

A photograph of three business professionals in a modern office setting. A man in a white shirt and glasses is on the left, gesturing with his hands. A woman in a purple sweater is in the center, smiling. A man in a blue striped shirt is on the right, also smiling. The background is a blurred office interior with large windows and modern decor. The image is framed by large, overlapping circular shapes in shades of blue and purple.

2024 EDITION

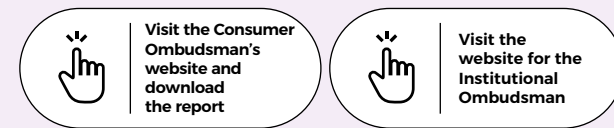
Report by the
Ombudsman
for businesses



The independent Ombudsman for the ENGIE Group performs two main types of activities.

Consumer mediation: each year, the Ombudsman produces a report on the mediation activities undertaken on behalf of ENGIE's private customers, which is submitted to the regulatory body set up by the French government.

Corporate mediation: the Ombudsman is also there to resolve disputes between ENGIE Group subsidiaries and their business customers (companies, service providers, suppliers, etc.).



Key elements of corporate mediation:

The ENGIE Group's mediation service is free, independent, impartial and confidential. It offers an alternative to legal proceedings. The parties must first have attempted to resolve the dispute between themselves. Should they fail to do so, the Ombudsman can help them come to a resolution in full confidentiality.

2024 at a glance:

Strong demand from businesses: disputes involving businesses account for 17% of referrals and 22% of mediations overall. The volume of mediations remained stable between 2023 and 2024 (190 vs. 191 in 2023), but rose by 140% over two years (80 in 2022). The number of challenges to contract termination fees remained high in 2024. Businesses that had entered into fixed-price contracts at the height of the crisis wanted to renegotiate their termination fees, so as to stay competitive and benefit from the subsequent fall in energy prices.

A higher approval rate for businesses than the overall average for the portfolio (91% vs. 87%), thanks to the considerable and consistent efforts of the Mediation team, and despite significant tension during mediations due to the conflicting interests of the parties.

Late responses from complaints departments: because the ENGIE Group's Mediation service is independent, it needs all the available information regarding a dispute before it can launch an investigation. Processing times for mediations increased significantly in 2024 (137 days for businesses vs. 86 for the overall portfolio and 77 for private individuals). The large number of referrals and the complexity of the disputes, which often relate to several issues simultaneously, partly explain why ENGIE's various departments were slow to pass on the necessary information during the energy crisis.

The key advantage of an independent Mediation service acting for a single company is that, thanks to its proximity, it can suggest ways of improving complaints handling and other customer processes. These recommendations, which are based entirely on situations encountered by the Ombudsman, help to improve the quality of service provided by the ENGIE Group's divisions.

This approach stems directly from the principles of the Club of Public Service Mediators, an association of over 30 mediators in France. The ENGIE Group Ombudsman has served as its vice-chair since its creation.

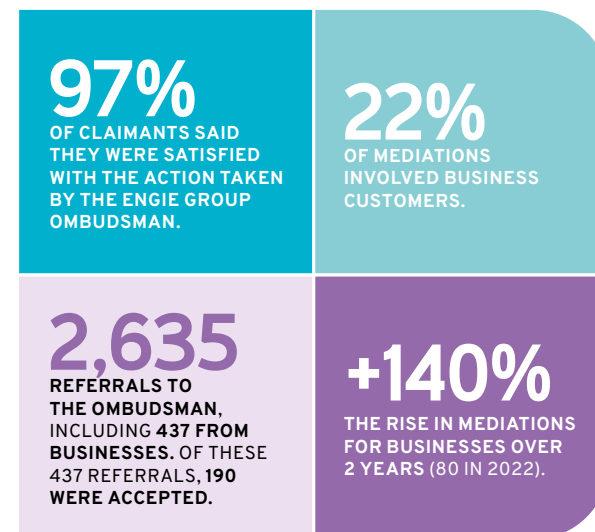
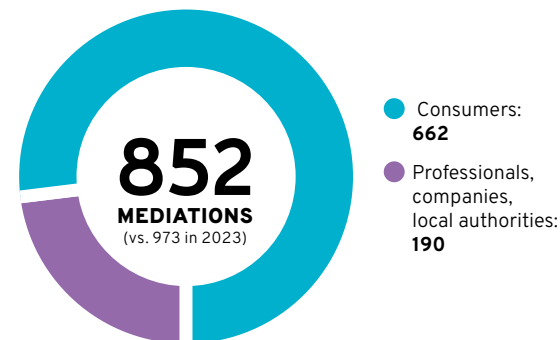
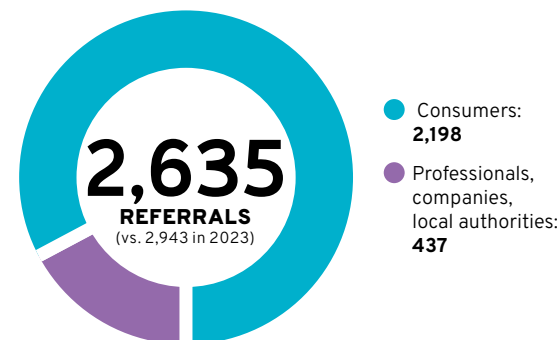
In its 2024 report and in a document published at the end of 2024, the ENGIE Group Ombudsman made recommendations to ENGIE's B2B divisions. These recommendations have now been put into action or are undergoing implementation.



Jean-Pierre
HERVÉ

CONSUMER
OMBUDSMAN FOR
THE ENGIE GROUP

2024: a record satisfaction score despite the ongoing energy crisis



Approval rate of the solutions proposed by the Mediation service in 2024

These recommendations were implemented in full, thus enabling disputes to be settled.

91%

for businesses

87%

consumers and businesses combined

The average processing time of a mediation

137 DAYS
for businesses

86 DAYS
consumers and businesses combined

The Ombudsman's recommendations to businesses

The discussions held throughout 2024 between the Ombudsman, the ENGIE Group's various divisions and their business customers helped identify areas in which the company could make improvements.

2023 REVIEW

Recommendation relating to the energy crisis

Business Customers Division (DCP)

– CONTRACT –

"Align monthly payment schedules with contract periods, rather than with the dates on which adjustment invoices are sent. In particular, send the new monthly payment schedule at the time of contract renewal."

Recommendation unrelated to the energy crisis

Business Customers Division (DCP)

– CONTRACT –

"Inform customers who switch contracts, but retain the same delivery point, about the need to cancel their previous contract."

The Business Customers Division (DCP) implemented the two recommendations made by the ENGIE Group Ombudsman in 2023.

2024 RECOMMENDATIONS

Business Customers Division (DCP)

Recommendation for handling the responses to be provided to the Mediation service during the analysis and solution-finding phase

REGARDING THE QUALITY OF THE RESPONSES PROVIDED TO THE MEDIATION SERVICE FOLLOWING REQUESTS FOR INFORMATION REQUIRED TO ANALYSE EACH CASE

The Mediation service asked that its requests for information be handled more thoroughly, to avoid having to go back and forth and to standardise the responses produced.

REGARDING CUSTOMER ACCOUNT STATEMENTS ISSUED AT THE OMBUDSMAN'S REQUEST

The Mediation service requested that customer account statements be presented in a way that is clear and informative, so as to provide claimants with a precise and enforceable explanation of the financial flows involved in customer account management (billing, payments, refunds, invoice cancellations, etc.). To do so, the model proposed by the Private Customers Division should be replicated.



View these recommendations online

Recommendation for improving the information provided to business customers

REGARDING THE CLARITY OF CONTRACT RENEWAL LETTERS (INCLUDING RENEWAL EMAILS)

Even though the rules governing pre-contract information differ from those applicable in the case of consumers (i.e., private individuals), the Ombudsman recommended improving the quality of information provided at key stages of the contract period, to avoid certain types of complaint.

REGARDING THE ADJUSTMENT OF MONTHLY PAYMENT PLANS BASED ON THE LATEST PRICES

The Mediation service requires that, whenever prices change, monthly payment plans be automatically adjusted to the latest rates at the time of contract renewal.

REGARDING THE INFORMATION PROVIDED ON TERMINATION FEES

The Mediation service requested more precise pre-contract and contract information, in particular to enable termination fees to be assessed.

The Ombudsman

FOR ENGIE GROUP

If you are a business and wish to contact the ENGIE Group Ombudsman:



It's easy, quick and free. You can attach all the supporting documents relating to your request.

Consulting, design and production:
Altavia Disko.

Photo credits: The Ombudsman
for the ENGIE Group,
Lorie Anona, Sandrine Hohl,
Shutterstock, Freepik.

Written by: The Ombudsman for the
ENGIE Group with contributions from
the Mediation team.