

# Mediation for the ENGIE Group 2021

**The Ombudsman**  
FOR THE ENGIE GROUP

# EDITORIAL

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OMBUDSMAN FOR  
THE ENGIE GROUP

The Ombudsman for the ENGIE Group exercises two types of activities. First, he is the consumer ombudsman for the ENGIE Group. In this capacity, every year he publishes an activity report on the mediation cases for ENGIE's consumer customers, which is sent to the supervisory organisation created by the State. This report is available on the website [www.mediateur-engie.com](http://www.mediateur-engie.com). Second, 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.

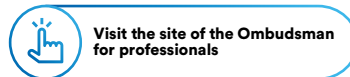
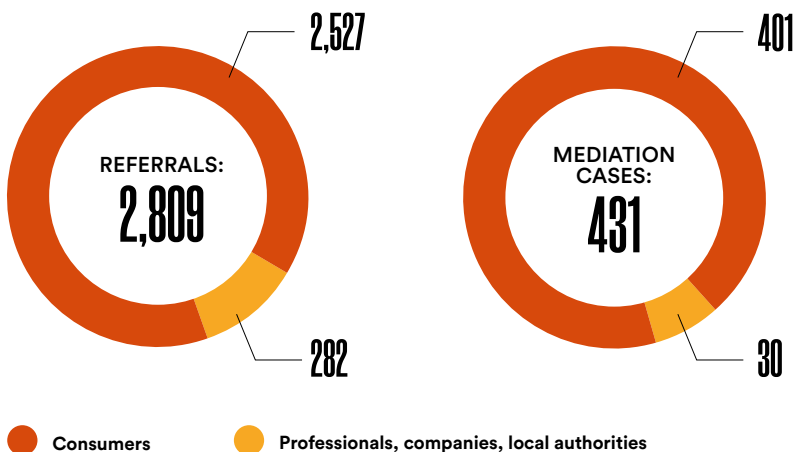
The ombudsman for the ENGIE Group offers an alternative to the law courts that co-constructs [the solution to a conflict](#).

In this context, and regarding mediation between companies, the Ombudsman helps the parties reach a solution and does not make any proposals, which is the case in consumer mediation.

The mediation services for consumers and businesses are free of charge, independent, impartial and confidential for both parties.

Referrals from professionals account for less than 10% of the total requests for mediation. These mediation cases also help to improve the quality of service offered by the divisions of the ENGIE Group, in particular by making recommendations that the Ombudsman can propose in order to put an end to the processes that cause disputes.

## 2021 key figures



# 2,809

## referrals

received by the Ombudsman, of which 282 from professionals. Of these 282 referrals, 30 were eligible and were processed by the Ombudsman for the ENGIE Group.

# 7%

of the mediation requests received concern professionals.



# 90%

of the solutions proposed by the Ombudsman in 2021 were **accepted by the parties and duly implemented**.



# 58 days

## the average processing time

of a mediation case in 2021. Despite the difficult period during the pandemic, this average time has decreased, since it was 63 days in 2020. This is thanks to the efforts made by the entire team, and the facilities provided by home-working.



# 92%

of **claimants were satisfied** with the action taken by the ENGIE Group Ombudsman in 2021 (compared with 90% in 2020).

# Professionals: the Ombudsman's recommendations

The discussions between the Ombudsman, the divisions of the ENGIE Group and their service providers and professional customers defined the avenues of progress for the company.

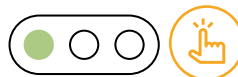
## FEEDBACK ON 2020

The ENGIE Solutions division benefited from the implementation of the recommendation formulated by the Ombudsman for the ENGIE Group in 2020.

## ENGIE SOLUTIONS

CUSTOMER CARE, ADVICE AND GUIDANCE, COMPLAINTS PROCESSING

**“Better information on the ENGIE Solutions website about the complaints process and the possibility of referring to the ENGIE Group Ombudsman.”**



## 2021 RECOMMENDATIONS

In 2021, the Ombudsman made two recommendations for professionals.

### ENERGY-SAVING PREMIUM

#### Professional Customers Division (DCP)

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

##### Observations

Delays in the payment of energy efficiency certificate premiums.

##### Recommendation

Make the payments of the premiums more quickly by creating a specific business instruction.



### CONSUMPTION AND BILLING

#### Professional Customers Division (DCP)

**“In the event of a known problem with the production of bills, inform the customer and propose a financial solution.”**

##### Observations

It is not normal that the supplier did not inform its customer in 2017 of the difficulties it was experiencing with the production of its bills, which is a contractual obligation. Especially when the customer is a professional who is billed for large amounts and has to close its annual accounts. A solution should have been found with the customer that enabled them to book their bills that should have been due. The customer should have received support and traceability.

##### Recommendation

In the event of problems raising bills, in order to meet the contractual obligation on the one hand, and to avoid collection problems later on, the supplier should systematically inform their customer of the problem by several means, by telephone and in writing. If the situation continues, long-term support must be provided, with regular and direct contacts and traceability of the agreed actions and the amounts due.



# The Ombudsman

FOR THE ENGIE GROUP

## To write to the ENGIE Group's Ombudsman:

- On the Internet, complete the form available at [www.mediateur-engie.com](http://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,  
ENGIE  
COURRIER DU MÉDIATEUR  
TSA 27601  
59973 TOURCOING Cedex