

Mediation for the ENGIE Group 2022

The Ombudsman
FOR ENGIE GROUP

**Jean-Pierre
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OMBUDSMAN FOR
THE ENGIE GROUP

The Ombudsman for the ENGIE Group exercises two types of activities. Firstly, he is the consumer ombudsman for the ENGIE Group. In this capacity, every year he publishes an activity report on the mediation cases raised for ENGIE's consumer customers, which is sent to the supervisory organisation created by the French State. This report is available on the Consumer Ombudsman's website. Secondly, he acts as the institutional ombudsman in order to settle disputes between the divisions of the ENGIE Group and their corporate customers, service providers, suppliers, etc. The Ombudsman's website can be found at: <https://www.engie.com/en/mediation-in-disputes-with-client-companies>

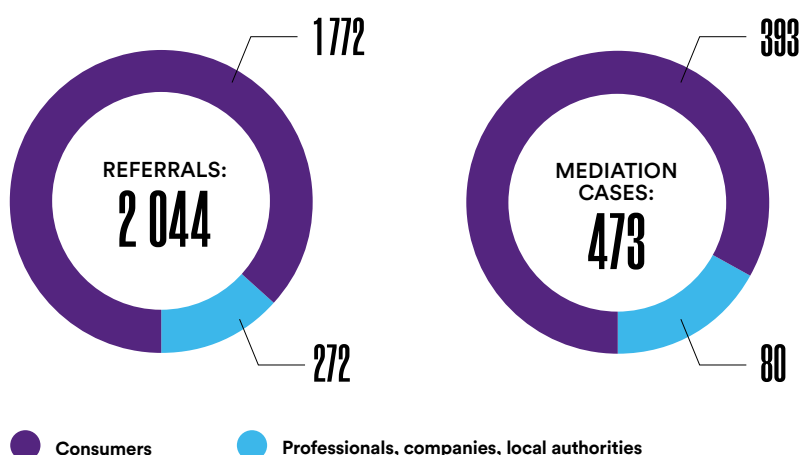
Mediation is free, independent, impartial and confidential for both parties. The

ENGIE Group's Mediation service is an alternative to the courts. In this context, the Ombudsman helps the parties to reach their own solution. In 2022, referrals from professional customers accounted for 13% of mediation requests.

Among these, the number of referrals eligible for mediation has risen by 167% compared to 2021, increasing from 30 to 80. This is primarily due to the energy crisis and the fact that the tariff shield does not apply to professional customers.

These mediation cases also help to improve the quality of service provided by the ENGIE Group's divisions, in particular by serving as starting points for generic recommendations intended to end processes that cause disputes. This was the case in 2022.

2022 key figures



Visit the website of the Consumer Ombudsman for the ENGIE Group



Visit the Ombudsman's site for professional customers

The Ombudsman received

**2,044
referrals,**

of which 272 were from professional customers. Of these 272 referrals, 80 were eligible and were processed by the Ombudsman for the ENGIE Group.

**17%
+167%**

of the mediation requests received were from professional customers.

increase in mediation requests from professional customers in 2022 vs 2021.



87%

of the solutions proposed by the Ombudsman in 2022 were **accepted by the parties and duly implemented**, definitively resolving the disputes (compared with 90% in 2021).



**60.7 days
The average time**

to process a mediation case was 60.7 days in 2022. Despite difficulties linked to the energy crisis and a significant increase in mediation for professional customers, this average lead time has remained stable: it stood at 58 days in 2021 and 63 days in 2020. This is thanks to the efforts made by the entire team, and the possibilities offered by homeworking.



91%

of claimants were satisfied with the action taken by the ENGIE Group's Ombudsman in 2022 (compared with 92% in 2021).

Professional customers: the Ombudsman's recommendations

The discussions held throughout 2022 between the Ombudsman, the ENGIE Group's divisions and their professional customers defined areas for improvement for the company.

FEEDBACK ON 2021

The Professional Customers Division (DCP) benefited from the implementation of the recommendations made by the Ombudsman for the ENGIE Group in 2021.

PROFESSIONAL CUSTOMERS DIVISION (DCP)

ENERGY-SAVING PREMIUM

"Improve the implementation of the process for paying the energy efficiency certificate premiums that are due and, thereby, meet the payment deadlines that are shown on the ENGIE Internet portals."



CONSUMPTION AND BILLING

"In the event of a known problem with the issuing of bills, inform the customer and propose a financial solution."



2022 RECOMMENDATIONS

CONTRACT

Professional Customers Division (DCP)

"Quickly resolve IT issues affecting customer data and potentially associated contracts."

Observation

Incorrect information in the customer database can have many impacts, including when sending emails and letters, issuing and sending invoices or posting contracts. All of these pose dispute risks. Resolving such matters could take several months.

Recommendation

Given the difficulties caused for the customers concerned, the supplier, who is solely responsible for malfunctions in its customer databases, must address and quickly resolve IT problems affecting customer data and potentially the associated contracts by creating a 'red' priority channel.



THE MEDIATION PROCESS

Professional Customers Division (DCP)

"Standardise the content of information requests and optimise the process for handling these requests in order to improve overall efficiency when investigating a potential mediation case."

Observation

In some cases, the lack of standardisation of initial and additional requests for information extended the time required to investigate referrals. Before the energy crisis, this concerned only twenty cases of professionals who referred themselves to the Mediation team.

Recommendation

In a context in which professional customers are increasingly seeking mediation (the energy crisis, a changing portfolio, better knowledge of customers and escalation channels, etc.), it is important to standardise the content of information requests and to simplify the process for handling additional requests in order to improve efficiency when investigating mediation cases and therefore when reaching a mediation solution. Following a workshop, the elements expected in the summary area were clarified and the information request document was adjusted accordingly. In addition, a channel of direct contact between the employees responsible for mediation (both on the Mediation side and in the DCP's own CRC) has been established.



The Ombudsman

FOR ENGIE GROUP

To write to the ENGIE Group's Ombudsman:

- Via the Internet, complete the form available at **www.mediateur-engie.com**

It's easy, free of charge and quick. You can attach all the supporting evidence required for your case.

OR

- By post,
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COURRIER DU MÉDIATEUR
TSA 27601
59973 TOURCOING Cedex