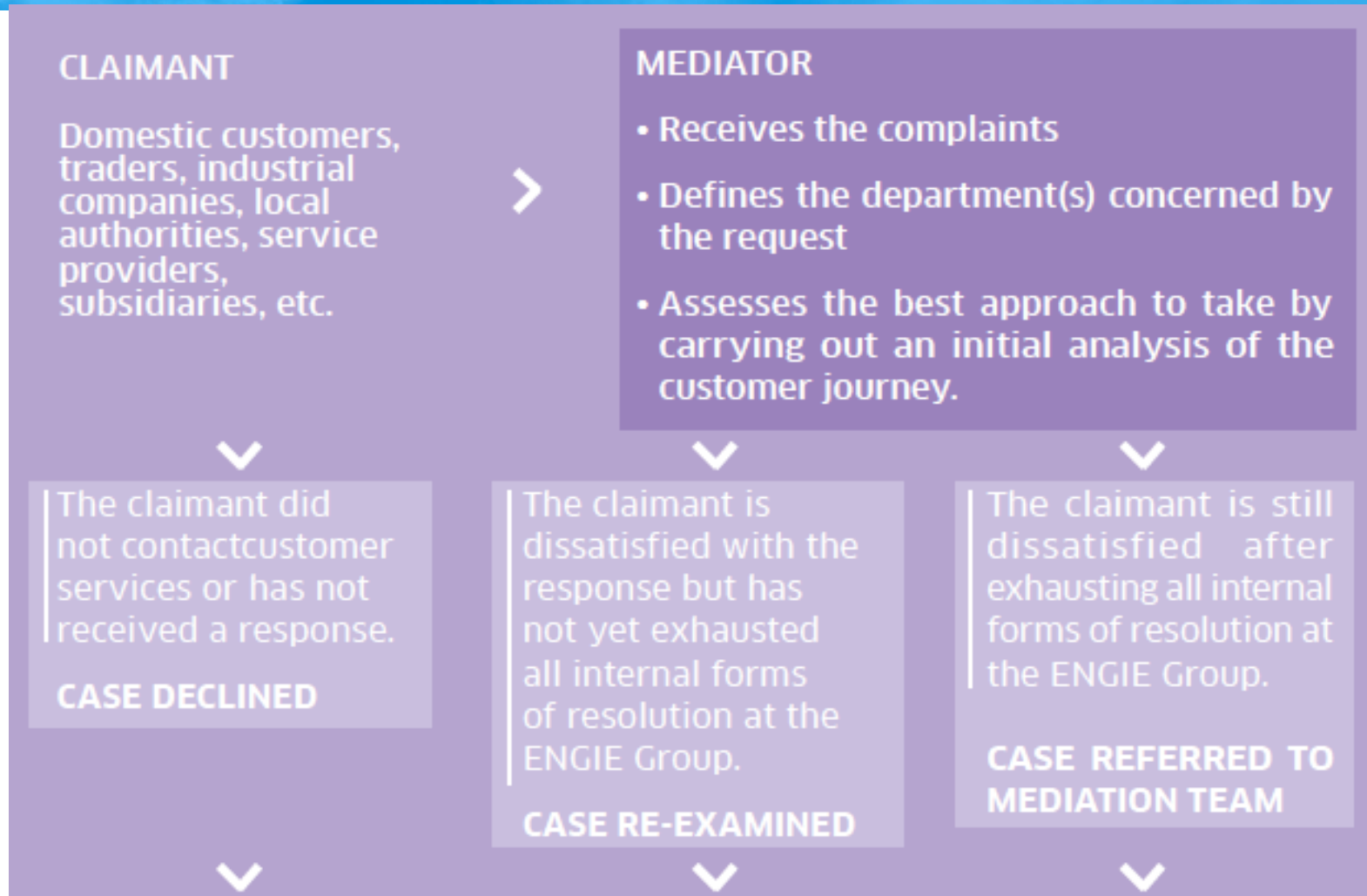
An alternative resolution of disputes process increasingly known

A gradual decrease (+ 10%) in the number of requests

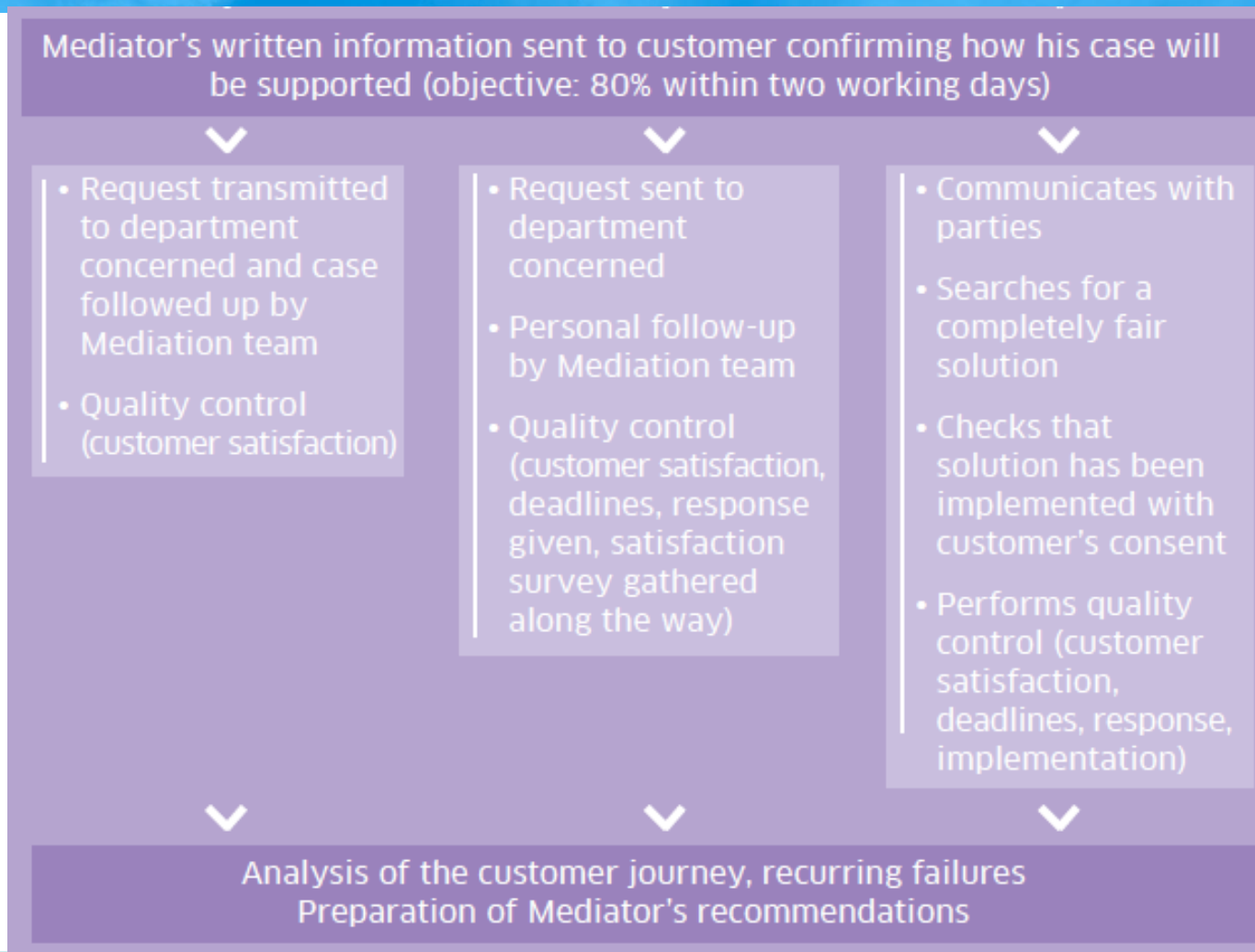
Accelerated regulatory changes

Increased customer requirement

Reminder: a simplified Mediation journey



Reminder: a simplified Mediation journey



Distribution of 4301 requests of 2014



Private customers

4080 sollicitations



Business customers

103 sollicitations



Companies

34 sollicitations



Energy Distributor

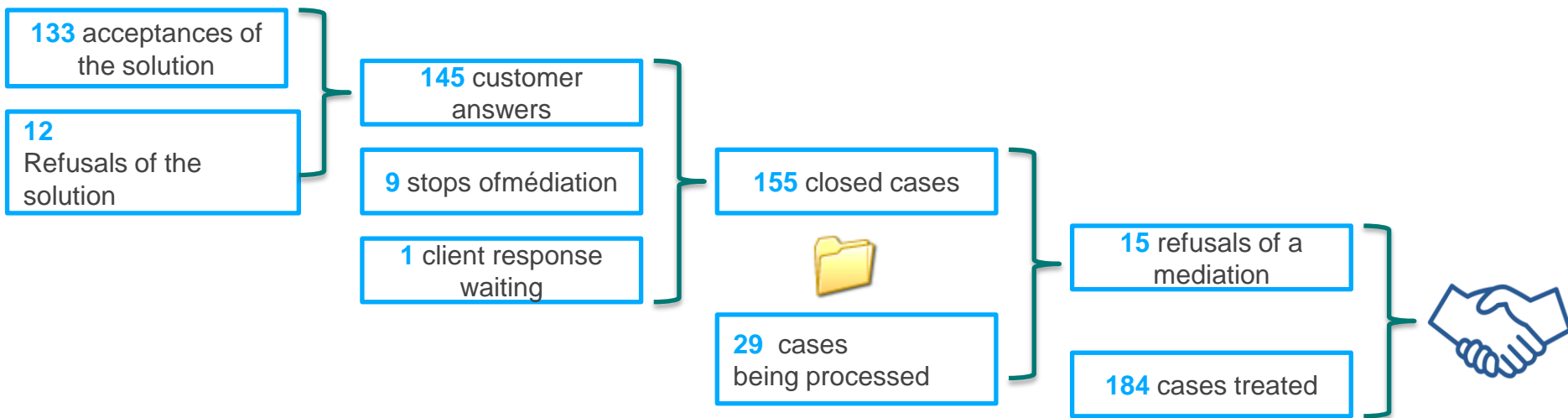
46 sollicitations



Services Affiliates

38 sollicitations

A number of mediation cases tripled compared to 2013



Among these files:

- 170 concerned the supplier GDF SUEZ DolceVita
- 14 were distributed among the following entities: Climasave ,Cofely - Ineo, GDF SUEZ Energy France, GDF SUEZ Pro, Teksial, Savelys and a partner of GDF SUEZ DolceVita.

Developments in 2014 Mediation cases (1)

□ During 2014, new themes emerged:

- customers with payment difficulties being vulnerable or have sought an annulment of their debt, or the application of a social tariff. With the crisis, customers are more attentive to the budget devoted to energy. Proposed solution: provide advice on the use of energy.
- the temperature differences between the 2012-2013 and 2013-2014 winters have led customers to question the isolation of their homes. Proposed solution: energy efficiency diagnosis that need more support customers.

□ Denials solution increased slightly, mainly they are justified by:

- misunderstood consumption of customers for the winter period 2012-2013.

Developments in 2014 Mediation cases (1)

- ❑ **The refusal of entry into mediation increased slightly compared to the previous year, the causes being:**
 - the refusal to accede to all or part of the 8 values of the Group's Mediation
 - the customer is unavailable to validate his entry into mediation, despite the reminders sent
 - customer choice of having oriented National Ombudsman of Energy
 - The client's file is still being processed by the Consumer Service

- ❑ **Acceptable solutions:**
 - These solutions, as in previous years, are observed in 99% of cases and 92% are implemented.

A high level of satisfaction maintained for mediation customers

- **The changes compared to 2013 are found mainly on the following items:**
 - understanding their dispute: 73% in 2014 against 88% in 2013
 - the quality of discussions during the case investigation: 72% in 2014 against 94% in 2013
 - the quality of the proposed solution to the dispute: 63% in 2014 against 74% in 2013
- **Overall satisfaction with the Ombudsman's work remains high. For the year 2014, 84% of applicants were satisfied with the action of the Ombudsman (89% in 2013).**
 - The decline is partly explained by the external context and reasons for referral to the Ombudsman by customers.

Example: A vulnerable client request the complete cancellation of the debt because it can not afford to pay, and that the Ombudsman can not, because dealing in law and equity, providing a totally positive solution his request.

Recommendations 2014

- ❑ **Concerning Individual customers Direction (DMPA), it was found that the actions put in place the recommendations issued in 2013 did not always wear their fruits. Also, it seemed important that the Ombudsman reiterates some of the recommendations, namely:**
 - pedagogical actions and accompanying customized to the clients,
 - actions related to billing, tariff advice and recovery,
 - anticipatory action to be taken related to absences or over billing recovery.

In addition, new recommendations were also issued:

- improving the customer experience by allowing the search for solutions by activating existing partnerships,
- help customers understand the origin of their consumption by establishing a more comprehensive support,
- on partnerships with certified installers, the supplier must continue to support customers when needed and until the commissioning of the installation.

The 2014 recommendations dedicated distributor & subsidiaries



- Treatment of absence to succession
- Implementation of the requirement in reorganization following a fault or remote reading of the meter
- Anticipating problems and counter telereport to avoid late adjustments
- Further improvement tracing technical acts for clients



- Implementation of a centralized claims processing to enable more precise control and better homogeneity in the resolution of disputes
- Search better telephone accessibility for customers with a claim of "Level 2" and wishing to contact the company
- Launching a nationwide satisfaction survey sent downstream from the intervention of a technician at the customer



- Implementation of a solution of Customer Relationship Management in order to improve efficiency in its service quality

Actions promoting the development of Mediation

Every year, the Ombudsman releases its annual report to educate his interlocutors the need to provide stakeholders with a possibility of amicable settlement in disputes. This action plan notably through:

- the development of mediation with Directions and Subsidiaries
- continuing relationships with consumer associations
- the development of relations with the National Ombudsman of Energy
- the continued implementation of the ADR Directive in France
- participation in the Club of Public Services Mediators

The transposition of the ADR Directive into the European subsidiaries

In Europe, as in France, the ADR Directive must be transposed into local law. Also, the Mediation Engie Group presented a plan for monitoring the variation of the Directive in the countries where the Group operates Engie. Several solutions are available to the Group:

- the establishment, to promote the amicable settlement of disputes, local mediators by country, if local legislation allows,
- or so local correspondents of Group Engie existing entities amicable settlement of disputes existing or future, in order to allow monitoring and investigation of litigation files through this channel.
- The subsidiaries are:
 - Electrabel (fournisseur d'énergie en Belgique)
 - GDF SUEZ Italia
 - GDF SUEZ Energie Romania
 - GDF SUEZ Energie Deutschland
 - GDF SUEZ Hungary
 - GDF SUEZ Energie Pays-Bas

The concept of developing mediation in Europe and worldwide

To contribute to the development of mediation in the world of Engie Mediation Group is committed to:

- continue participation in the EEOG (now EEMG - European Energy Mediator Group)
- continue cooperation with Agbar (Agua de Barcelona)
- further exchanges with Lydec (subsidiary of Suez Lyonnaise des Eaux Group Environment in Morocco)