



Customer Ombudsman for EDP Comercial Activity Report for anual 2021



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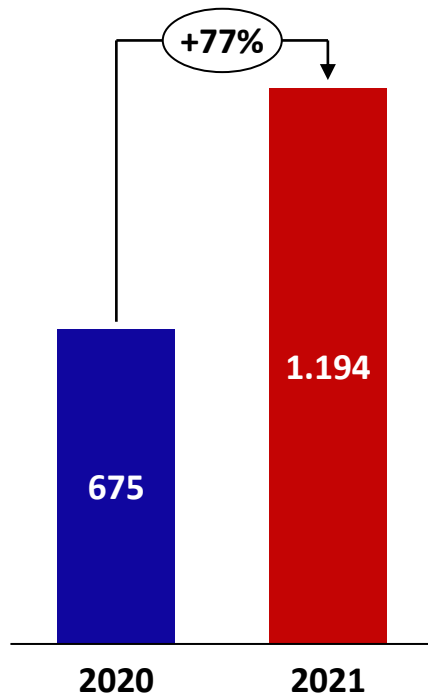
February, 2022

1. ANALYSIS OF CLAIMS SUBMITTED TO THE OMBUDSMAN

Claims received by the Ombudsman regarding EDPC increased 77% when compared to 2020

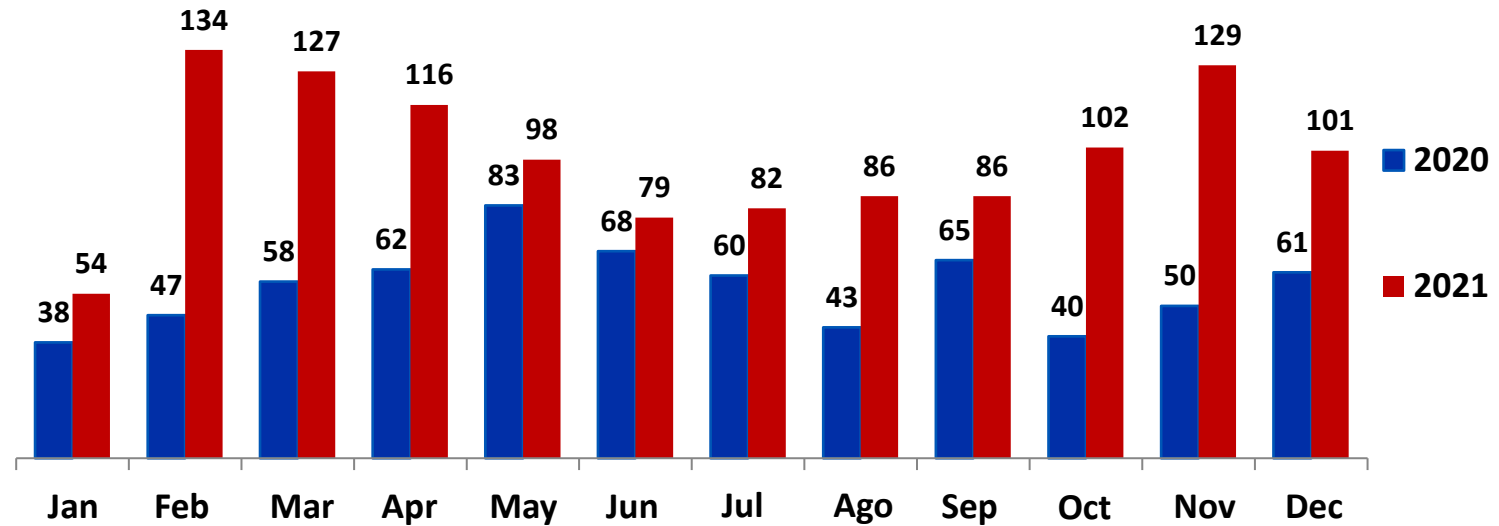


PER YEAR



CLAIMS RECEIVED

PER MONTH

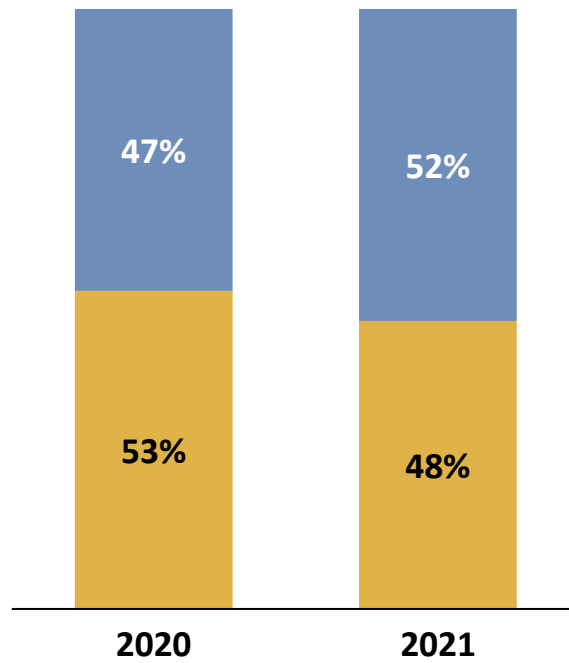


Complaints without previous complaint to EDPC decreased from 53% to 48%. The recurrence of complaints had an increase of 4%



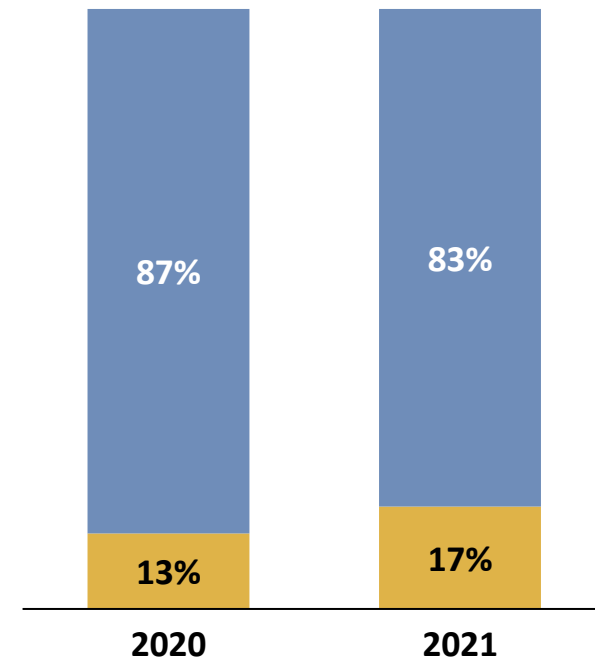
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PREVIOUS COMPLAINTS



■ With previous complaint
■ Without previous complaint

RECURRENDE OF CLAIMS



■ Unique Claims
■ Claims from repeat customers

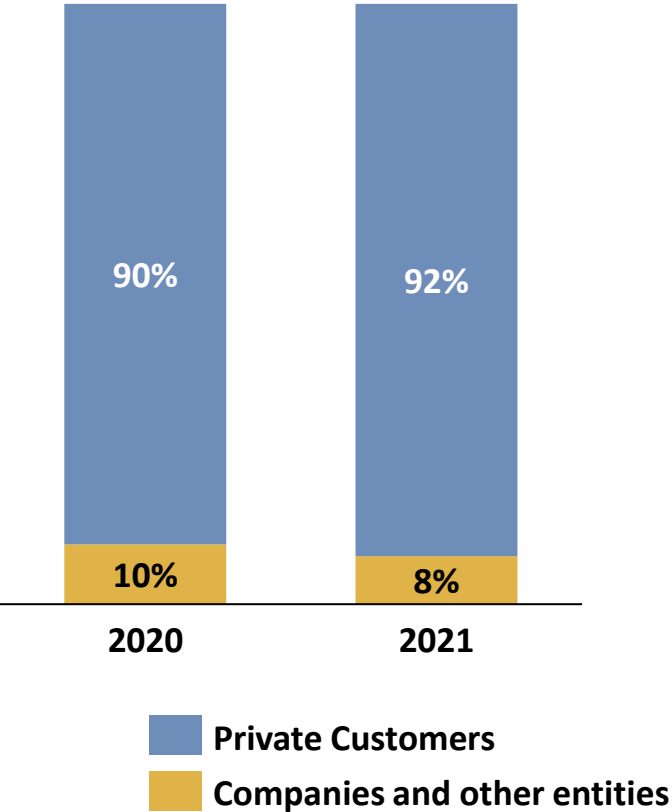


The weight of corporate customers and entities decreased by 2%, compared to the same period last year

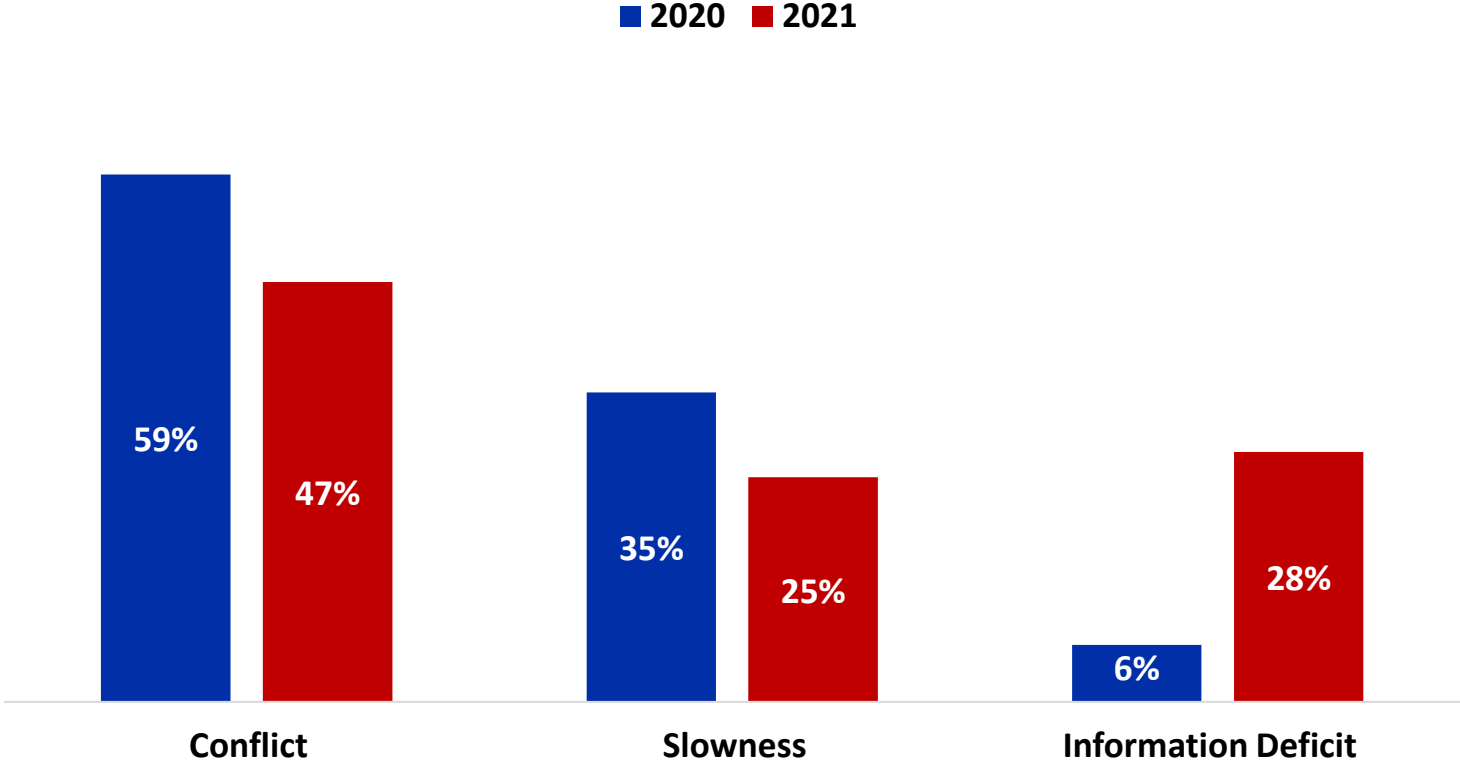


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CUSTOMER TYPE



More than half of the claims were about conflicts between the customer and EDPC and there was a significant increase in cases of information deficit (6% in 2020 to 28% in 2021)



The decrease in claims due to slowness suggests that there was greater speed in the handling of complaints by EDP.

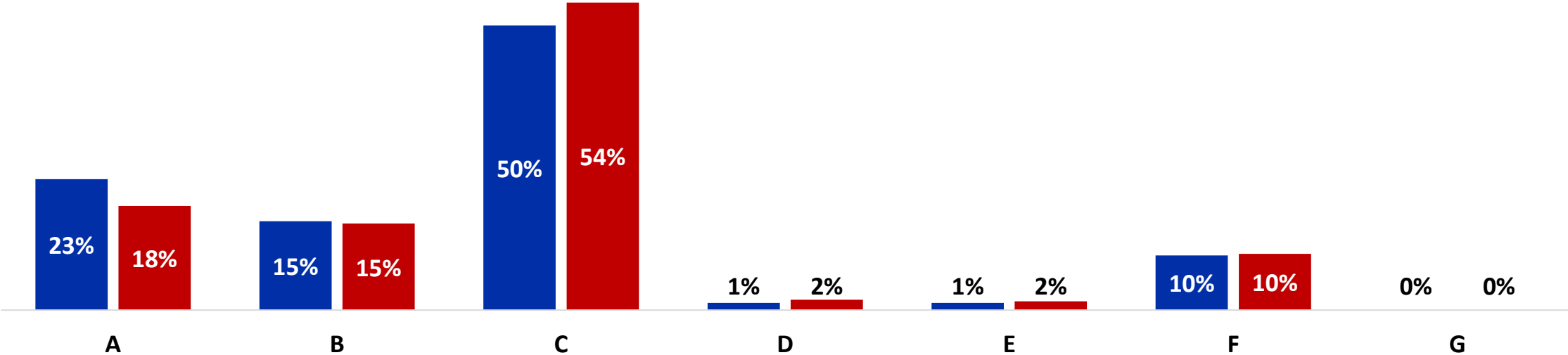
There was a small increase in the weight of claims related to Readings/Billing/Payments and a decrease in complaints about Contracting, compared to 2020



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CLAIMS BY TAXONOMY

■ 2020 ■ 2021



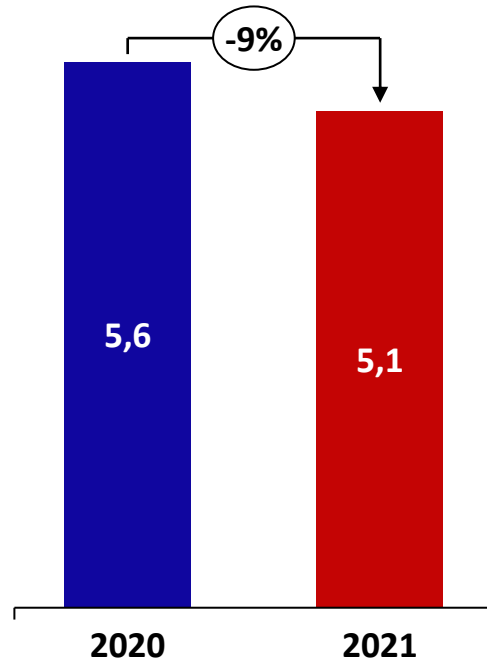
Taxonomy: A (“Contracts”), B (“Supply”), C (“Meter Reading/Billing/Payments”), D (“Works and other Interventions”), E (“Networks e Street Lighting”) and F (“Customer Service”).

With the exception of claims from classes C, D and E, the remaining categories of complaint decreased or maintained their relative weight.

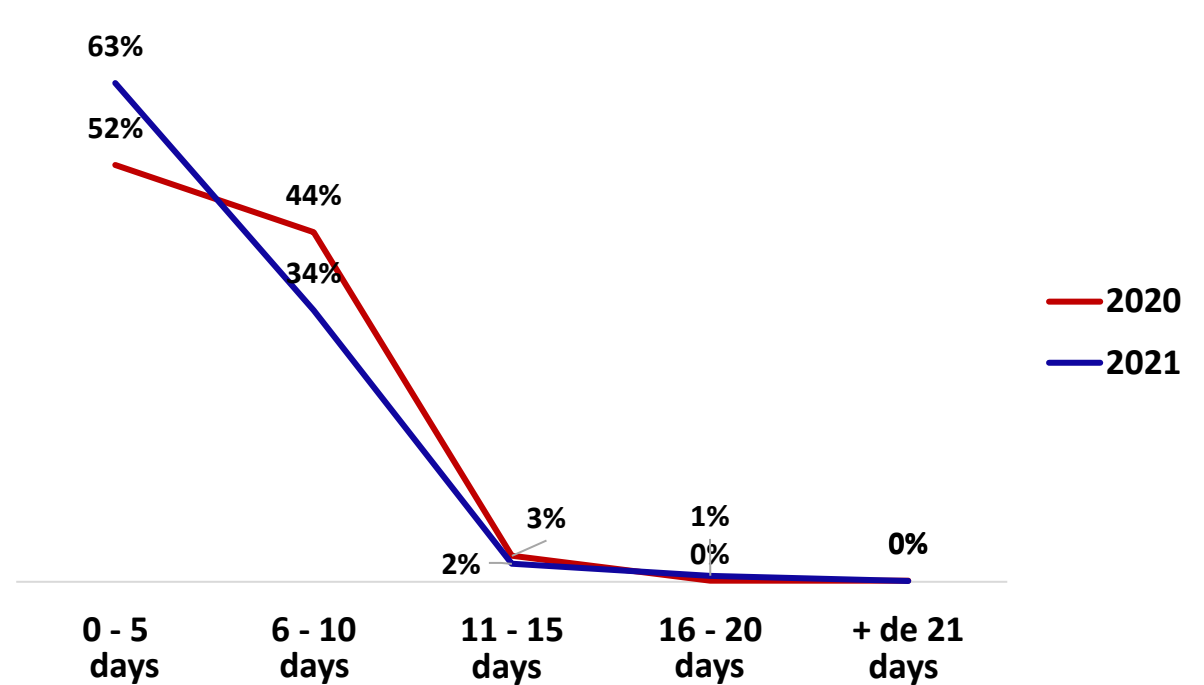
Despite the confinement and the increase in the volume of claims, the response time of the Customer Ombudsman was reduced compared to 2020



AVERAGE RESPONSE TIME (DAYS)*



RESPONSE TIME DISTRIBUTION (WORKING DAYS)*



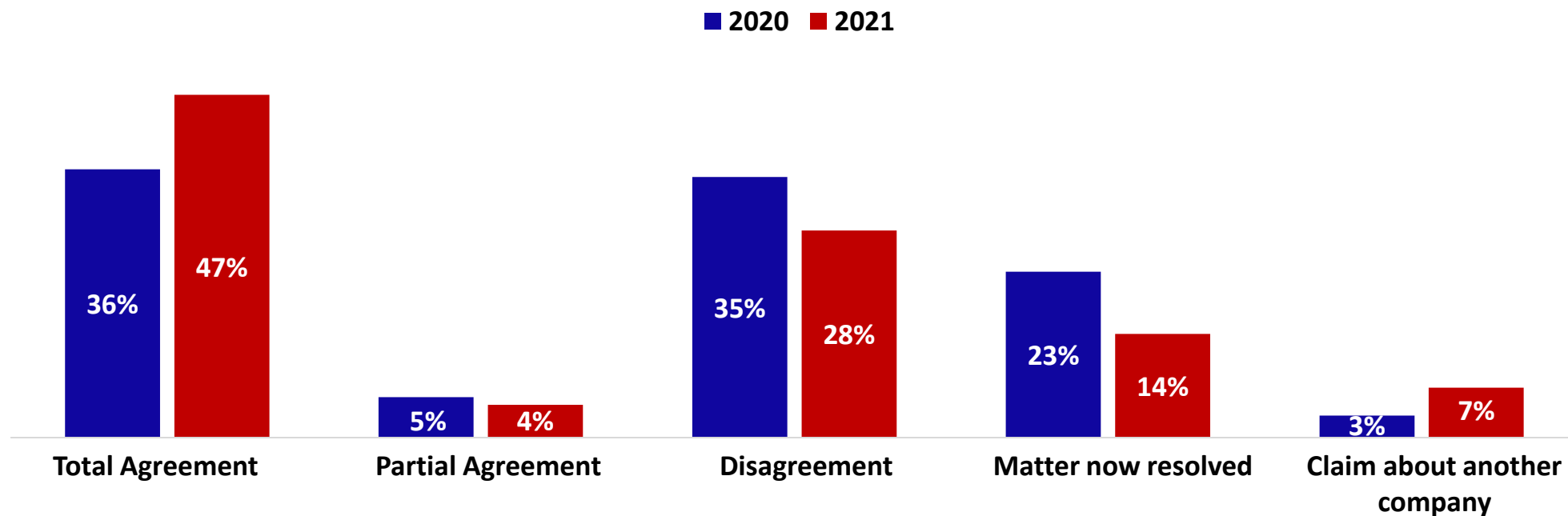
- In about 97% of the cases, customers waited less than 10 days between submitting their complaint and obtaining the Ombudsman's opinion.
- Only 1% of customers waited more than 15 days for a response from the Customer Provider.

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

The percentage of opinions in agreement with customers' claims increased by 11 p.p.



OMBUDSMAN'S OPINIONS



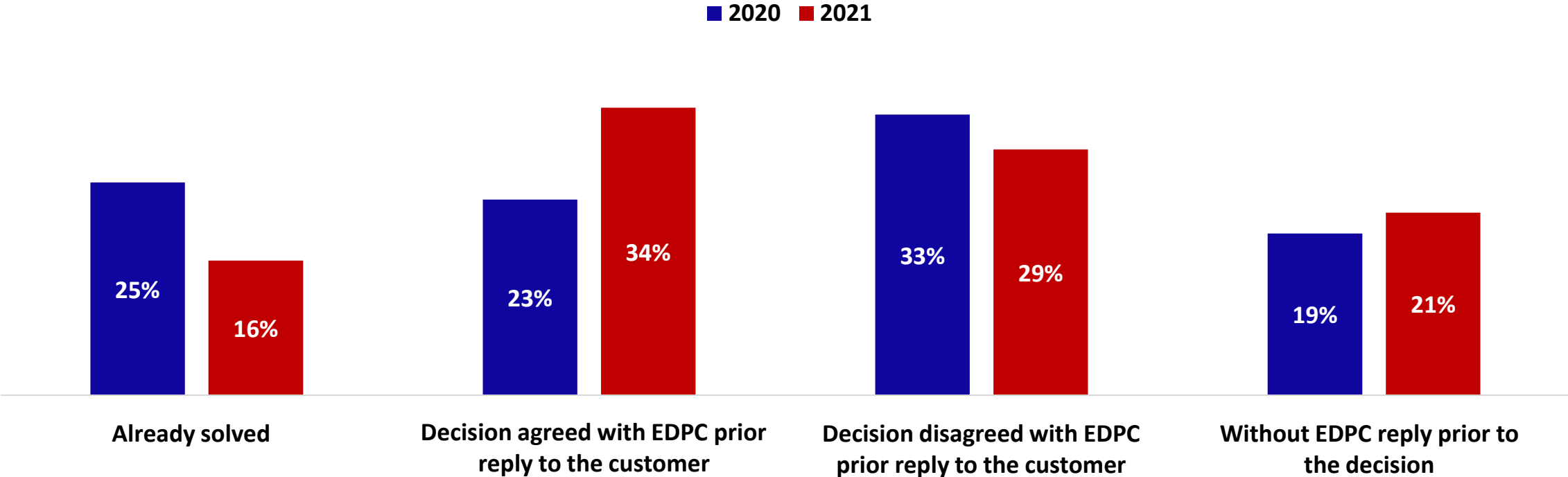
The concordant opinions increased by 11 p.p. compared to the previous year and matters resolved in the meantime decreased by 9 p.p.

There was an increase in opinions in agreement with EDP's response to the client and a decrease in the number of cases resolved



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

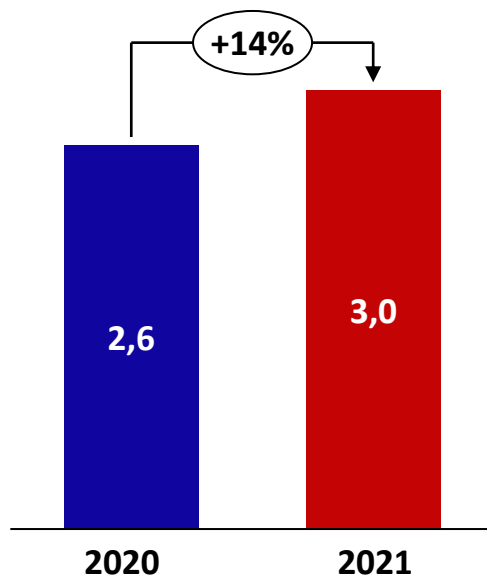


Average Execution Time

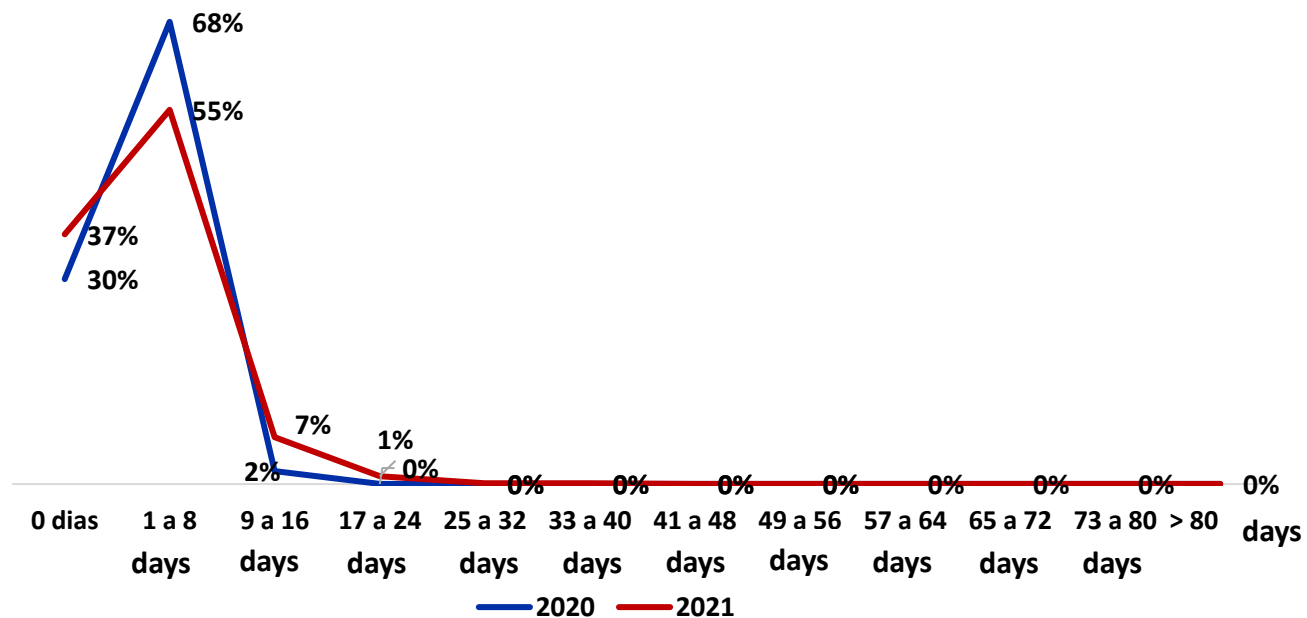


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AVERAGE EXECUTION TIME (DAYS)



DISTRIBUTION OF EXECUTION TIME (DAYS)

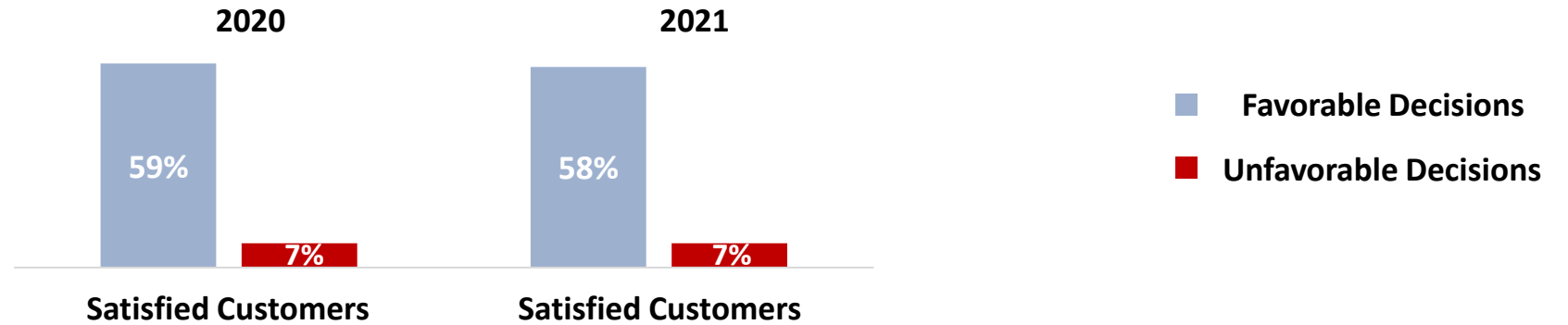


- The Average Time for Execution of the opinions was 2.97 days when in 2018 it was 21 days.
- Only 8% of opinions take more than 8 days to be executed in 2021. In 2018, this figure was 88%.

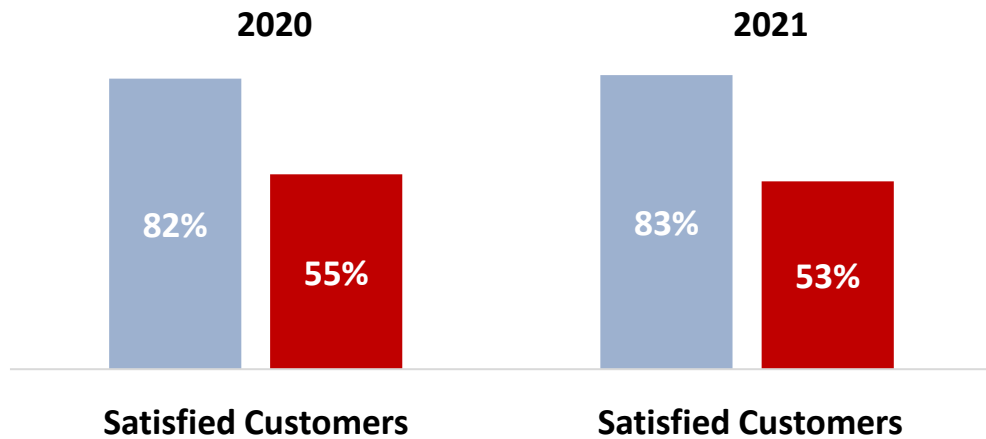
2. CUSTOMER OMBUDSMAN EVALUATION

Customer Satisfaction regarding the Ombudsman assessment with agreeing and disagreeing opinions

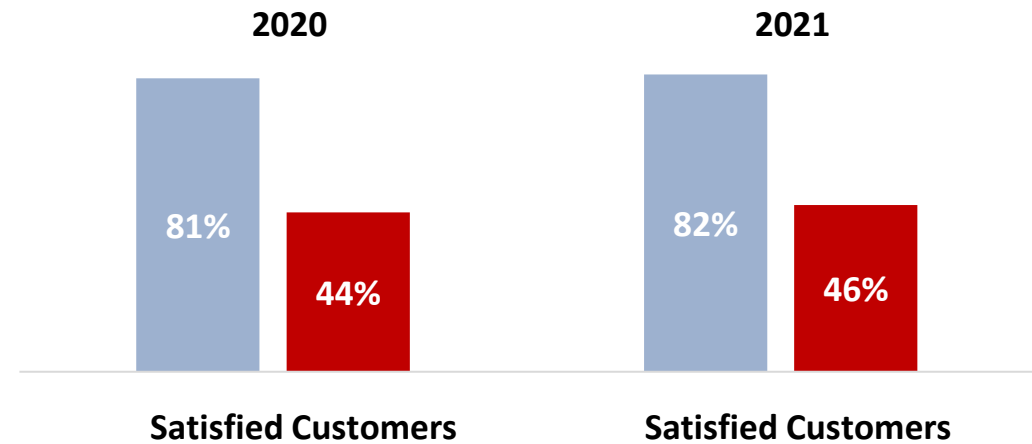
PROBLEM SOLVING



RESPONSE TIME



ACCESSIBILITY AND EASE TO CLAIM



54% of customers who received favorable decisions say that “definitely” or “maybe” they recommend EDP. Among those who received unfavorable decisions, this figure was 17% and only 62% “definitely” advise against EDP

NET PROMOTER SCORE

FAVORABLE DECISIONS

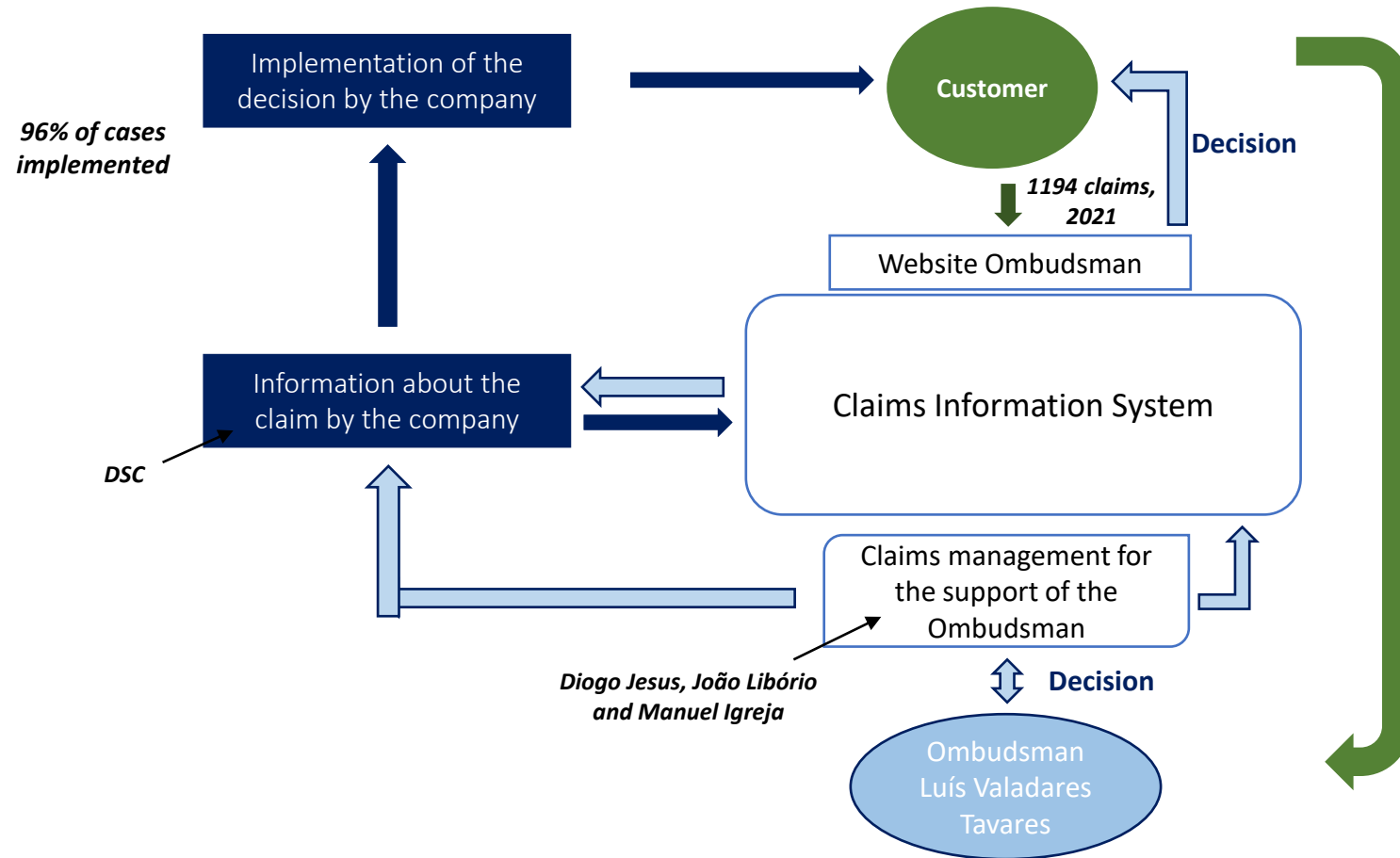
Favorable	Recommends EDP	Advices against EDP
Definitely	17%	38%
Maybe	37%	32%
No	45%	30%

UNFAVORABLE DECISIONS

Unfavorable	Recommends EDP	Advices against EDP
Definitely	2%	62%
Maybe	15%	23%
No	83%	15%

- There is a significant recovery in the satisfaction of complaining customers after the Ombudsman’s agreement opinion, with 54% “definitely” and “maybe” recommending EDP;
- In disagreement opinions, naturally, dissatisfaction is higher, however, 17% of customers firmly say they do not advise EDP;
- These results are similar to those presented in 2020.

Claim Management Model by the Customer Ombudsman of EDP Comercial



Customer Ex-Post Evaluation of Ombudsman

Satisfaction	Favorable Decisions	All Decisions
Problem Solving	58%	30%
Accessibility and ease do claim	82%	63%
Response Time	83%	62%



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