



Press release
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The ENGIE Group Ombudsman publishes his 2024 annual report

On 20 May 2025, Jean-Pierre Hervé, the independent ENGIE Group Ombudsman, presented his 2024 activity report to Catherine MacGregor, the Group's Chief Executive Officer. Published annually, this public report highlights the results of the Ombudsman's work, carried out in accordance with the requirements of the French Consumer Code.

Highlights in 2024 include an unprecedented satisfaction rate, despite the extended energy crisis

- **A 12% decrease** in the number of mediations compared with 2023, but an **80% increase** on 2022;
- **The overall volume of mediations remained equivalent to the record level in 2023**, due to cases carried over from the previous year (1,060 mediations);
- **A high level of referrals from small businesses**, with volumes stable compared with 2023, but **up 140%** over two years;
- **Continued growth in online referrals**, up **28% over two years**.

While the energy crisis continued over the first three quarters, the Ombudsman achieved an **exceptional satisfaction rate (97%)** and returned to **the very good success rate of pre-crisis mediations (87%)**.

Detailed results of the Ombudsman's activity in 2024

In 2024, the Ombudsman received **2,198 referrals from private individuals**, down **11%** on 2023 (2,457 referrals).

The number of referrals from private individuals that were eligible for mediation fell by **15%** to **662** (compared with 782 in 2023 and 393 in 2022). Taking all categories together (individuals and businesses), **852 referrals eligible for mediation** were recorded, down **12%** compared with 2023 (973), but up sharply on 2022 (an 80% increase on the 473 mediations in that year).

Most disputes arose out of the **renewal of contracts**: incorrectly estimated monthly payments, and price increases on offers initially announced as fixed, in connection with the phasing out of the energy price cap introduced by the French government.

The number of complaints regarding **contract termination fees** also remained high. Professionals who took out fixed-price contracts at the height of the crisis saw termination as a way to take advantage of the fall in market prices.

Quality requirements fully upheld



Despite the increased pressure on claimants, **the quality of the mediation process was maintained:**

- **87%** of the solutions proposed were **accepted and implemented**;
- **97%** of claimants said they were **satisfied with the Ombudsman's work**, a satisfaction rate never before achieved, mainly due to the Mediation office's continued grassroots approach and commitment.

The **average time taken to complete mediation for private individuals was 77 days**, an increase of 14 days compared with 2023. This is still **well below the 90 day limit** set by the French Consumer Code.

Two recommendations shared with ENGIE subsidiaries

In 2024, the Ombudsman issued **two recommendations**¹ based on the lessons learned from mediation carried out during the year. Each suggests **several areas for improvement** in complaint handling and in achieving a lasting reduction in the volume of disputes referred to mediation. The recommendations have been discussed with the relevant ENGIE Group operating subsidiaries and with consumer associations.

The Mediation office will be working with these subsidiaries to ensure that the recommendations are implemented.

Details of these recommendations can be found in the **activity report**

- for consumers, on the's website: <https://www.mediateur-engie.com/annual-reports/>
- for professionals, on the ENGIE website: [Mediation basics | ENGIE](#)).

Changes to the website: accessibility improved and security maintained

The development of a **referral form optimised for smartphones** has greatly facilitated access to the service, contributing to a **significant rise in online referrals**, from **30% in 2022 to 58% in 2024**.

At the same time, the Mediation office has **maintained a high level of IT security**, consolidated since 2022, guaranteeing the confidentiality and reliability of exchanges via the platform.

Outlook for 2025

The ENGIE Group Ombudsman has reaffirmed his goals:

- He will continue to independently carry out his dispute resolution functions to the highest possible quality and performance levels. He will ensure that **each claimant is treated individually and satisfactorily, while respecting the law and the principle of fairness**, which are the basis of successful mediation.
- He will continue to enhance the Mediation website **to provide comprehensive information tailored to the needs of claimants**.
- At the same time, he will continue to provide functional support to Group subsidiaries, to **encourage the development of amicable dispute resolution within ENGIE**.

¹ Two recommendations, one for ENGIE entities that deal with consumers and one for ENGIE entities that deal with professionals



To consult the ENGIE Group Ombudsman's 2024 report



About Jean-Pierre Hervé, the ENGIE Group's independent

Jean-Pierre Hervé, the ENGIE Group's independent Ombudsman, has been accredited as a consumer ombudsman by the *Commission d'évaluation et de contrôle de la médiation de la consommation* (CECMC) since 2016. This government body guarantees the Ombudsman's independence. In February 2021, it renewed Jean-Pierre Hervé's accreditation for a further five years. His name thus appears on the list of French consumer mediators and the European Commission has been notified of his registration.

Jean-Pierre Hervé is also an independent out-of-court Ombudsman for disputes between a professional or a company and ENGIE Group.

The three main roles of the ENGIE Group Ombudsman are:

- **dealing with disputes eligible** for mediation in France;
- **issuing recommendations to relevant ENGIE Group entities** to improve processes that result in complaints, and thus indirectly contributing to the improvement of their quality of service. The Ombudsman monitors the proper implementation of these recommendations.
- **ensuring that Group subsidiaries operating in the retail market in Europe comply with the Alternative Dispute Resolution (ADR) Directive²** (concerning mandatory information for consumers), and fostering interest in mediation among other Group entities.

About ENGIE

ENGIE is a major player in the energy transition, whose purpose is to accelerate the transition towards a carbon-neutral economy. With 98,000 employees in 30 countries, the Group covers the entire energy value chain, from production to infrastructure 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 more than €10 billion to drive forward the energy transition and achieve its net-zero carbon goal by 2045. Turnover in 2024: €73.8 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 Sustainable - Europe 120 / France 20, CAC 40 ESG, MSCI EMU ESG screened, MSCI EUROPE ESG Universal Select, Stoxx Europe 600 ESG-X).

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² 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.