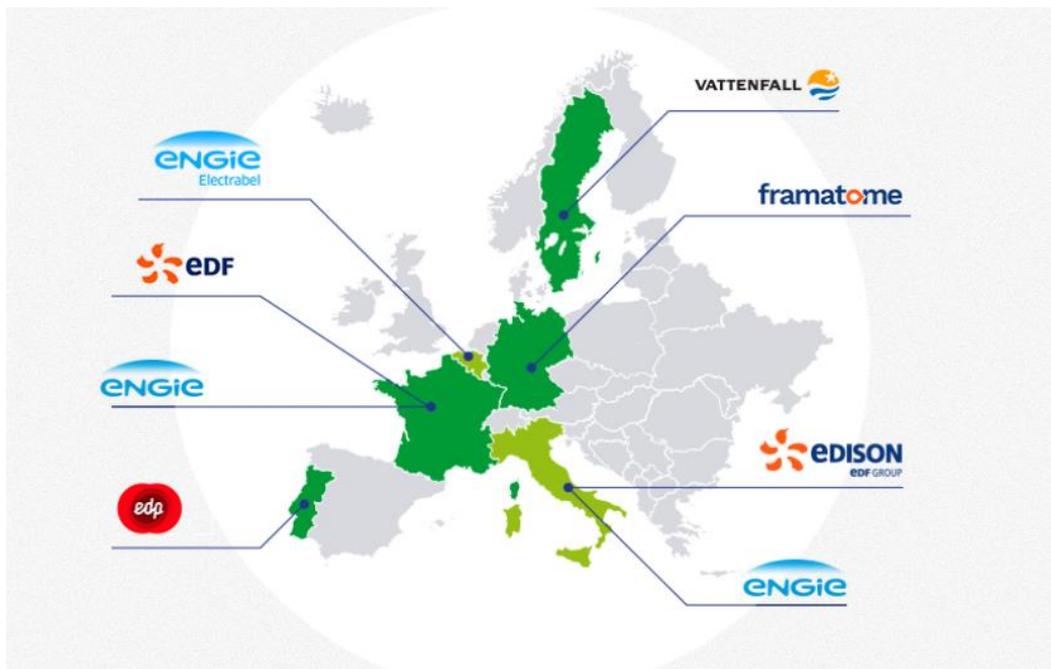


EEMG Presentation

Presentation of the Group

The European Energy Mediators Group is a **group of company private mediators**, created in 2007. The companies in which they have been instated **cover in about 60,5 million customers** and lead a major role on the energy market.



Main data concerning alternative dispute resolution in the group, in 2018:

- > **23 000 solicitations** for mediations have been submitted;
- **3 778 dispute cases** handled;
- **3 003 resolved cases**, with a **success rate of 85%**;
- **72 improvement guidelines** submitted to companies.

Company mediation exists under several forms in many countries. It is differently admitted. For instance, in Nordic countries mediation is considered as a cultural practice, see the 150-year-old tradition of company mediation. Or in France, company mediators are recognised through the transposition of the Alternative Dispute Resolution (ADR) directive. Sectorial and company ombudsmen are at the same level. In Italy some energy companies in collaboration with the 20 consumers associations have established an ADR Organization, free, impartial and mandatory process before any legal proceeding. I

Company mediation, where it exists, is unanimously recognised as **an effective and relevant process to solve conflicts and to favour internal progress within companies**. Indeed, it allows companies to be more efficient, have a better relationship with their customers and partners and solve any functional issue. It appears to be a **customer-oriented innovation that participates to market-efficiency**, within a complex and competitive energy market.

Within this group, members learn from one another and feed of each other's good practices. They also convey their message to promote company mediation and its strengths.

Company mediation advantages:

- Improvement of company practices through guidelines
- Enhancing of the market efficiency thanks to a customer-oriented approach
- Completely free for the customers and the state
- Responsibility and involvement of all the parties
- Relationship of equality throughout the mediation process and not a top/down relationship

Company mediation key points:

The main issues of Company ombudsmen are:

- Anticipate and develop new ways of working and handling disputes online and offline
- Solve persistent issues from one year to another (billing, meters reading, bank domiciliation, social tariff)
- Improve the quality of the relations between the company, customers, and partners

Different mediation formats coexists in Europe depending on size, culture, history, and means, and that's a good thing. Company ombudsmen and sectorial ombudsmen are complementary: each one has a specific field of competencies – in France, they are at the same level (position paper).

With new energy fields to be filled, it is good to keep the flexibility of the actual scheme and develop cooperation between new possible fields of mediation in services like energy efficiency, self-consumption, e-mobility.

Company mediation is fast and more efficient and cost effective (due to proximity, understanding of the technical issues and system)

As disputes present a higher and higher level of complexity every year, they require technical competencies/ understanding that Company ombudsmen can more easily deal with.

The purpose of the EEMG members' activity

The main goals of the EEMG members are to **favour internal progress within the company, guarantee an efficient energy market and indirectly keep customers satisfied.**

They are close to the inner workings of the company, know how it works and can also guide the consumer. Thus companies should be involved in mediation development. Company mediators should be a relevant part of a company structure and of the consumer market itself because they offer an alternative dispute resolution process available to the consumer.

By setting up an internal mediation, **companies make sure to settle their own faults and take responsibility for them.** Company mediation is proof of the companies will to take care of more complex disputes, in addition to basic customer services.

Companies have to pay for their own problems and that is exactly what they do through company mediation as it offers a **completely free** way of resolving disputes for the consumers.

Company mediation helps **rising trust of the customers on the energy market**, as it embodies companies good faith and transparency, and provides a pedagogical care to customers and a recourse option for their claims.

The EEMG members, as company mediators, **propose guidelines to their firms** that stem directly from the day to day practice of their profession. These recommendations are above all intended to have a

practical and progress application. Companies can therefore **provoke changes** based on these guidelines.

In the light of all the specificities of company mediation, it is clear that different systems of mediation are not inevitably in opposition, they can be complementary.

The EEMG wishes to be a reference in the ADR network, bringing our experience and expertise, while promoting new ideas for disputes resolution, contributing to a better understanding of the energy market, in an open and flexible way, and participating to the protection of European consumers, particularly the vulnerable ones.