



Press release  
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## The Ombudsman for the ENGIE Group publishes her 2025 annual report

On 19 June 2026, Elisabeth Trocard, appointed Ombudsman for the ENGIE Group on 1 September 2025, presented her 2025 activity report to Catherine MacGregor, the Group's Chief Executive Officer. Published annually, this report highlights the results of the Ombudsman's work.

### Key highlights of 2025: change of Ombudsman and energy price crisis comes to an end

On 16 September 2025, Elisabeth Trocard was appointed independent Consumer Ombudsman for the ENGIE Group by a joint committee comprising representatives from consumer associations and ENGIE. She was subsequently accredited by the *Commission d'évaluation et de contrôle de la médiation de la consommation* (CECMC) on 29 December 2025. Elisabeth Trocard is now listed for a five-year term on the roster of consumer Ombudsmen recognised by the European Commission.

The year 2025 marked the end of the energy price crisis that began in late 2022. The key highlights and figures for the year include:

- A **42% decrease** in the total number of referrals received compared to 2024;
- An **outstanding amicable agreement rate** maintained at **87%**, despite the increasing complexity of disputes;
- The **expansion of the eligibility criteria for consumer claims**, a measure that facilitates access to mediation;
- A **significant shift** in the mediation caseload, with **professional customers** now accounting for a **quarter of all cases, up from 7% in 2021**.

### Trends in mediation requests in 2025

In 2025, the Mediation service received a total of 1,528 referrals, of which 1,267 (83%) originated from **consumers**.

Among these, the number of referrals deemed admissible for mediation declined by **41%** (479 compared to 818 in 2024), although **this figure remains higher than pre-crisis levels**. Specifically for consumers, 357 admissible referrals were recorded, bringing the volume back to pre-crisis levels.



**For consumers, 2025 was marked by the resurgence of consumption-related issues,** notably concerning index adjustments carried out by the distributors ENEDIS and GRDF, as well as **billing** disputes arising from late or unclear energy bills. These two areas are frequently accompanied by payment problems.

**Among professional customers, the number of claims regarding contract termination fees** were the leading reason for disputes. Some professionals who entered fixed-price contracts at the height of the crisis viewed contract termination as an opportunity to benefit from the recent decline in market prices.

### Mediation handling: proximity, quality and efficiency

While the number of mediation cases handled in 2025 decreased compared to 2024, it remains 33% higher than the pre-energy crisis level seen in 2022. **Moreover, despite the increased complexity of disputes in 2025, the mediation team succeeded in improving its efficiency while maintaining close and attentive relationships with claimants:**

- **647 mediations** were either processed or ongoing by the end of 2025;
- **87% of proposed solutions** were **accepted and implemented**;
- The **average time taken to handle cases was 79 days**, a reduction of 7 days compared to 2024;
- **For consumers specifically, the average handling time was 72 days**, 5 days shorter than in 2024. This remains **well below the 90 day limit** stipulated by the French Consumer Code.
- Regarding admissible referrals, **65% of claimants used the online submission form**, also accessible via smartphone, **double the rate seen in 2022**.

### Five recommendations shared with ENGIE entities

In 2025, the Ombudsman issued **five recommendations to the relevant operational entities within ENGIE<sup>1</sup>** based on mediations conducted throughout the year. These recommendations highlight **areas for improvement** aimed at enhancing complaint handling and sustainably reducing the volume of disputes escalated to mediation. They have been discussed with both ENGIE Group subsidiaries and consumer associations. The Ombudsman subsequently ensures that these entities implement the recommendations.

A detailed overview of these recommendations is available on the Ombudsman's website:

[Summary of 2025 recommendations – Ombudsman for the ENGIE Group](#)

### Outlook for 2026

Elisabeth Trocard, in her role as Ombudsman for the ENGIE Group, **continues a longstanding company mediation process** that has been in place since 1999:

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<sup>1</sup> Among the five recommendations, three were specific to consumers and two to professionals



- She will continue to carry out her mission of amicable dispute resolution with complete independence. She will ensure that **each case is handled with a personalised approach, upholding the principles of law and fairness** that are fundamental to successful mediation.
- She will continue to enhance the Ombudsman’s website **to provide comprehensive information tailored to the needs of claimants**.
- At the same time, she remains dedicated to **promoting the development of amicable dispute resolution within ENGIE Group entities**.

**To consult the Ombudsman’s 2025 report for the ENGIE Group [Annual reports - Ombudsman for the ENGIE Group](#)**

**About the Mediation service and Elisabeth Trocard, [independent Ombudsman for the ENGIE Group](#)**

Established in 1999 following close consultation with consumer associations, the Mediation service for the ENGIE Group serves as the final amicable recourse for individuals and organisations, primarily in France, who have a dispute with an entity within the Group. Operating with full independence, it offers a structured and free-of-charge framework for the amicable resolution of conflicts, accessible and fully compliant with regulatory requirements.

Appointed as Consumer Ombudsman for the ENGIE Group on 16 September 2025, Elisabeth Trocard brings [25 years of expertise in the energy sector](#) and extensive experience in engaging with energy consumer, professional and business customers. She applies her deep knowledge of energy services and proactive approach to finding amicable solutions, coupled with attentive listening to all stakeholders, to this independent role.

In addition, Elisabeth Trocard also acts as an independent conventional Ombudsman for disputes involving any stakeholder (such as corporate clients, local authorities, associations, service providers, suppliers, etc.) and the ENGIE Group.

The three primary responsibilities of the Ombudsman are to:

- **handle referrals admissible** for mediation within France;
- **issue recommendations for improvement to the relevant ENGIE Group entities**, aimed at enhancing complaint handling processes and thereby indirectly contributing to the continuous improvement of their quality of service. The Ombudsman also monitors the effective implementation of these recommendations;
- **ensure compliance with the Alternative Dispute Resolution (ADR) <sup>2</sup>Directive** by the Group’s entities operating in the European retail market, particularly regarding mandatory consumer information, and promote mediation among all other entities and external stakeholders.

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<sup>2</sup> The European ADR directive of May 2013 offers a simple out-of-court solution by encouraging companies to provide customers with access to a mediator for complaints not resolved by their customer service departments.



## About ENGIE

ENGIE is a major player in the energy transition, whose purpose is to accelerate the transition towards a carbon-neutral economy. With more than 90,000 employees in 30 countries, the Group covers the entire energy value chain, from production to infrastructures and sales. ENGIE combines complementary activities: renewable electricity and green gas production, flexibility assets (notably batteries), gas and electricity transmission and distribution networks, local energy infrastructures (heating and cooling networks) and the supply of energy to individuals, local authorities and businesses. Every year, ENGIE invests on average €12 billion per year to drive forward the energy transition and achieve its net-zero carbon goal by 2045.

Turnover in 2025: €71.9 billion. The Group is listed on the Paris and Brussels stock exchanges (ENGI) and is represented in the main financial indices (CAC 40, Euronext 100, FTSE Euro 100, MSCI Europe) and non-financial indices (DJSI World, Euronext Vigeo Eiris - Europe 120 / France 20, MSCI EMU ESG screened, MSCI EUROPE ESG Universal Select, Stoxx Europe 600 ESG-X).

### ENGIE HQ Press contact:

Tel. France : +33 (0)1 44 22 24 35

Email: [engiepress@engie.com](mailto:engiepress@engie.com)

✂ <https://x.com/ENGIEnewsroom>

### Investor relations contact:

Tel. : +33 (0)1 44 22 66 29

Email: [ir@engie.com](mailto:ir@engie.com)