



Press release  
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## Mediator for ENGIE Group publishes 2022 annual report

**On 13 June 2023, Jean-Pierre Hervé, independent Mediator for ENGIE Group, submitted his 2022 annual report to Catherine MacGregor, CEO ENGIE Group. Published every year, this public report outlines the results of the Mediator's actions as they pertain to the French Consumer Code.**

The Mediator for ENGIE Group has been accredited as a Consumer Mediator by the Consumer Mediation Assessment and Control Board (CECMC) since 25 February 2016. This independent government board guarantees the mediator's independence. In February 2021, it renewed the accreditation of Jean-Pierre Hervé for a further five years. As a result, his name has been included on the French consumer mediators register and his accreditation declared with the European Commission.

Jean-Pierre Hervé is an independent conventional mediator for the resolution of disputes between professionals or companies and the ENGIE Group.

The three main functions of the ENGIE Mediator in 2022 were to:

- resolve disputes eligible for mediation in France
- issue recommendations for improvements to ENGIE Group entities concerned in order to improve complaints-generation processes and indirectly continuously contribute to their service quality improvement. The Mediator monitors the proper implementation of these recommendations.
- ensure compliance with the Alternative Dispute Resolution<sup>1</sup> (ADR) Directive by Group entities operating in the retail market in Europe (with respect to mandatory consumer information) and promote the use of mediation by other entities.

### 2022 highlights

Despite the energy crisis and a high volume of mediation cases, the Mediator consolidated the parties' mediation solutions acceptance rate (87%) and the claimant satisfaction rate (91%).

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<sup>1</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.



Four key points in 2022:

- 30% drop in referrals involving private individuals
- 2% drop in mediation cases involving private individuals
- 167% increase in mediation cases involving business customers
- more secure online referral website

### **Claimant satisfaction rate maintained during the energy crisis despite a high volume of mediation cases**

In 2022, the total number of actual referrals involving private individuals received by the Mediator, as defined by the French Consumer Code, dropped sharply (30% fewer than in 2021), to 1,772 requests. Correlatively, the number of mediation cases received involving private individuals dropped slightly to 393 eligible requests in 2022 (down 2% on 2021).

### **10% increase in the overall number of mediation cases**

In contrast, the overall mediation case portfolio, which includes private individuals and business customers, increased by 10%, rising from 441 cases to 473. The number of cases involving business customers increased by 167% (80 compared to 30 in 2021). This is primarily due to the energy crisis and the non-applicability of the price cap to business customers.

The Mediation team nevertheless continued to provide a fast and efficient processing service, with an average consumption mediation case processing rate of 58.7 days in 2022.

A total of 54% of mediation cases resulted in a solution proposal issued within 60 days, and 86% within 90 days (under the terms of the Order of 20 August 2015, which legally requires companies in France to handle cases within 90 days), a timeframe that compares favourably with court proceedings.

For the overall mediation case portfolio, including disputes involving business customers, the average time taken to process a case is 60.7 days. This discrepancy is due in large part to the sums involved and the use of third parties for conventional mediation.

Once again this year, the most common mediation cases involved ENGIE energy supply subsidiaries (regulated tariffs offering, the Regulated Tariffs Department - DTR, or market offering, the Consumer Management Department - DGP, or ENGIE Happ-e for the fully digitalised offering) responsible for millions of customers and energy contracts. They are involved in a high share of cases: 80.2% of mediation cases involving private individuals received by the Mediator relate to these subsidiaries. The remaining 19.8% are divided between ENGIE Home Services, Entreprises & Collectivités (FideloConso offering) subsidiaries, and those responsible for Energy Savings Certificates. The majority of cases relate to electricity.

Despite the energy crisis, which caused a sharp increase in prices for some claimants, giving rise to more complex cases, the acceptance rate for solution proposals continued to be very high. The same applies to the satisfaction rate of claimants, who have nevertheless become more demanding:



- **87% of solution proposals** made during mediation **were accepted** by the parties and implemented
- **91% of people making requests said they were satisfied** with the action taken by the Mediator. This satisfaction rate is due primarily to the close and continuous involvement of the Mediation team in resolving requests, at a time when petitioners are becoming more demanding

### **10 recommendations shared with ENGIE entities: initiatives to improve complaints processing and to ultimately reduce the number of mediation cases**

In 2022, the Mediator made 10 recommendations<sup>2</sup> (compared to eight in 2021) based on the mediation cases he was involved in during his year in office. The recommendations were the subject of discussions with the ENGIE Group operational entities concerned in order to guarantee their implementation and with consumer organisations. The Mediation team then worked with these entities to ensure the recommendations were implemented. Details of the recommendations are available in the annual report on the Mediator's website (<https://www.mediateur-engie.com/qui-sommes-nous/rapport-annuel/>) and the ENGIE website (<https://www.engie.com>).

As every year, in 2022 the Mediation team worked to use its recommendations to drive the efforts of ENGIE operational departments. This has produced concrete results: the number of referrals involving individual customers continued to drop, owing to the significant efforts made by the departments, both supplier and distribution.

### **Changes to the website**

In 2022, owing to a sharp rise in the number of cyberattacks in France, the Mediation team of ENGIE Group strengthened the security of its independent website, which was awarded a score of 800 out of 900 by specialist rating company Bitsight, representing a high level of cybersecurity. Improvements were also made to the website in order to simplify the online referrals process.

### **Challenges in 2023**

The Mediator for ENGIE Group reaffirmed his objectives.

- He will continue to independently carry out his dispute resolution functions to the highest possible quality and performance levels. He will personalise the processing and satisfaction of each person making a request, while complying with the law and the principal of fairness, the foundation of successful mediation.
- He will continue to improve the website in order to ensure information is complete and adapted to the needs and expectations of people making requests.
- At the same time, he will carry on providing functional assistance to Group entities and subsidiaries in order to promote the out-of-court resolution of disputes within ENGIE.

The Mediation team is working to resist any expansion of mediation eligibility criteria in order to avoid becoming, de facto, a subcontractor for complaints processing within the ENGIE Group. It is important to maintain the two levels of processing stipulated in contracts (customer service and

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<sup>2</sup> 10 recommendations of which eight for ENGIE subsidiaries for consumers and two for business customer subsidiaries



national consumers service) before access is provided to the mediation service, since ENGIE departments are required to process complaints within two months. There is a risk of overwhelming mediation bodies, which would no longer be able to fulfil their last resort function. **It is important that mediation remains an alternative to the court system rather than to the complaints services.** ENGIE Group entities are expected to publish their complaints processing performance data, including the number of complaints not processed within two months.

*The result of close consultation with consumer organisations, the ENGIE Mediation service has existed since 1999. It is the last resort for the out-of-court resolution of disputes involving the Group - mainly in France - and is available to anyone or any organisation concerned by the Group's activities, customers or otherwise.*

Click here to read the 2022 Mediator report for ENGIE Group: [2022 Mediator report.](#)

### About ENGIE

ENGIE is a global reference in low-carbon energy and services. With its 96,000 employees, clients, partners and stakeholders, the Group strives every day to accelerate the transition towards a carbon-neutral economy, through reduced energy consumption and more environmentally friendly solutions. Inspired by its purpose statement, ENGIE reconciles economic performance with a positive impact on people and the planet, building on its key businesses (gas, renewable energy, services) to offer competitive solutions to its clients.

Turnover in 2022: €93.9 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, DJSI Europe, Euronext Vigeo Eiris - Eurozone 120/ 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)

 [ENGIEpress](#)

#### Investor relations contact:

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

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