



# EDPC CUSTOMER OMBUDSMAN ANNUAL REPORT 2022

Author: Luís Valadares Tavares\*

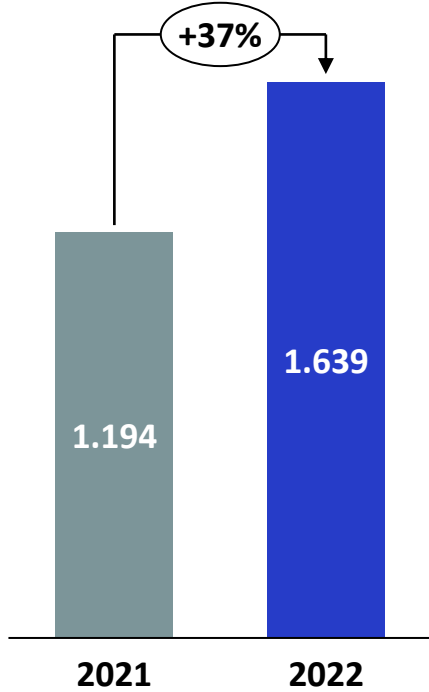
Having received the contributions of Diogo Jesus, Manuel Igreja and João Rodrigues of EDPC

\* according to the Article 22º-1 of the Regulation governing the activities of the Ombudsman and in full respect of the Article 9º of the "Código dos Direitos de Autor e dos Direitos Conexos (DL 63/85, 14 March)

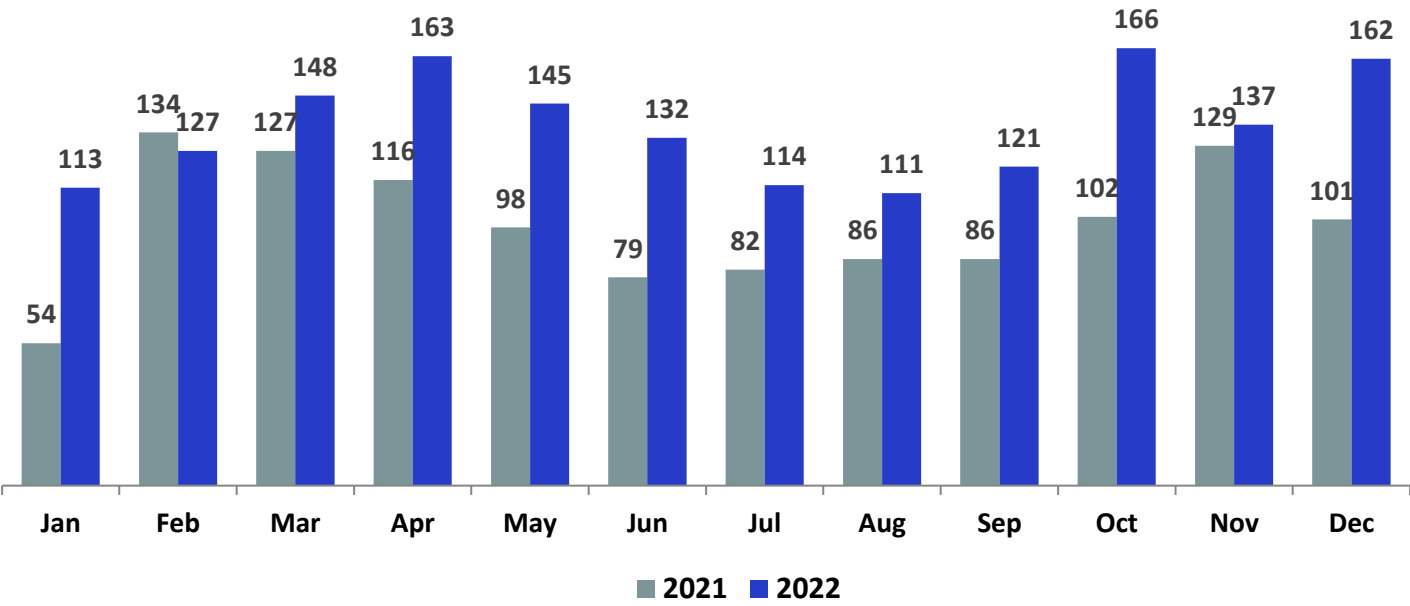
# 1. CLAIMS TO CUSTOMER'S OMBUDSMAN

# CLAIMS TO THE CUSTOMER OMBUDSMAN INCREASED 37% IN 2022

CLAIMS PER YEAR

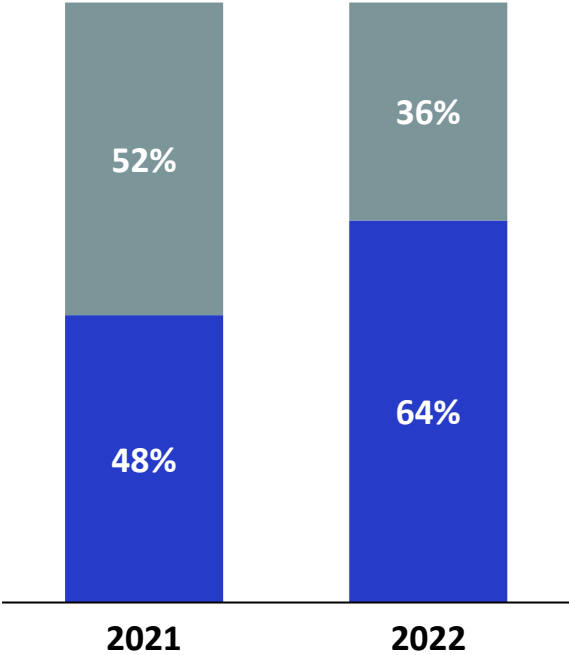


CLAIMS PER MONTH



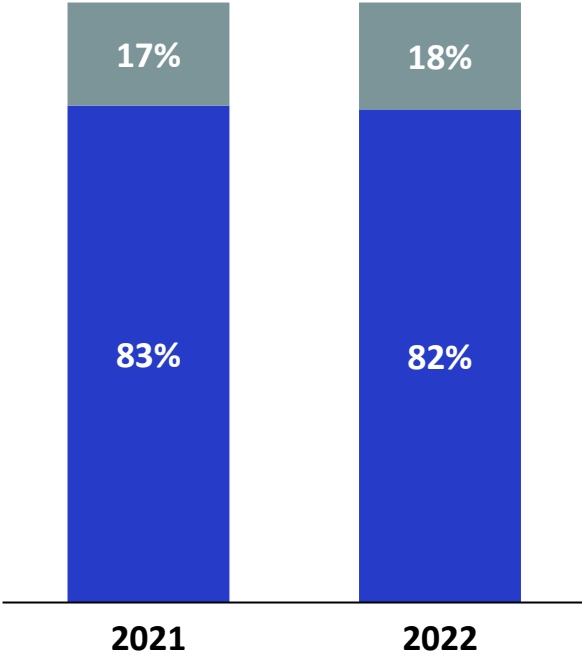
# CLAIMS WITHOUT PREVIOUS COMPLAINT TO EDPC INCREASED FROM 48% TO 64%

### PREVIOUS COMPLAINTS



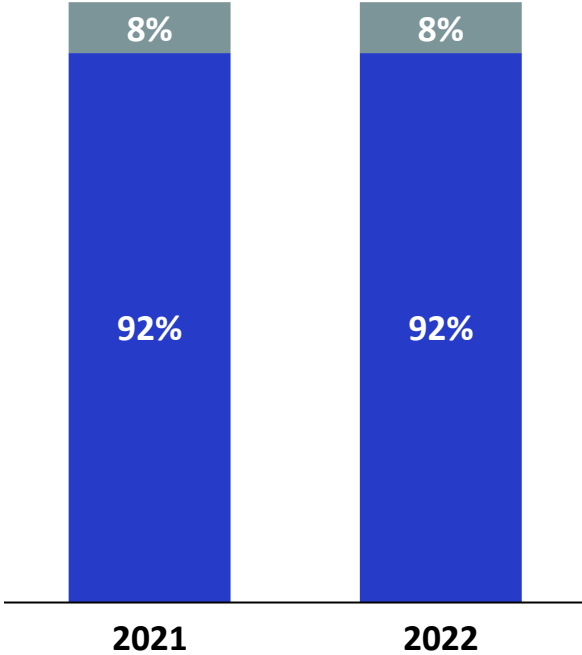
■ With previous complaint  
■ Without previous complaint

### RECURRENCE OF CLAIMS



■ Claims from repeat customers  
■ Unique Claims

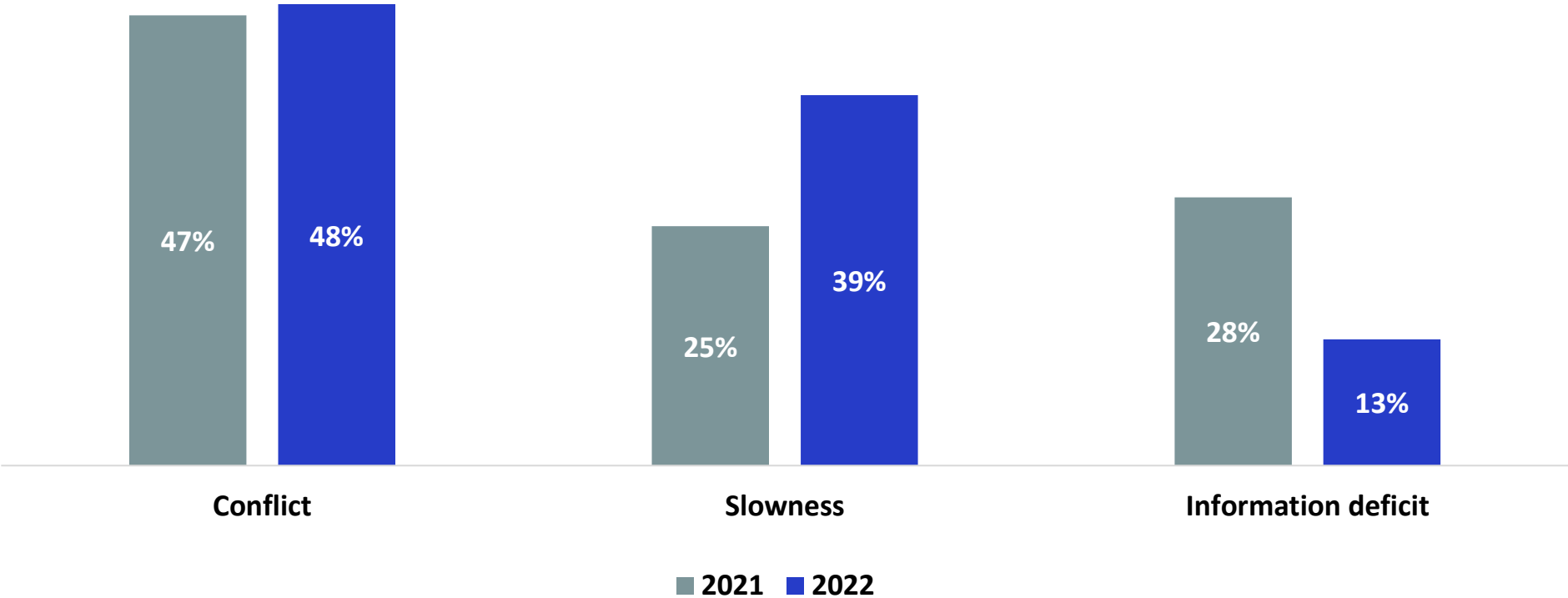
### CUSTOMER TYPE



■ Companies and other entities  
■ Private Customers

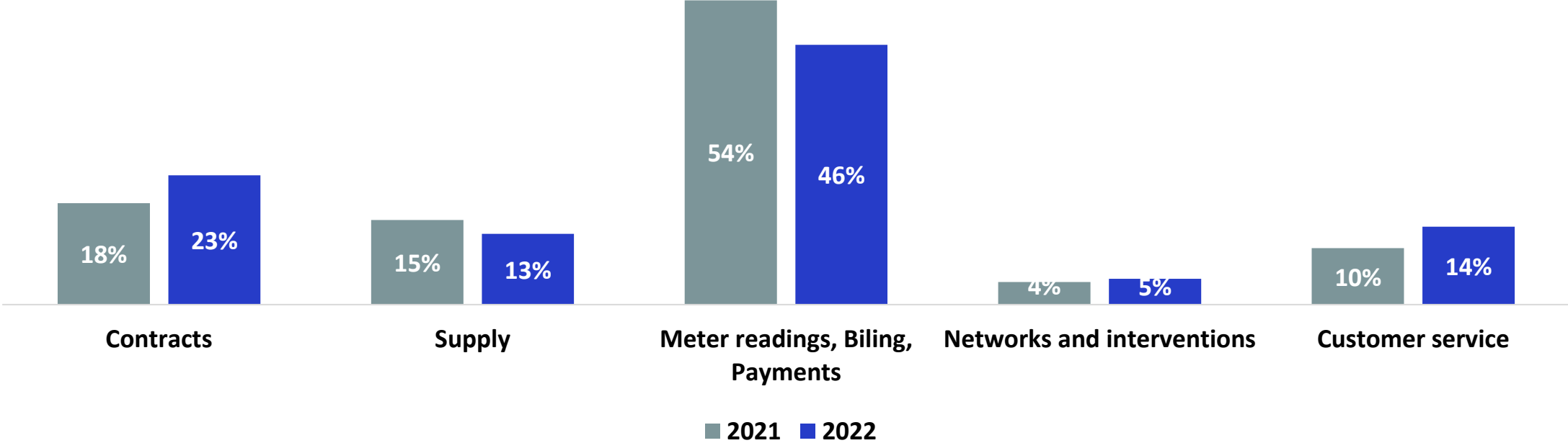
# CLAIMS CAUSED BY SLOWNESS INCREASED WHILE INFORMATION DEFICIT DECREASED

CAUSE OF THE CLAIM



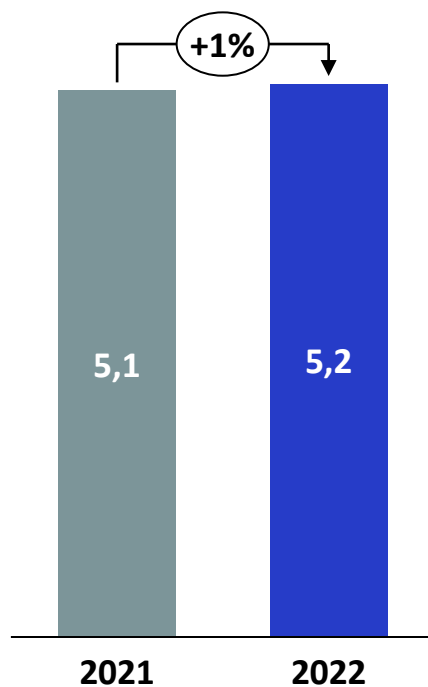
# THERE WAS AN INCREASE IN THE WEIGHT OF CLAIMS RELATED TO CONTRACTS AND CUSTOMER SERVICE

## CLAIMS BY TAXONOMY

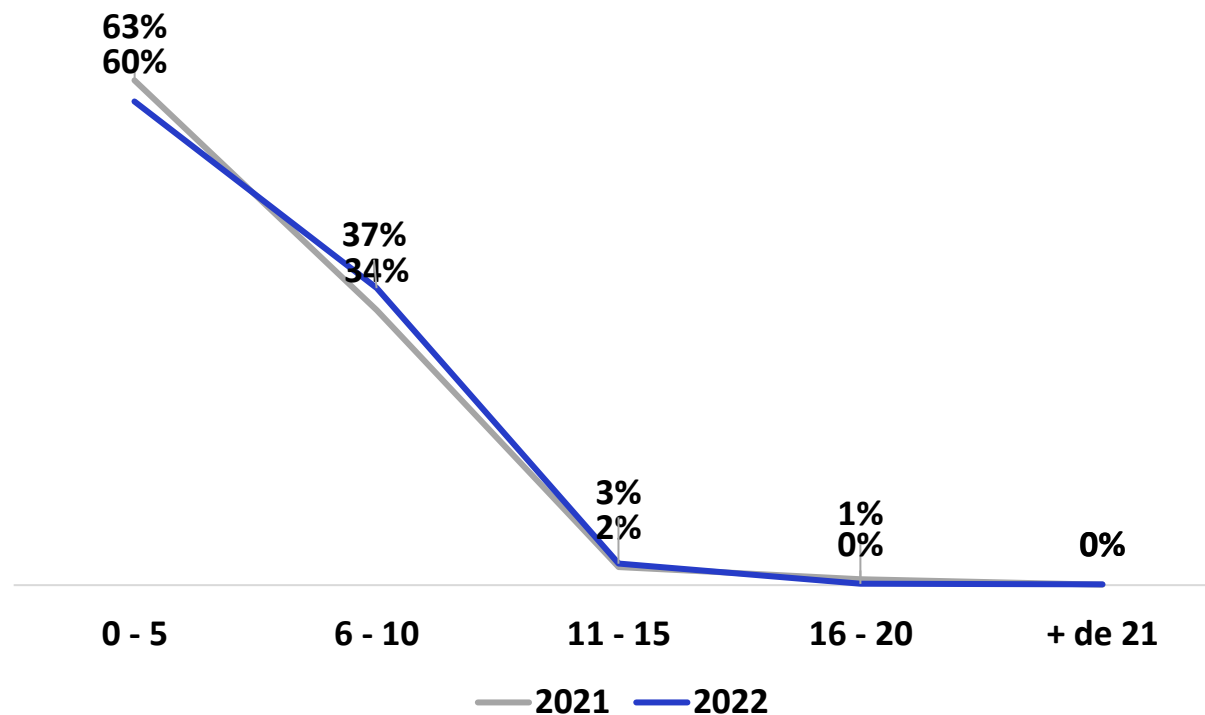


# AVERAGE RESPONSE TIME WAS 5,2 DAYS WHICH IS SIMILAR TO 2021

AVERAGE RESPONSE TIME (DAYS)\*



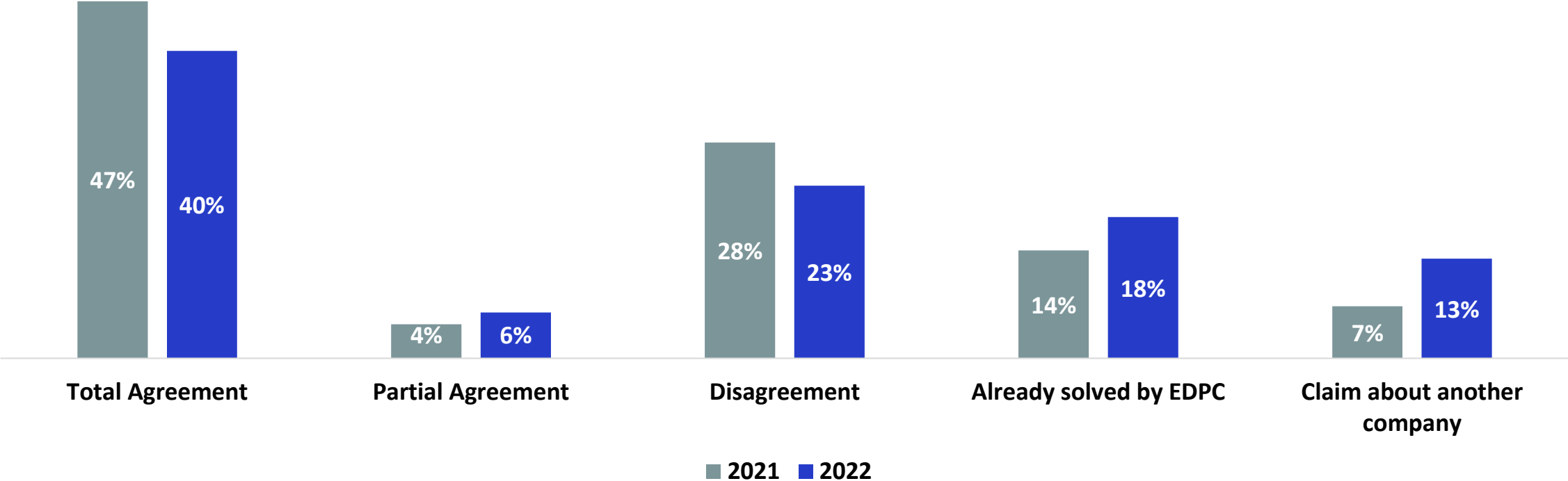
RESPONSE TIME DISTRIBUTION (WORKING DAYS)\*



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

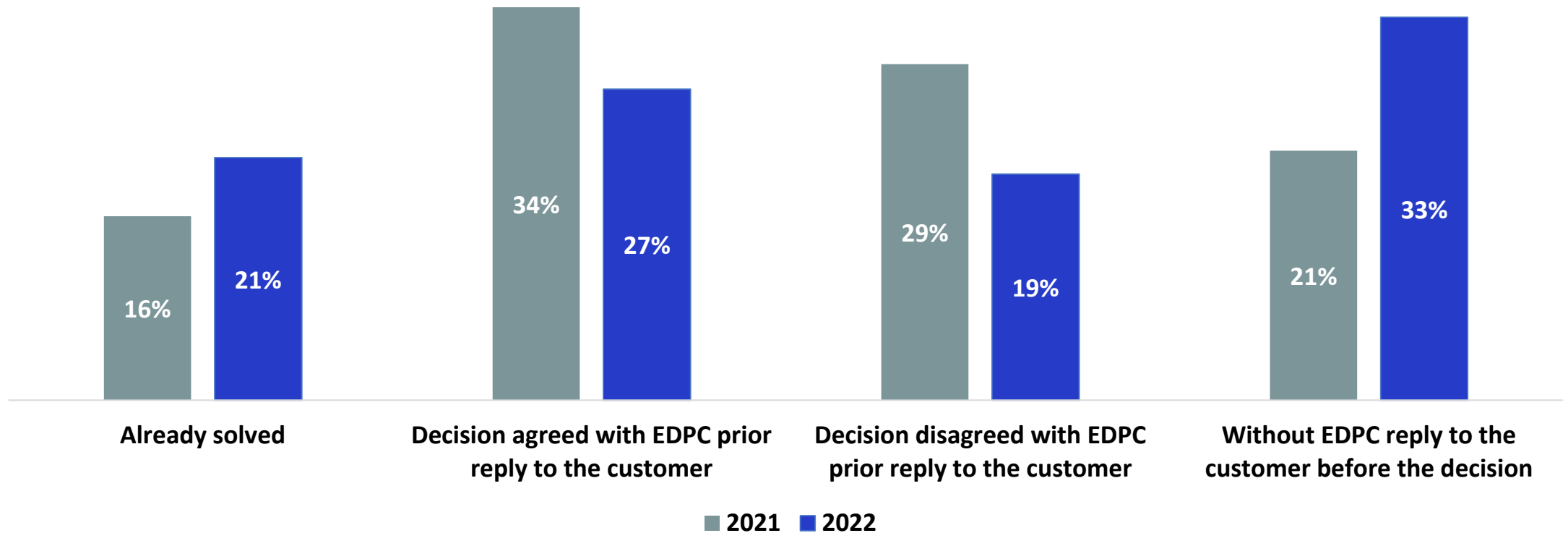
# OMBUDSMAN DECISIONS IN AGREEMENT WITH CUSTOMERS CLAIMS DECREASED 7PP

## OMBUDSMAN'S DECISIONS



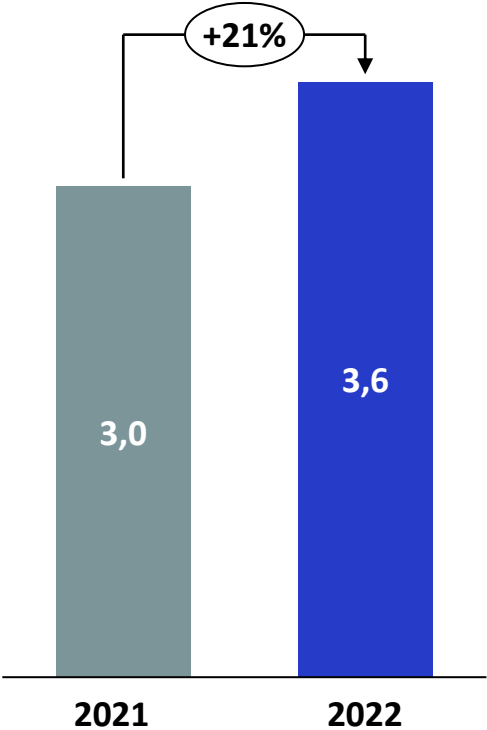
# DECISIONS REGARDING CLAIMS WITHOUT PRIOR REPLY BY EDP C INCREASED 10PP IN LINE WITH THE INCREASE OF THE CUSTOMER OMBUDSMAN AS A FIRST INSTANCE CHANNEL

## ALIGNMENT BETWEEN THE OMBUDSMAN'S DECISIONS AND EDP C'S PREVIOUS RESPONSES

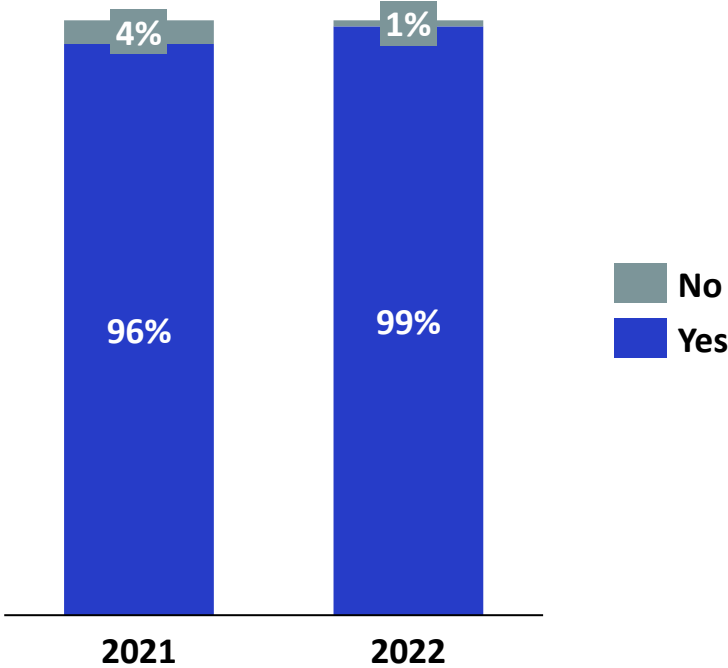


# ON AVERAGE DECISIONS WERE IMPLEMENTED IN 3,6 DAYS AND THE IMPLEMENTATION RATE WAS 99%

### AVERAGE EXECUTION TIME (DAYS)



### OMBUDSMAN DECISION EXECUTION

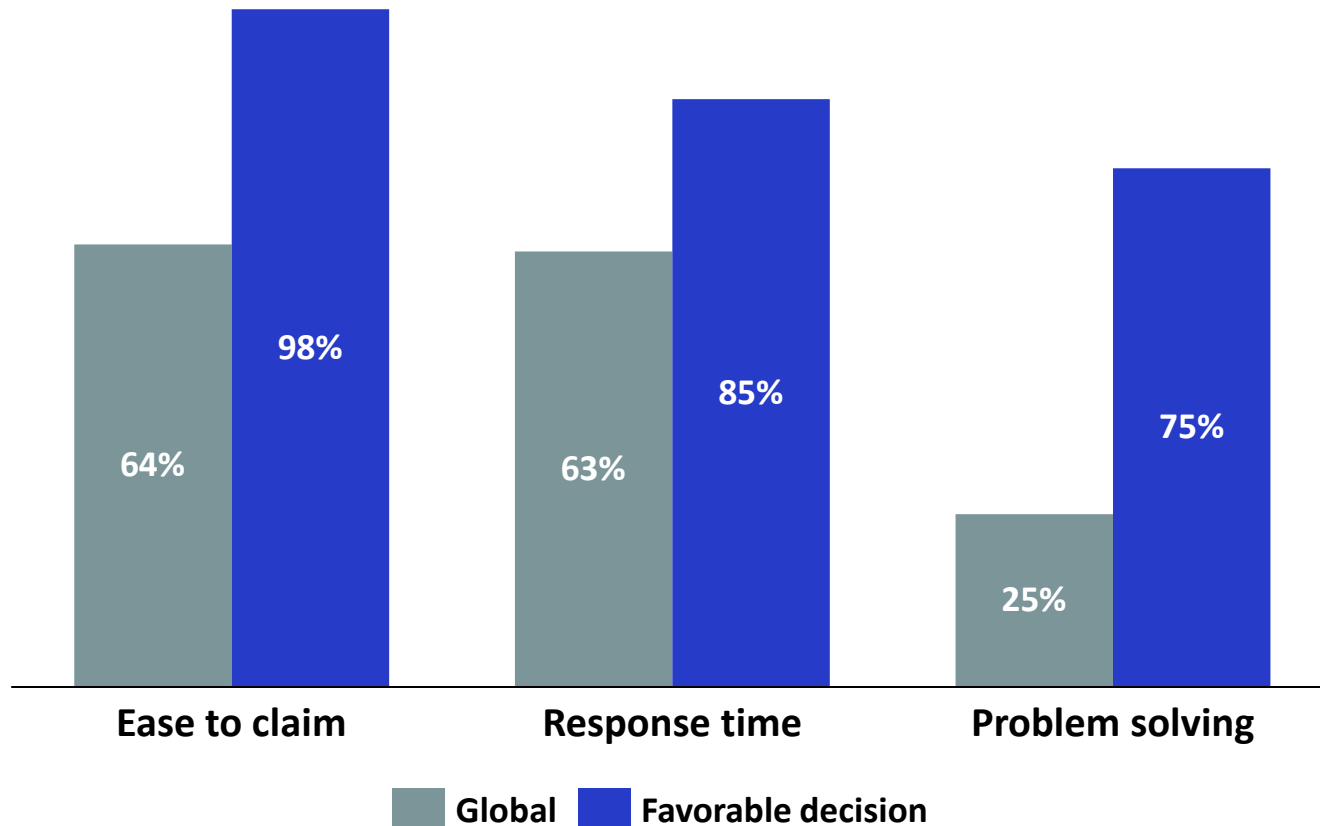


## **2. OMBUDSMAN'S EVALUATION BY THE CUSTOMERS**

# CUSTOMER SURVEY RESULTS

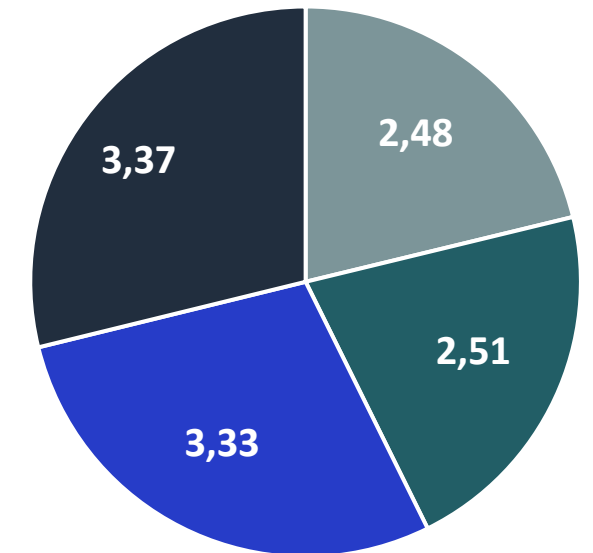
## CUSTOMER SATISFACTION REGARDING OMBUDSMAN ASSESSMENT

Survey response rate: 47%



## 4 PETAL MODEL

Customers priorities to improve their experience



- Pre-decision support information
- Contracting and executing service
- Post-service and problem solving
- Conflict resolution

A survey is sent to all customers 15 days after they present a claim to the Ombudsman where they evaluate their satisfaction with the Ombudsman and which priorities EDPC should be considered to improve customer experience

# **3. EDP COMERCIAL CUSTOMER SATISFACTION BAROMETER**

# BAROMETER RESULTS SHOWS AN INCREASING CUSTOMER SATISFACTION

The Barometer is based on a multiple criteria structure that covers the most important dimensions for the formation of customer satisfaction status, namely with regard to pre-decision customer clarifications, contracting and acquisition of products, after-sales service and management of claims and complaints. This barometer was built using the Likert model, which consists of adopting a scale from 1 (worst value) to 7 (best value).

