



THE
LIVING ENERGY
BOOK

by *edp*



CUSTOMER OMBUDSMAN
ANNUAL REPORT
2017



EDP Group Customer Ombudsman portal has been a reference in **digital globalization** having receive 1 571 complaints **from the five continents** in 2017.



PROVEDOR
DO CLIENTE





I am pleased to present the Annual Report of the activities carried out in 2017, a year marked by many changes in Portuguese society, in EDP Group and in customer preferences and options.

EDP's Customer Ombudsman continues to be the digital economy example of excellency more highlighted in the European Union.

The total webization and the new artificial intelligence assume as innovative projects of frontier investigation, continuing to allow the reduction of response times, and thus achieving an average time of reply inferior to 10 days in 2017.

I am grateful for the collaboration I have always received from the EDP Group and, in particular, from all consumers who have sought assistance from the Client Ombudsman, for their purposeful and constructive attitude which has greatly contributed to overcoming difficulties and regaining their trust.

Luís Valadares Tavares, EDP Customer Ombudsman

A handwritten signature in black ink that reads "Luís Valadares Tavares". The signature is written in a cursive style.

Lisboa, April 20, 2018

ACTIVITIES REPORT

This report summarizes the activity of the Client Ombudsman between January and December 2017. It ensures compliance with the duty to provide information established by Art. 22 of the Client Ombudsman Regulations.

In 2017, the Internet (electronic form on the Ombudsman's website) was the communication channel most used by complainants' to interact with the Client Ombudsman. It also continued to be universally accepted by users who contacted the Client Ombudsman, since they made no complaints requesting other communication channels. This conclusion is certainly relevant in the evolution of EDP's complaints management systems.

We highlight the following statistical data for the period under review:

I. COMPLAINTS INFLOW

- **1 571 complaints** were filed with the Client Ombudsman, which corresponds to an average of **4.3 complaints per day**. This translates into a 21% decrease compared to 2016.
- **Most of the complaints filed (70.5%) were concerned with electricity**, while 4.5% were related to Gas and 17.3% to dual customers. These results represent an increase in the complaints filed for electricity, in comparison with 2016 (65.6%), while those concerning the other areas decreased, maintaining a tendency already verified in 2016.
- The overwhelming majority (**89.4%**) of the complaints on matters of a commercial nature were filed by **customers of EDP Comercial**, whereas 7.1% of complaints were made by EDP Serviço Universal customers. This is a slight increase from the 2016 percentages for EDP Comercial (86.5%). EDP Gás Serviço Universal customers also filed complaints (0.4%). There were also 39 complaints (1.6%) related to other energy suppliers.
- **94.4% of the complainants were EDP Customers**, meaning that 88 complaints (5.6%) were from non-customers, maintaining the percentage of complaining customers from EDP from 2016 (94.6%).
- **1 163 of the 1 571 complaints filed corresponded to unique complaints (87.1%)**, the remaining 408 complaints were submitted by "repeat" complainants, which corresponds to a maintenance of the percentage of unique complains verified in 2016 (87%).

- Of the total number of complaints already answered, **183 (12%)** had no record of any complaint registered by EDP's internal services, although in some cases the customer considered that they had done so, in particular by telephone. This registers a slight decrease compared to 2016 (34%).
- 27.3% of the 1 571 complaints were filed by consumers residing in service quality zone A, 31.6% of the complaints were from consumers of service quality zone B and 41.1% from service quality zone C. This represents a slight decrease in complaints from zone B (36.4%) and a increase of the complains from both zone A (25.1%) and C (38.4%).
- The vast majority of the complaints received concern **private customers (91%)**, while 9% came from corporate customers maintaining the same level of 2016.
- 17% of the total number of complaints filed in 2017 were made due to shortage of information and 26% stated the transfer of responsibility as their cause. **None of the complaints were based on problems requiring a complex solution.**
- The number of customers interacting with the specific ombudsman website through the IP sub-number has been increasing since 2010 and now totals **around 150 000 users**. This increase in number of users confirms the vast penetration of this online communication and interaction tool among the EDP group customer base. In other words, the Client Ombudsman's "ecosystem" **will most likely cover more than 175 000 customers in 2020.**

II. LEVEL OF SITE VISITS:

- Page views totaled 120 604, corresponding to an average of 6.28 page views per visit. Average page views per visit in 2016 were 5.53.
- 19 183 are unique visitors, equivalent to an average 52 unique visitors per day, resulting in a slight decrease compared to 2016 (21 428).
- Considering the 1 571 complaints filed, there is a ratio of 122 complaints for every 1000 unique visitors. The ratio of complaints for each 1000 unique visitors in 2016 was 107.
- The site page with the FAQ was heavily used by customers during 2017 (1 908 visits), corresponding to 8% of the total annual visits.

III. TAXONOMY OF COMPLAINTS

The Taxonomy designed in 2009 for complaints filed with the Ombudsman continued to be used in 2017, although with some minor adjustments made at the end of 2010 due to the weighting of that taxonomy to the complaints filed in the meantime.

A. Contracts



- A1. Pre-contractual information
- A2. Data updates
- A3. Other amendments

B. Supply



- B1. Installation / connection or reconnection
- B2. Outages
- B3. Voltage/load
- B4. Disconnection
- B5. Losses associated with the supply of energy

C. Meter Reading/Billing/Payments



- C1. Reading/operation of meter
- C2. Bill components
- C3. Estimations
- C4. Billing periods
- C5. Sending/receiving bills
- C6. Payments
- C7. Payment plans

D. Works and other Interventions



- D1. Disrespect of third-party property (crossings, etc.)
- D2. Property losses (trees that fell, etc.)
- D3. Works in public areas

E. Networks and Street Lighting



- E1. Lighting
- E2. Defects/faults not repaired in a timely manner
- E3. Planning/safety
- E4. Environment

F. Customer service



- F1. Contradictions and delays in clarifications and responses
- F2. No response
- F3. Behavior/conduct
- F4. Absence of intervention (or inadequate intervention) on the expected date/time
- F5. Special offer campaigns

G. Others

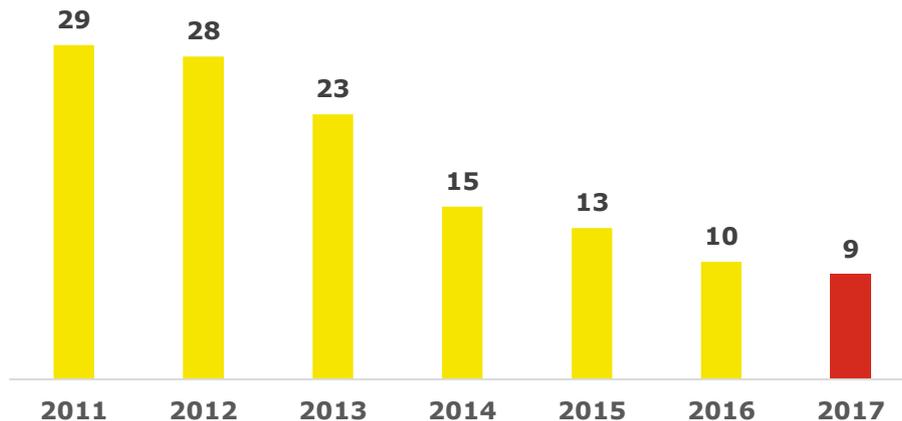
Of the 1 571 complaints filed with the Ombudsman, all the classes registered complaints, except Class G ("Others"). This result confirms that the taxonomy model developed meets the classification needs of the different complaints and is being correctly used since the complainants do not feel the need to resort to Class G ("Others").



IV. OMBUDSMAN'S RESPONSE TO COMPLAINTS FILED

The Ombudsman's average response time was around 9 working days, that is 1 working day less than the average response time recorded in 2016 (10 days). This reduction in working days reflects the effectiveness and efficiency improvements achieved following the adjustments made to the process and improvements on the website.

Evolution of the average response time



V. DISTRIBUTION OF THE DECISIONS OF THE OMBUDSMAN

The Ombudsman's decisions on the 1 571 complaints filed were distributed as follows:



In **38% of the total complaints**, the **decision agreed** with the customer's intentions.



In **31% of the total complaints**, the **matter was already resolved** at the time of the Ombudsman's decision.



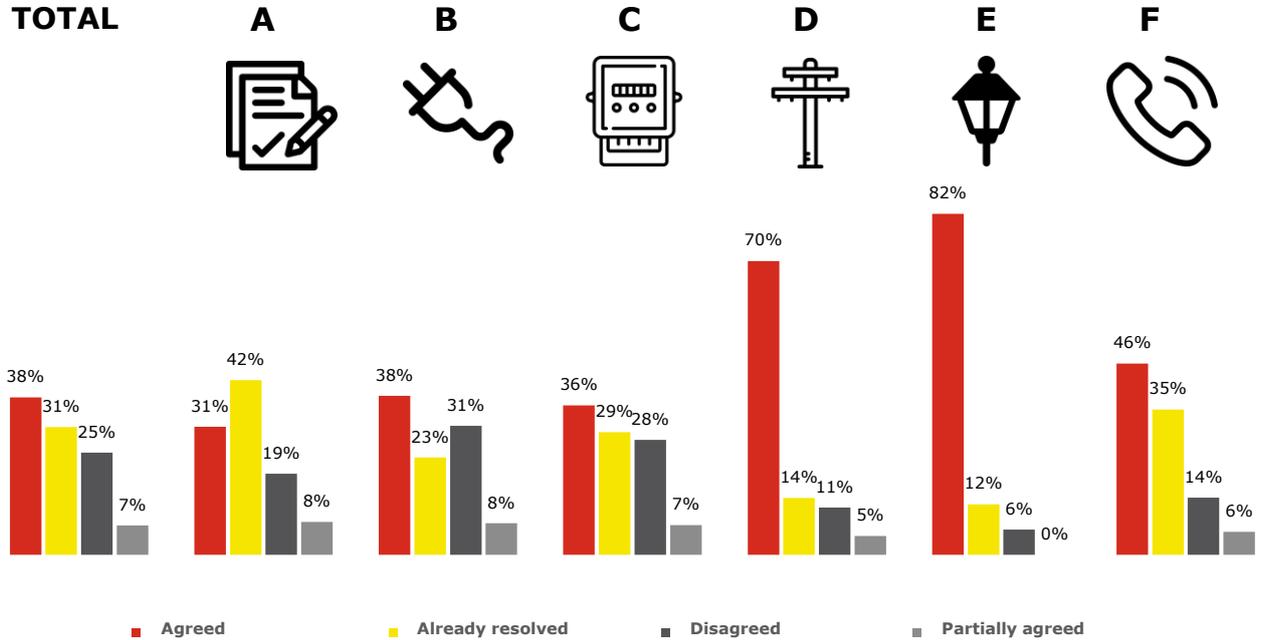
In **25% of the total complaints**, the **decision disagreed** with the customer's claims.



In **7% of the total complaints**, the **decision partially agreed** with the customer's claims.

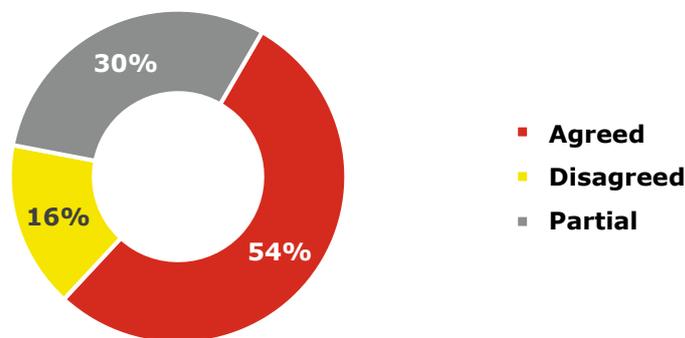
The predominant decision of the Ombudsman was in agreement with that claimed in most classes: A ("Contracts"), B ("Supply"), C ("Meter Reading/Billing/Payments"), D ("Works and other Interventions"), E ("Networks e Street Lighting") and F ("Customer Service").

TYPE OF DECISIONS OF THE OMBUDSMAN BY TAXONOMY



VI. ALIGNMENT BETWEEN THE OMBUDSMAN'S DECISIONS AND EDP'S RESPONSES TO THE CUSTOMER

- In most complaints (**54%**), the Ombudsman's decision was fully aligned with EDP's most recent response prior to the decision.
- In **16%** of complaints, the Ombudsman's decision totally disagreed with EDP's response.



VII. RECEPTION OF THE OMBUDSMAN'S DECISIONS BY EDP

The Executive Board of Directors of the EDP Group has never decided differently in terms of the complaints that the Ombudsman has already issued a decision.

VIII. LITIGATION

From the 1 571 complaints, there are no cases known where the litigation has advanced to the courts.

IX. WEBSITE IMPROVEMENTS

Slight changes were made throughout 2017 to the EDP's Client Ombudsman website (provedordocliente.edp.pt), both front office and back office. These alterations were to improve the customer interface and to optimize the response time and response quality.



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