



Customer Ombudsman 1ºS 2020 report EDP Comercial (free market supplier)

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COMERCIAL

1. CLAIMS TO THE CUSTOMER OMBUDSMAN

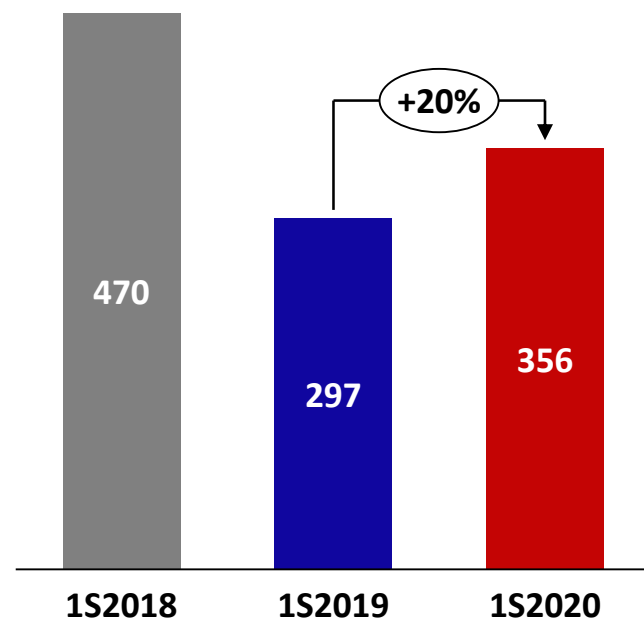
Claims to the Customer Ombudsman regarding EDP (free market supplier) increased by 20% in the 1st semester. This trend started in March, a time coinciding with the beginning of COVID-19 cases in Portugal



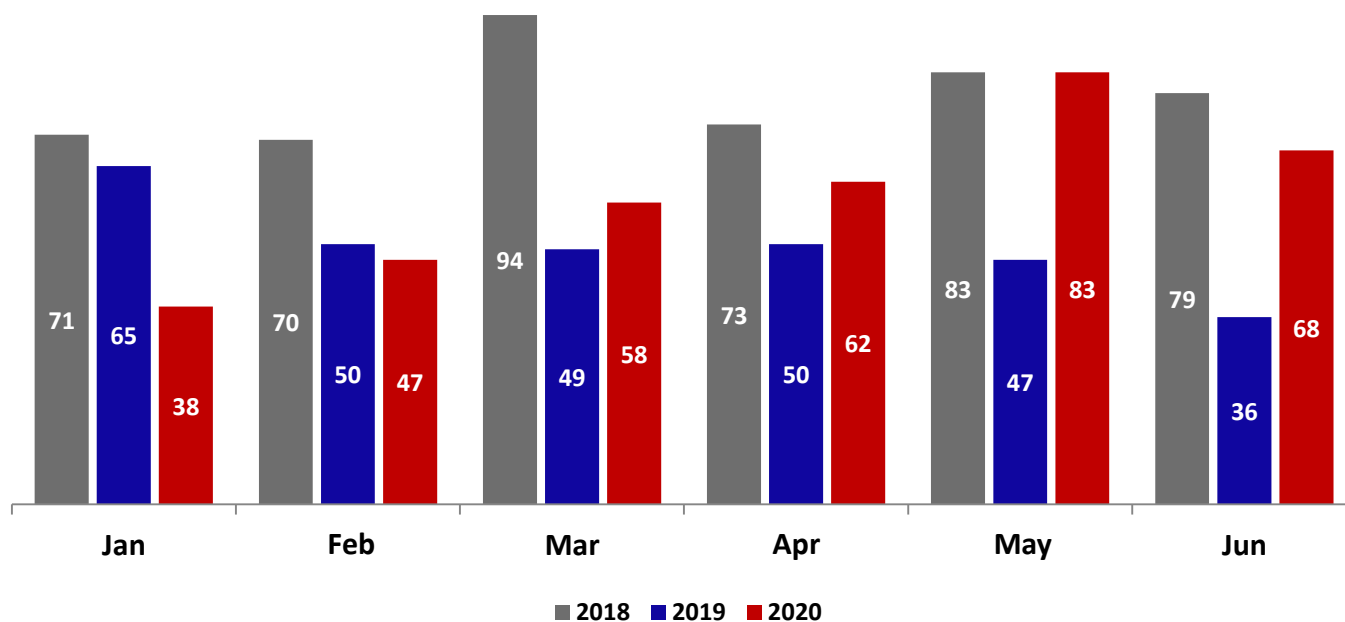
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CLAIMS

1º SEMESTER



PER MONTH

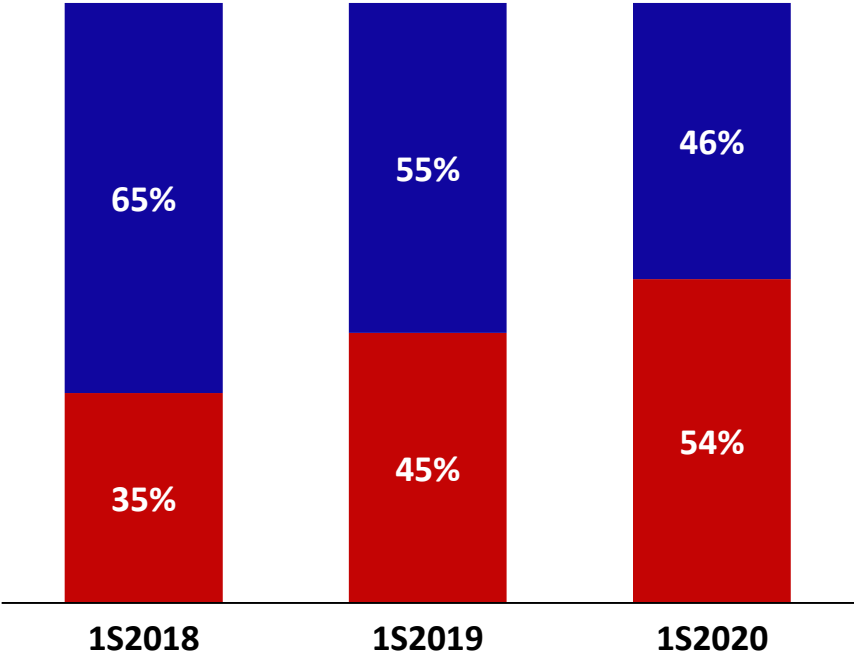


Claims without previous complaint to EDP increased from 45% to 54%. The cyberattack EDP suffered in April explain part of this increase



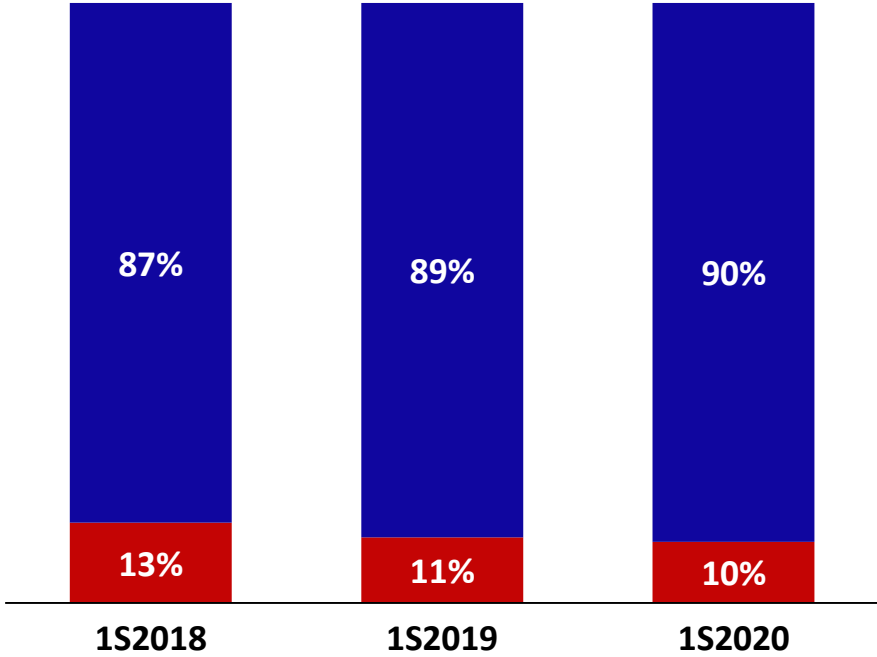
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PREVIOUS COMPLAINTS



■ With previous complain
■ Without previous complain

UNIQUE CLAIMS



■ Unique claims
■ Repeat complainant

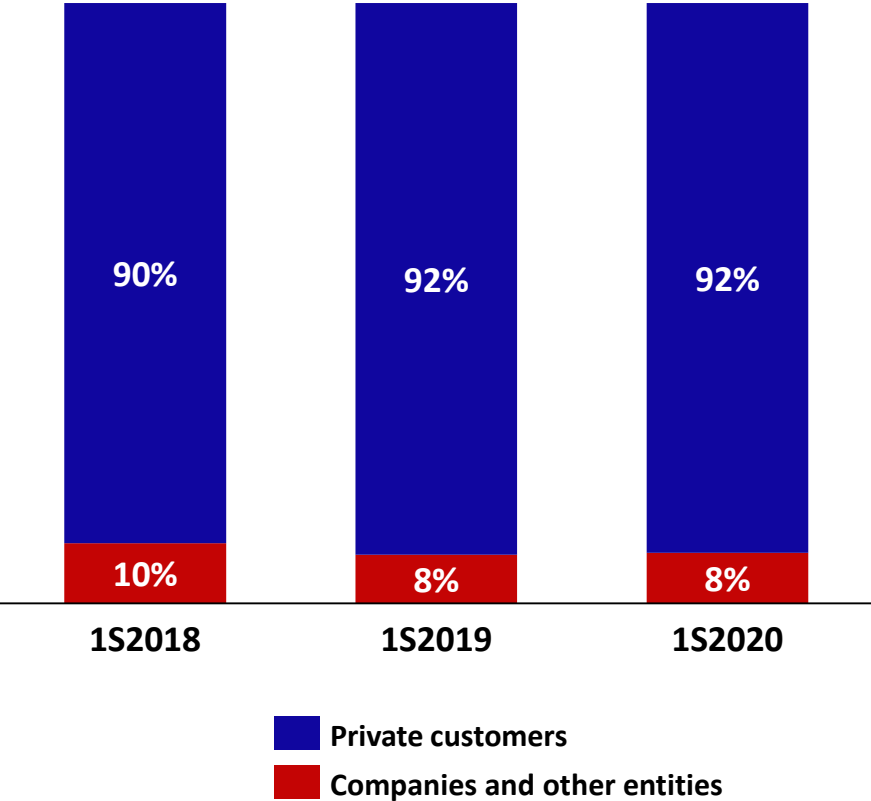


The vast majority (92%) of claims were from private customers and 8% from companies and other entities



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CUSTOMER TYPE

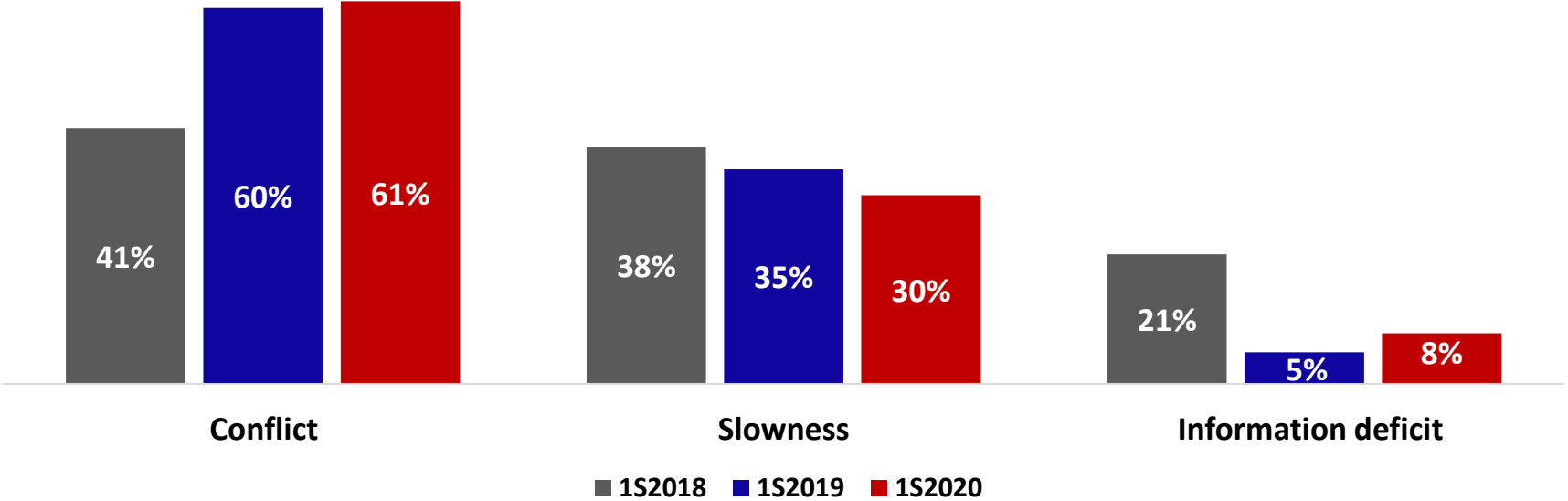


Almost two thirds of the claims were regarding conflicts between EDPC and its customers. There was a significant decrease in the percentage of cases related with delays in EDPC response (30% vs 35% no 1S 2019)



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CAUSES FOR THE CLAIMS

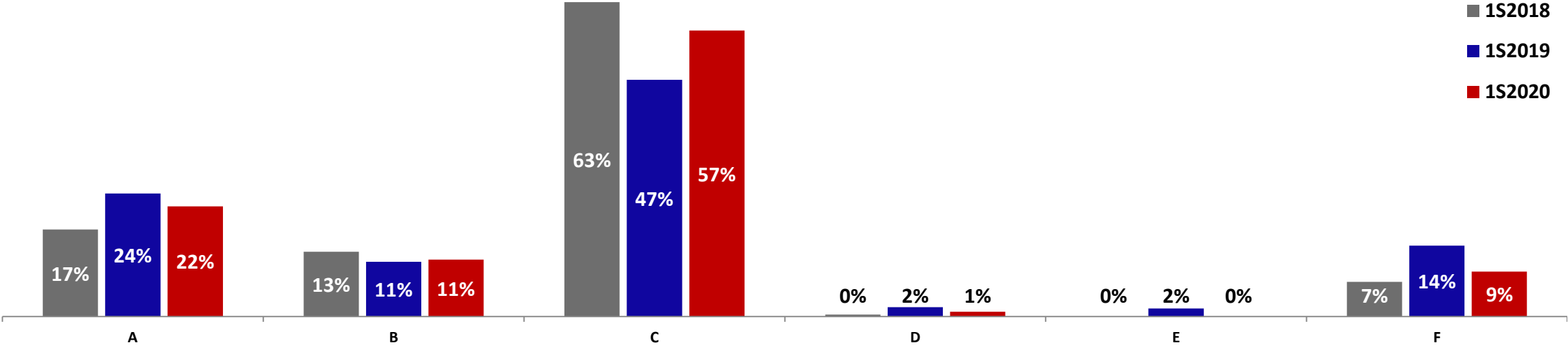


Claims about Reading/Billing/Payments increased during the 1S2020 but still bellow 1S2018



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CLAIMS BY TAXONOMY



Taxonomy: A ("Contracts"), B ("Supply"), C ("Meter Reading/Billing/Payments"), D ("Works and other Interventions"), E ("Networks e Street Lighting") and F ("Customer Service").

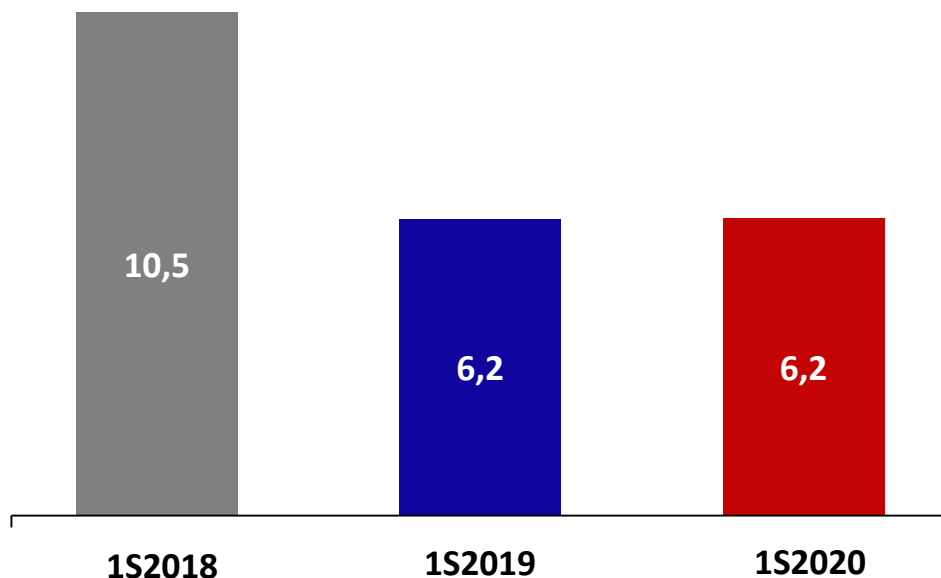


Despite the confinement and the increase in the volume of complaints, the response time of the Customer Ombudsman remained the same as in 2019 and no customer waited more than 15 days for a response

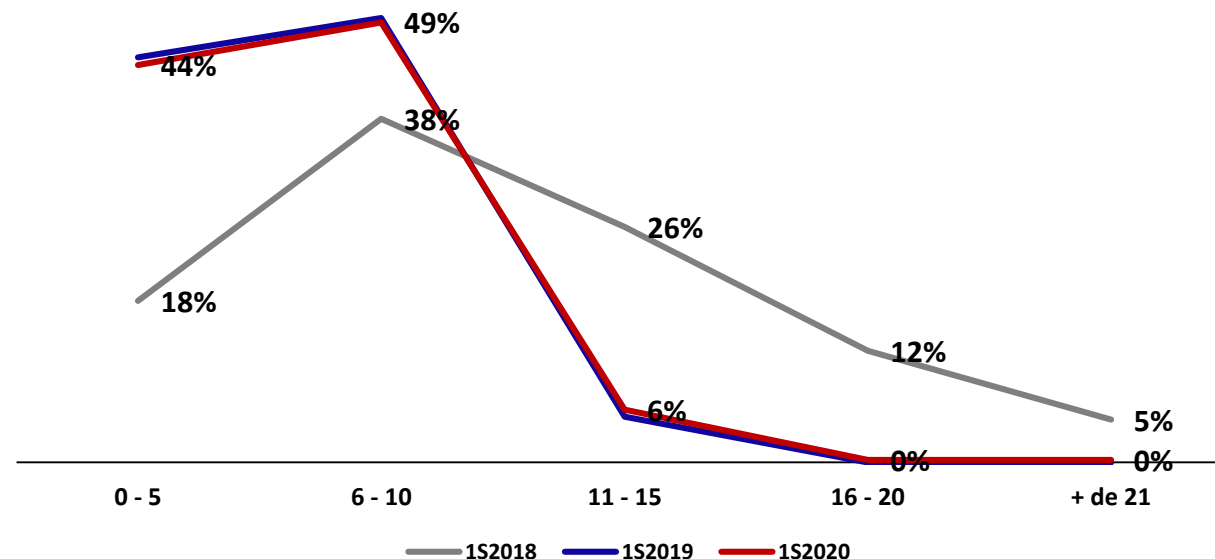


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AVERAGE RESPONSE TIME (DAYS)*



DISTRIBUTION OF THE RESPONSE TIME (DAYS)*



- In about 90% of cases, customers waited less than 10 days between placing their complaint and obtaining the Ombudsman's decision.
- No customer waited more than 15 days for a response from the Customer Provider. In the 1st semester of 2018 this figure was 17%.

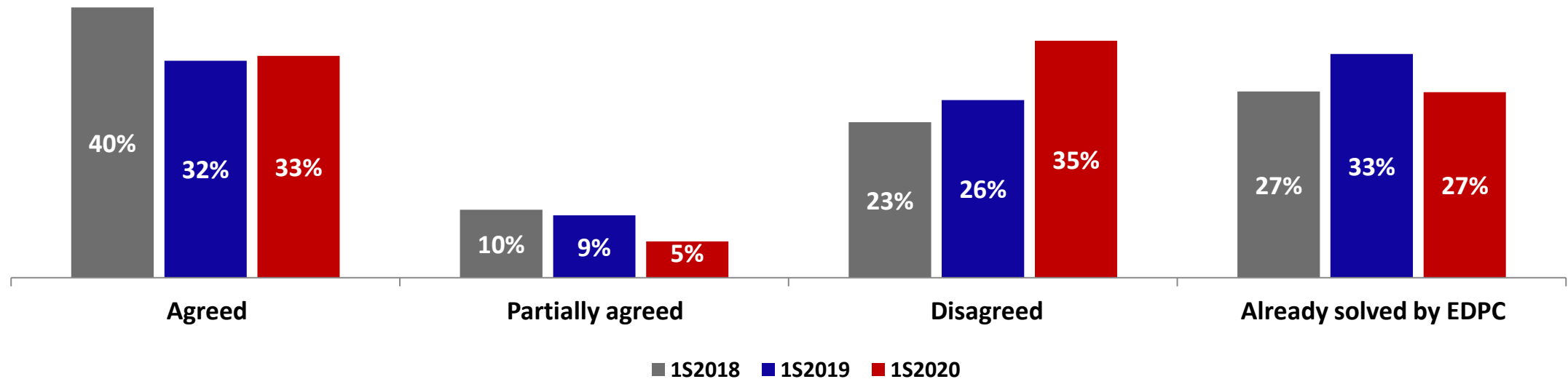
* Time period between filing the claim and obtaining a response from the Ombudsman



The percentage of Ombudsman decisions that disagreed with the clients' requests increased by 9 p.p.



OMBUDSMAN'S OPINIONS

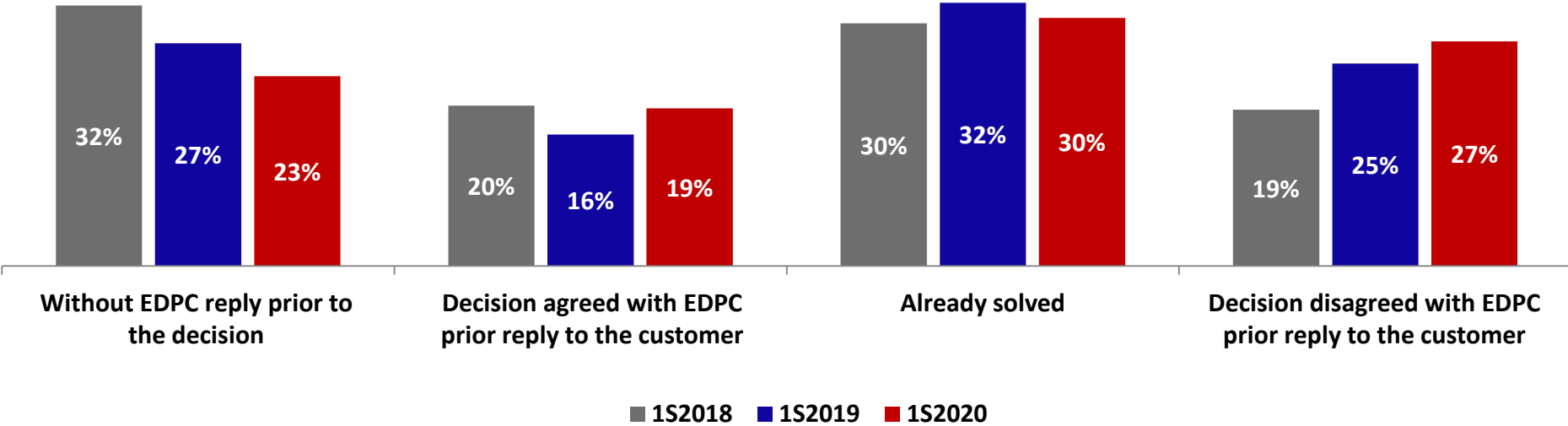


There was a decrease in the cases in which the customer had no response from EDPC prior to the issuance of the Ombudsman's decision and an increase in the decisions not in line with EDP's previous response



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ALIGNMENT BETWEEN THE OMBUDSMAN'S DECISIONS AND EDPC'S PREVIOUS RESPONSES



- The decrease in cases that had no response from EDPC prior to the issuing of the Ombudsman's decision suggests that EDPC is being faster in contacting with its customers

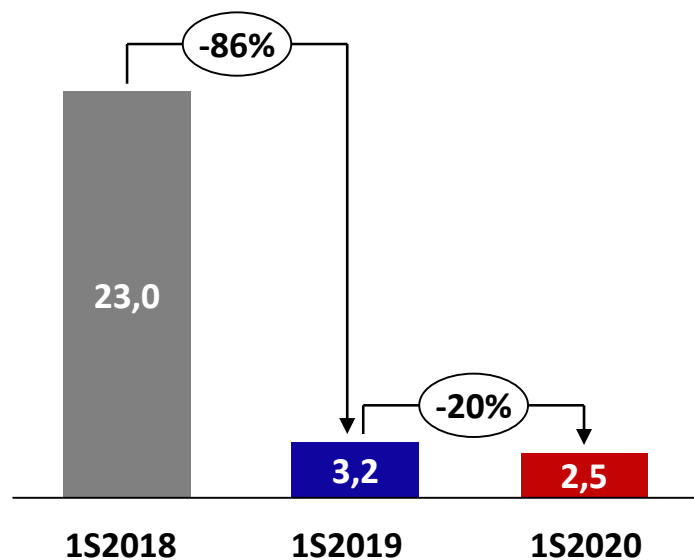


The average implementation time of the Ombudsman decisions was 2.5 days

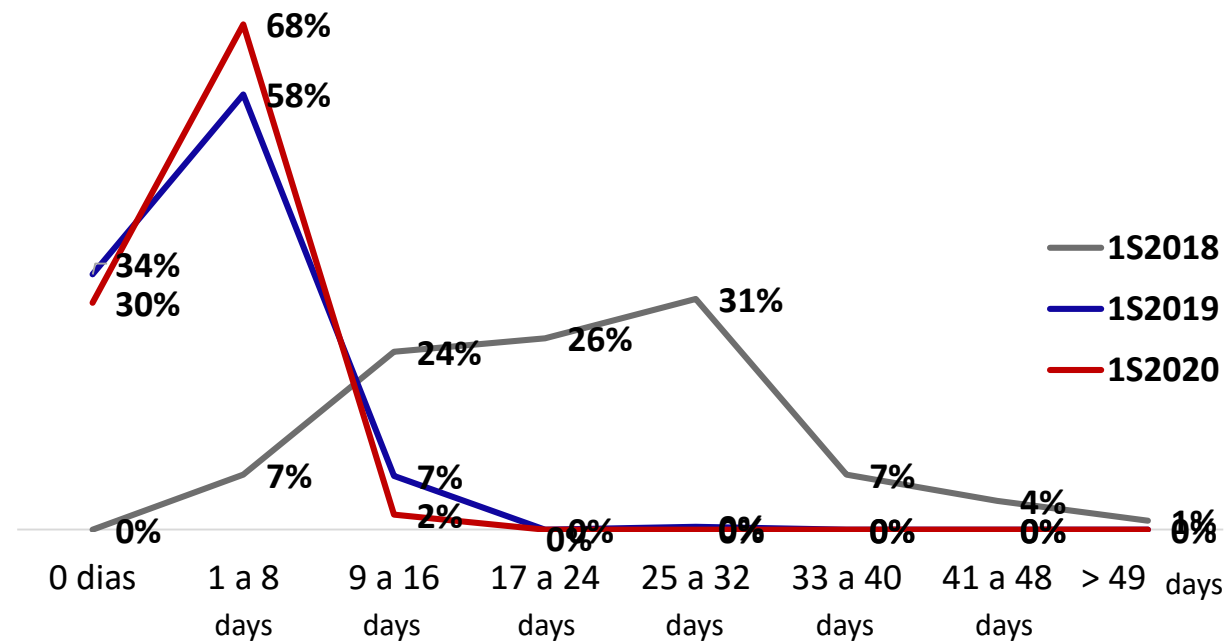


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AVERAGE IMPLEMENTATION TIME (DAYS)



IMPLEMENTATION TIME (DAYS)



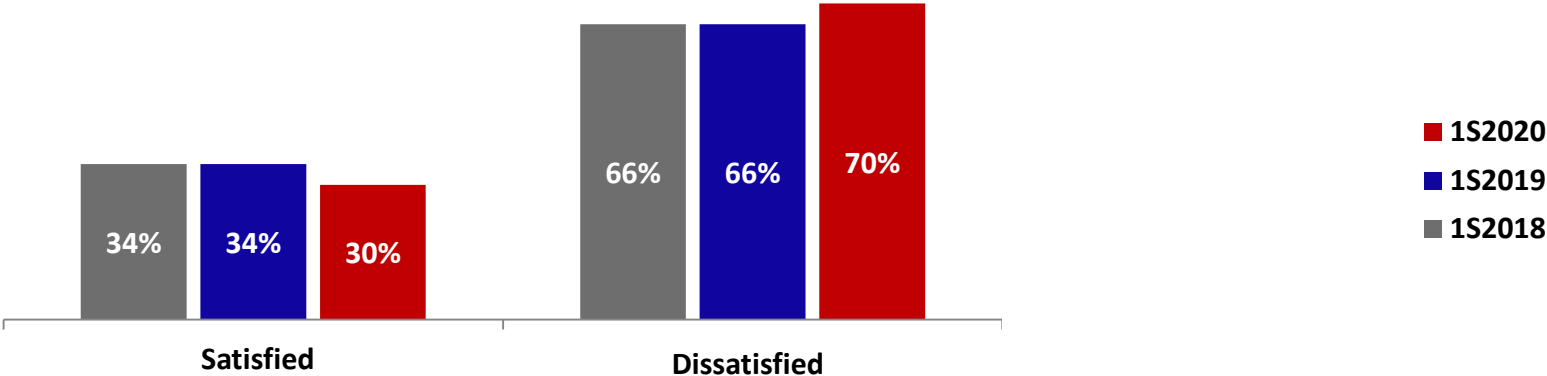
- Only 2% of the Ombudsman decisions took more than 7 days to be implemented.



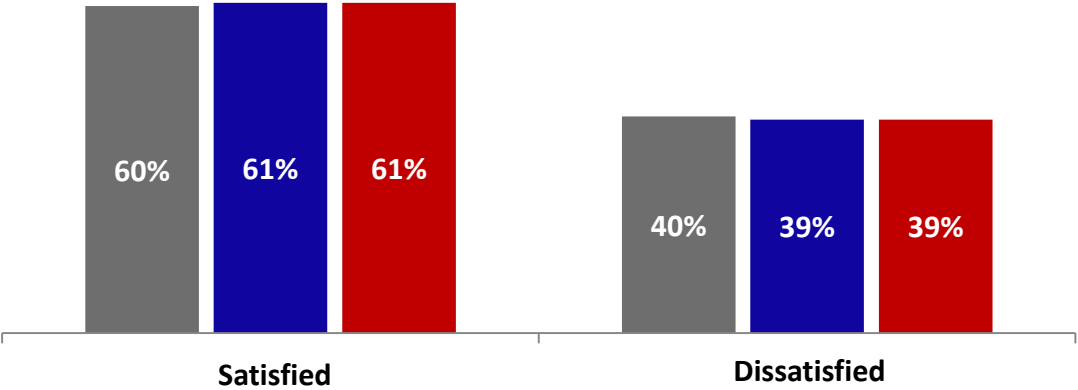
2. CUSTOMER OMBUDSMAN EVALUATION

The evaluation of the resolution of the problem worsened, which is explained by the increase of unfavorable decisions to the customers claims. The response time evaluation improved.

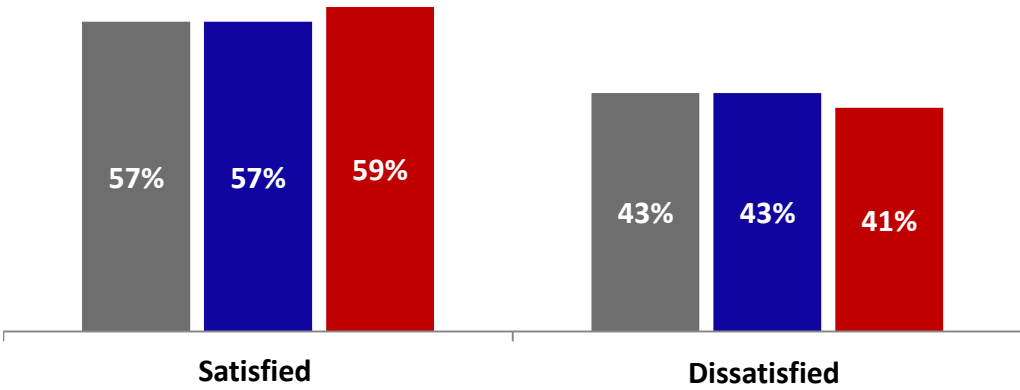
PROBLEM SOLVING



ACCESSIBILITY AND EASE TO CLAIM



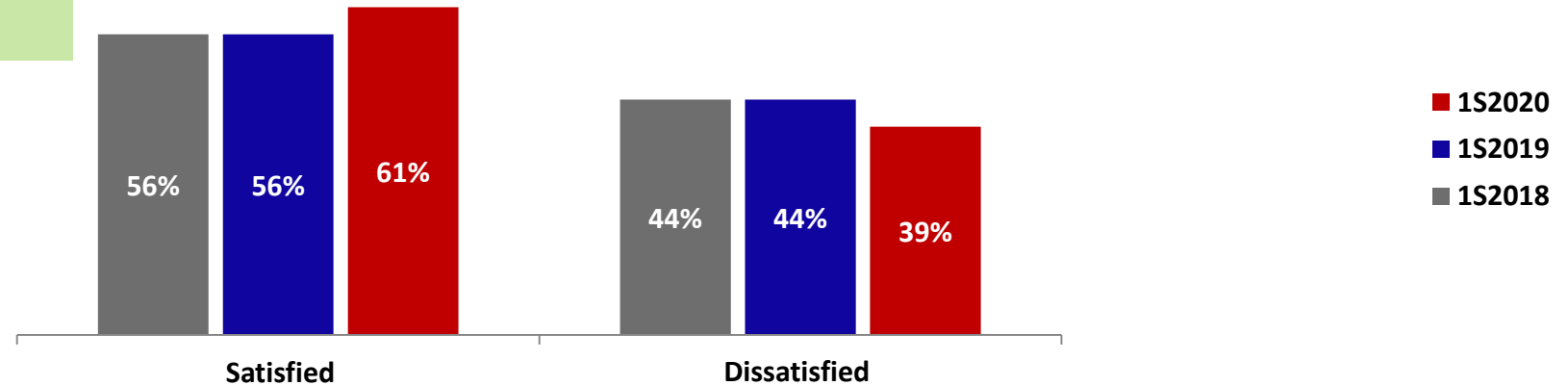
RESPONSE TIME



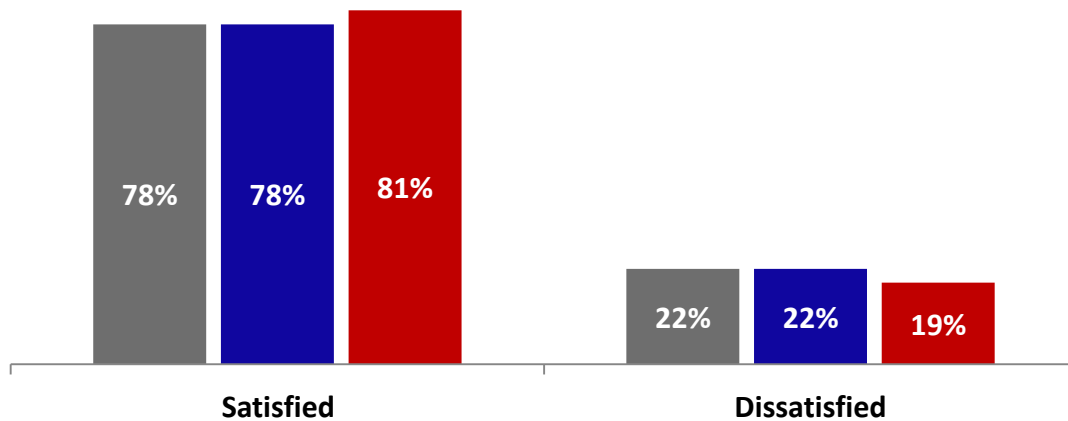
Satisfaction rose in all parameters among customers with favorable decisions, including 5 p.p. in problem solving and 7 p.p. in response time

Evaluation by customers who received a favorable decision by the Ombudsman

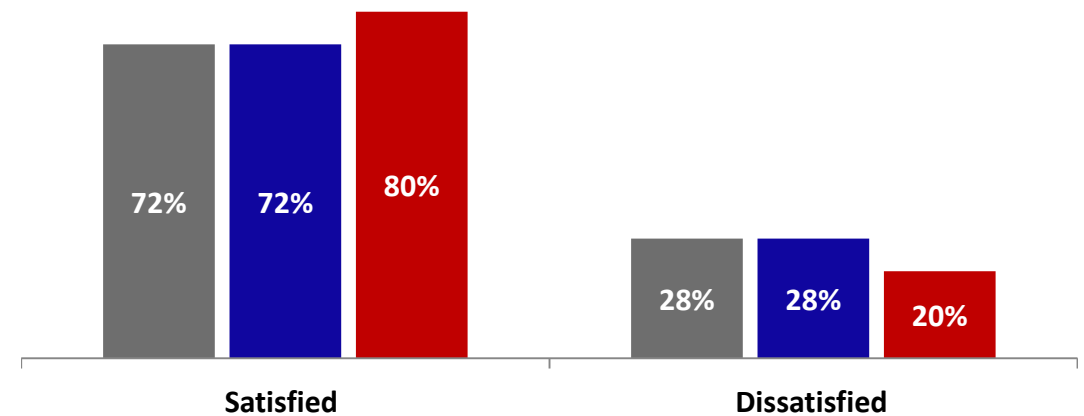
PROBLEM SOLVING



ACCESSIBILITY AND EASE TO CLAIM



RESPONSE TIME



59% of customers who have received favorable decisions say they “certainly” or “maybe” recommend EDP. Among those who received unfavorable decisions this figure was 22%.

NET PROMOTER SCORE

FAVORABLE DECISIONS

Favorable	Recommends EDP	Advices against EDP
Definitely	19%	33%
Maybe	40%	39%
No	42%	28%

UNFAVORABLE DECISIONS

Unfavorable	Recommends EDP	Advices against EDP
Definitely	2%	66%
Maybe	20%	22%
No	79%	13%

- There is a significant recovery in the satisfaction of complaining customers after the Provider's agreement, with 59% "certainly" and "maybe" recommending EDP;
- Among customers with unfavorable decisions dissatisfaction is higher, however, 13% of customers say that they do not advise against EDP and 22% even consider recommending the company;
- These results are very similar to those presented in 2019.