

Customer Ombudsman 2022 Annual Report

|| SU
ELETRICIDADE

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*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 63/84 14 march).

2022 Annual Report

1- Analysis of complaints submitted to SU ELETRICIDADE

2- Analysis of claims submitted to the Ombudsman

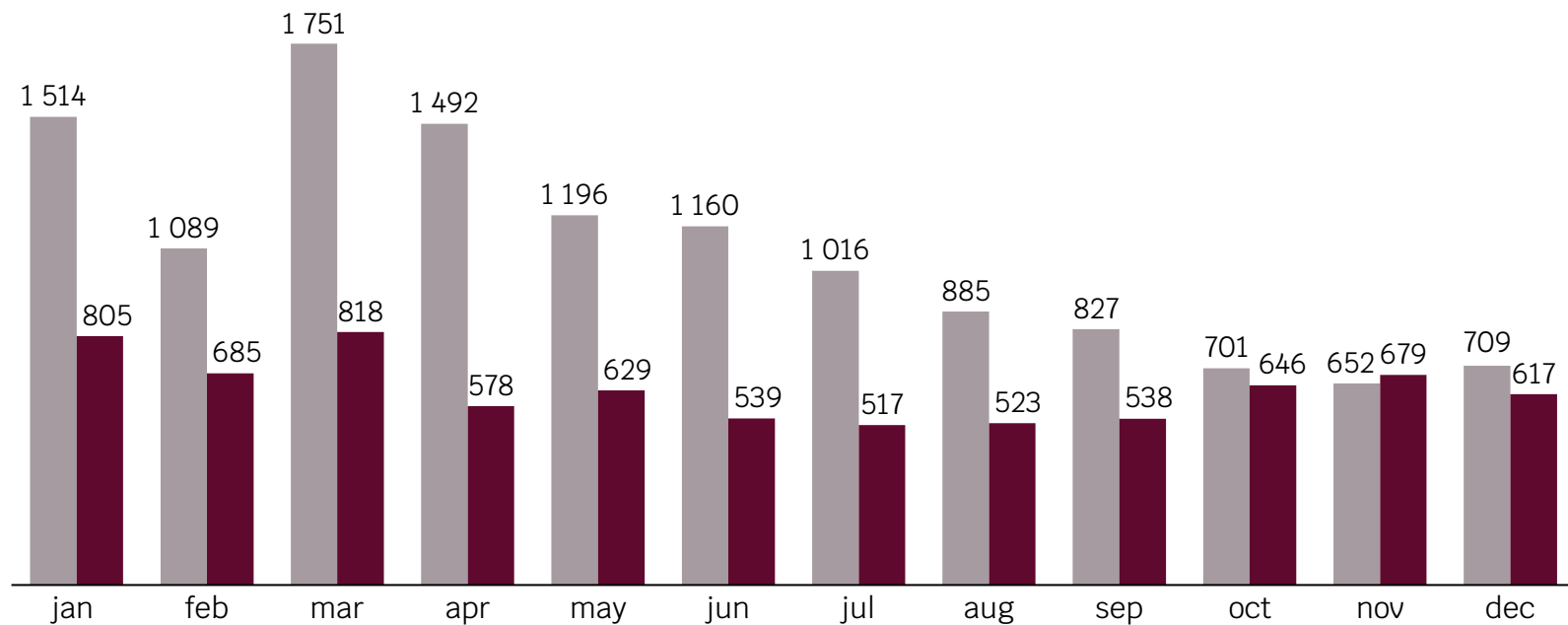
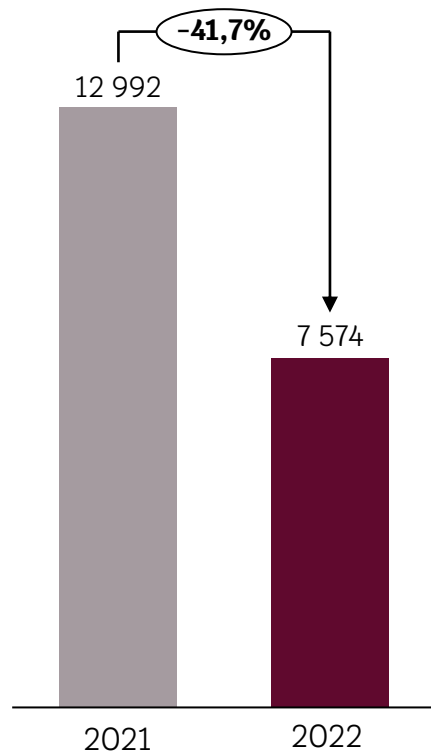


1- Analysis of the complaints submitted to SU ELETRICIDADE

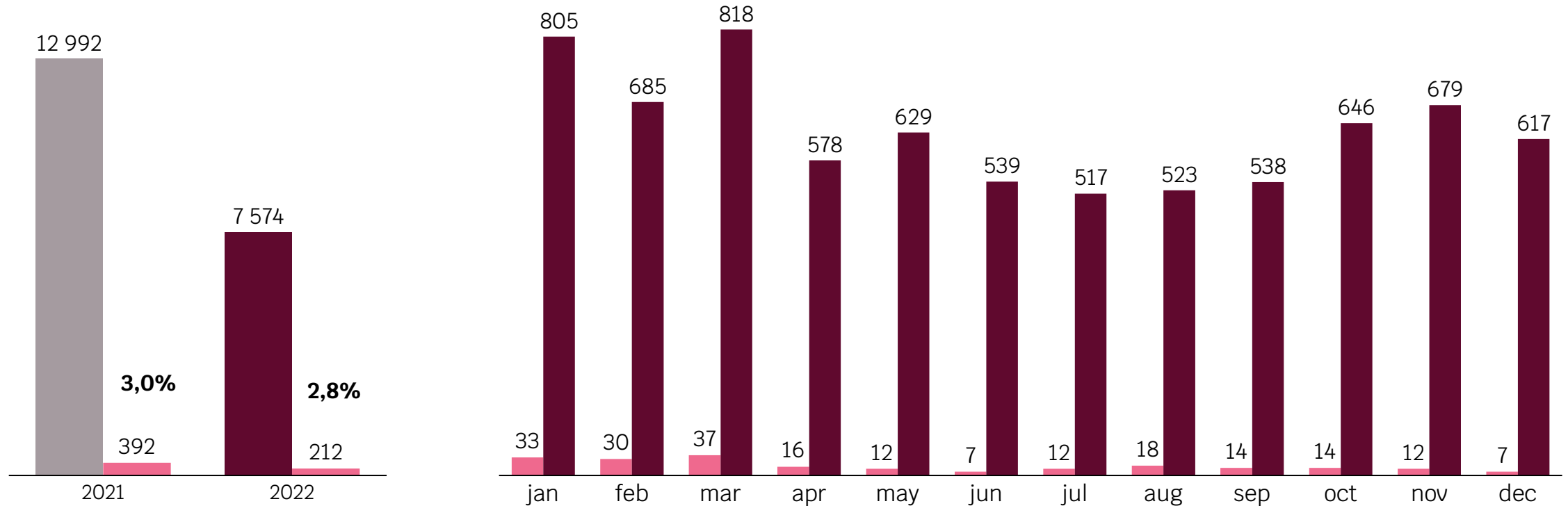
Complaints received by SU ELETRICIDADE

By year

Per month



Complaints send to ERSE

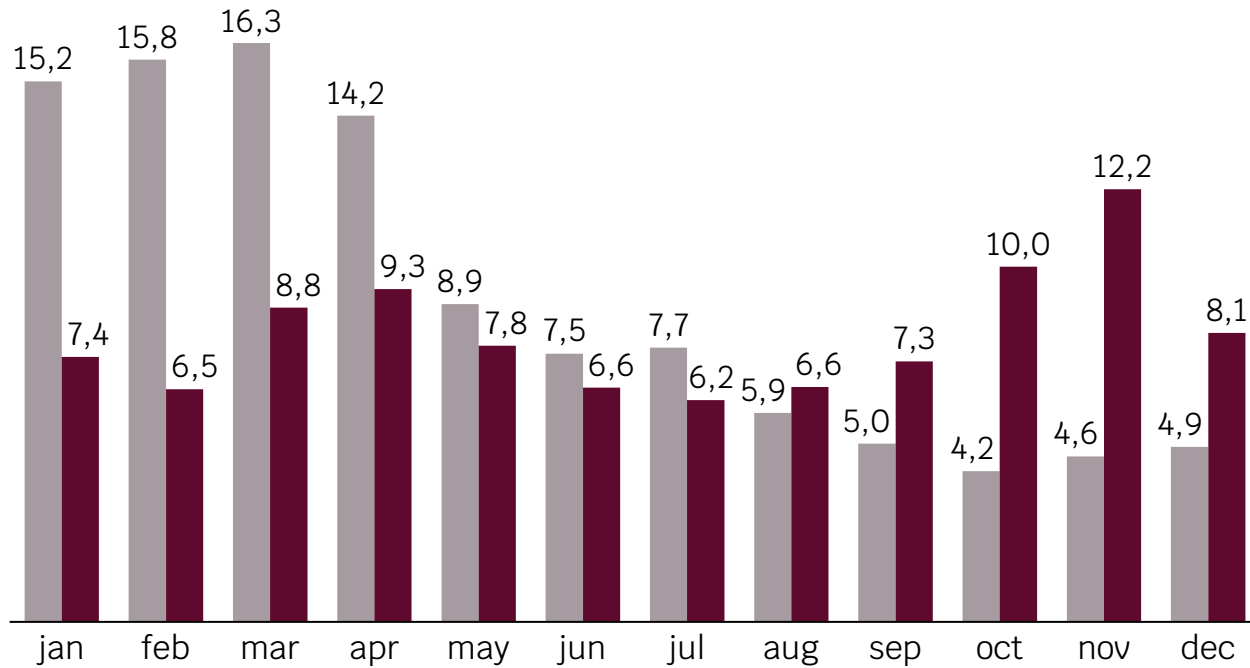


Total complaints 2021
 Total complaints 2022
 Entries made through ERSE

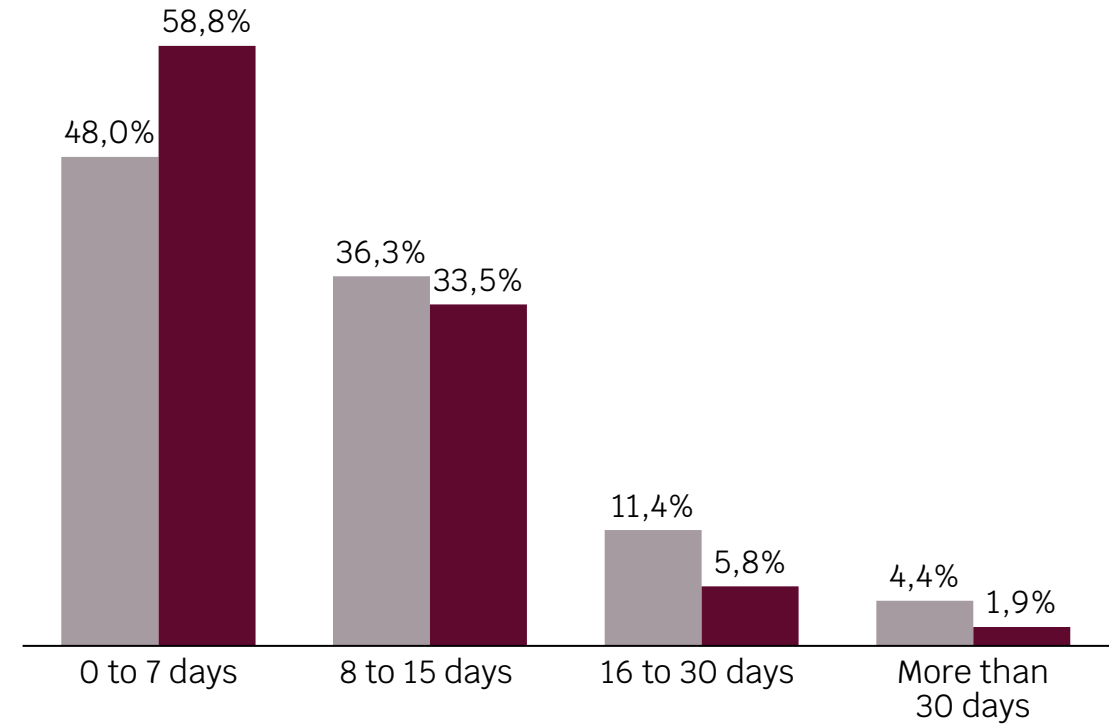
Entries made through ERSE
 Total complaints 2022

Distribution of SU ELETRICIDADE complaints resolution time

Average resolution time per month (in work days)

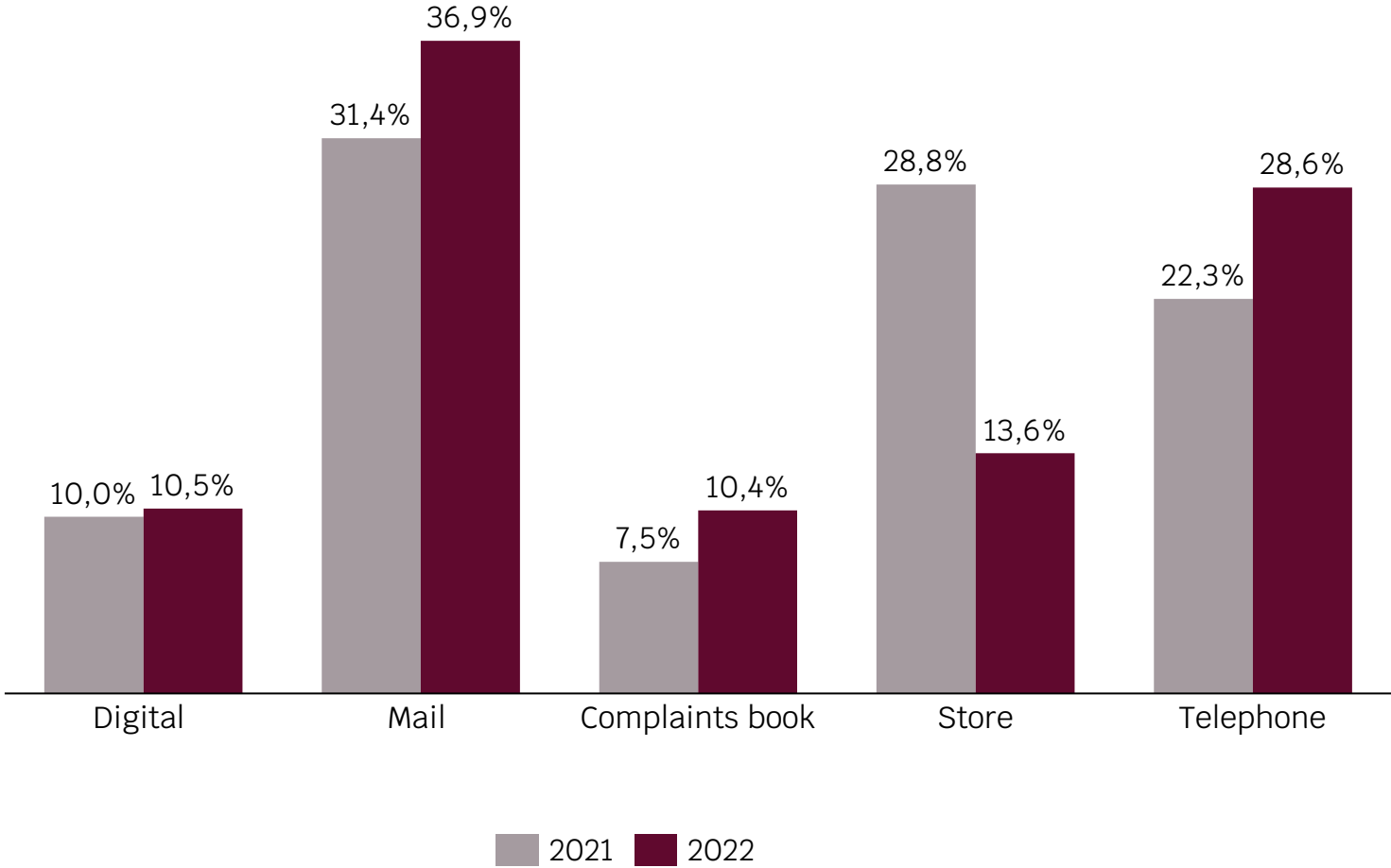


Distribution of resolution time

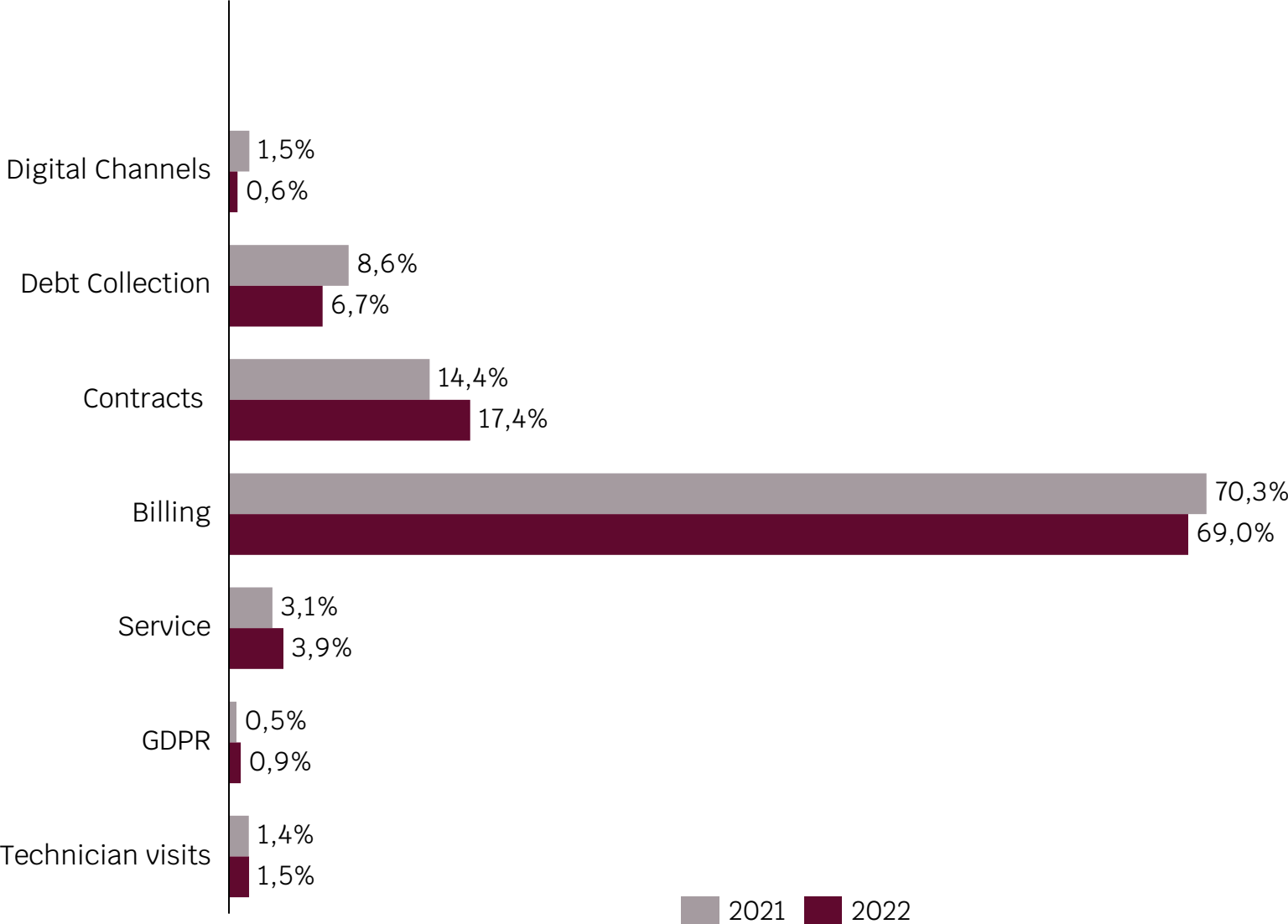


2021 2022

Complaints channel distribution



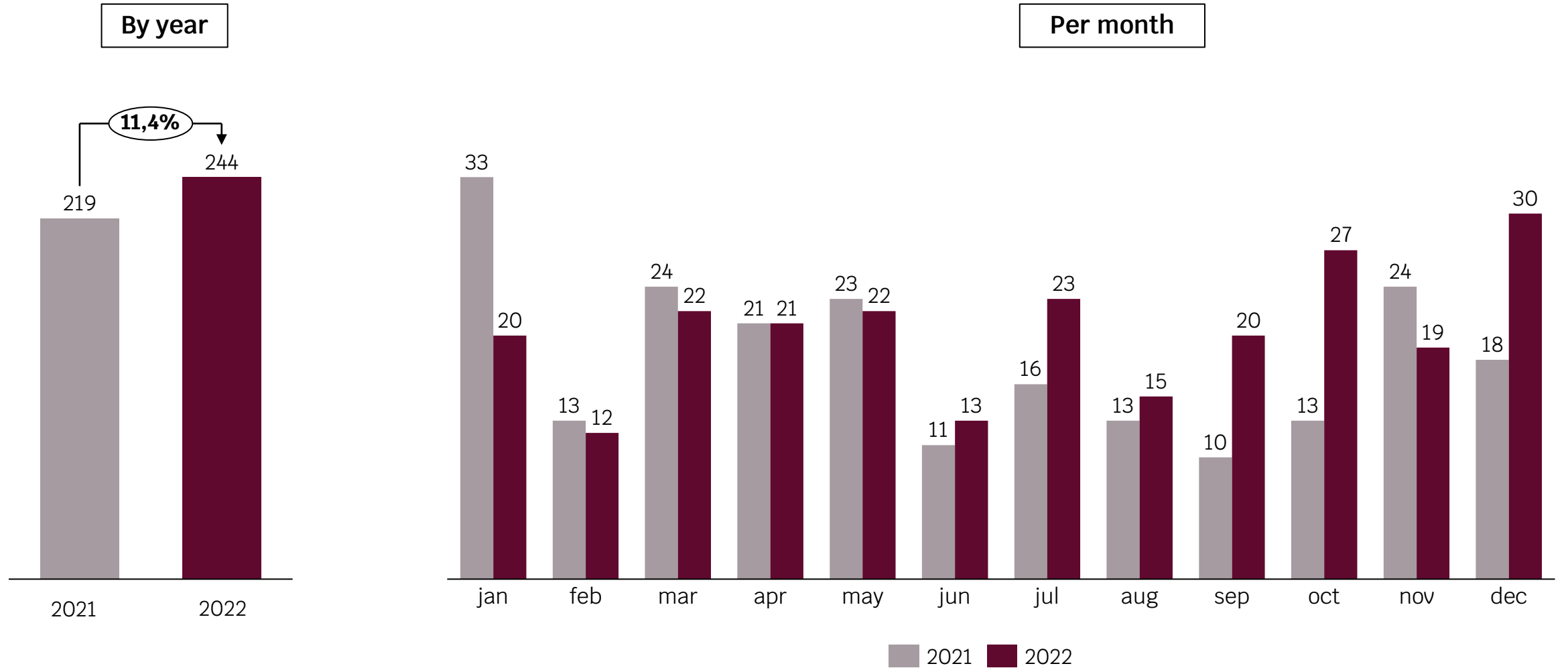
Taxonomy of the complaints



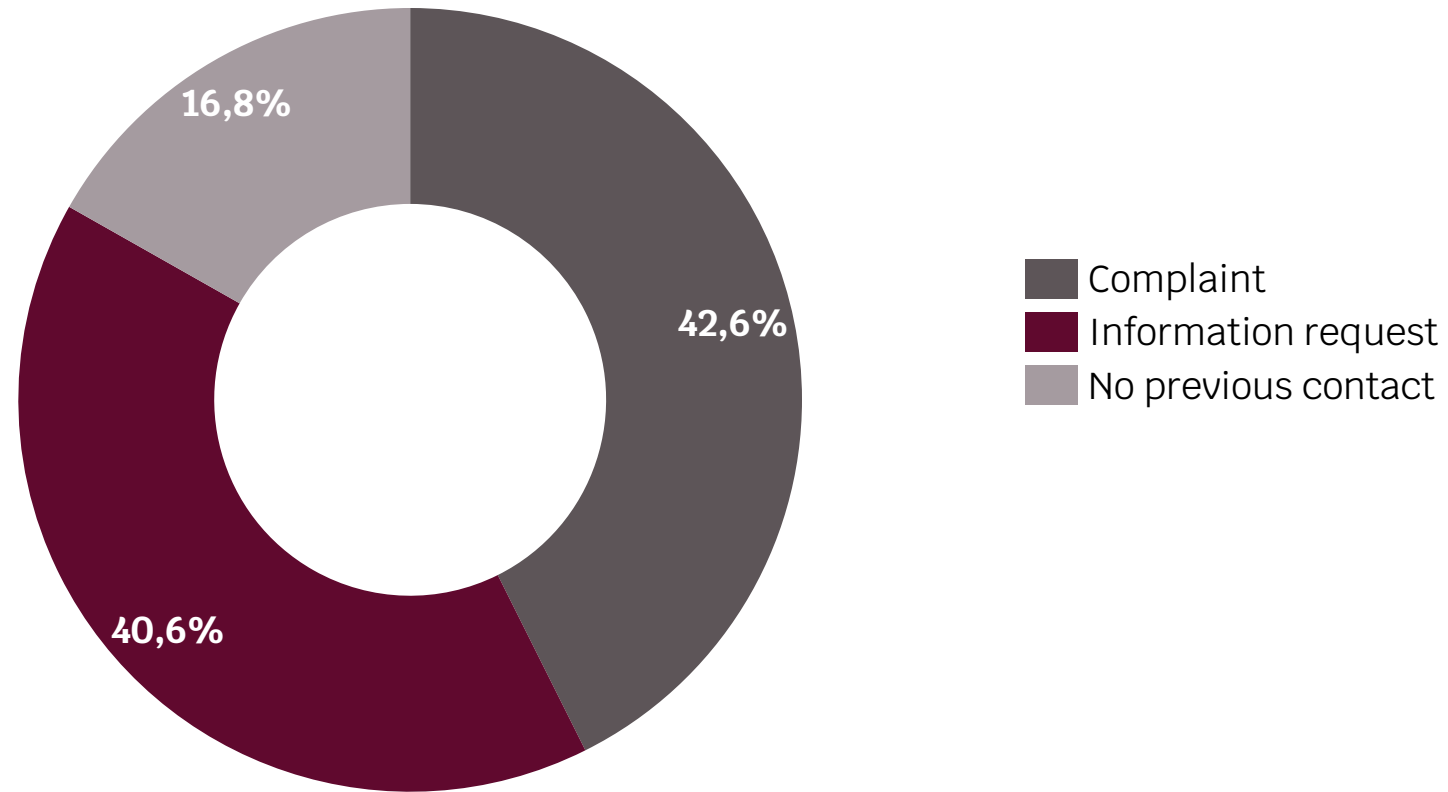


2- Analysis of claims submitted to the Ombudsman

Claims received by the Ombudsman

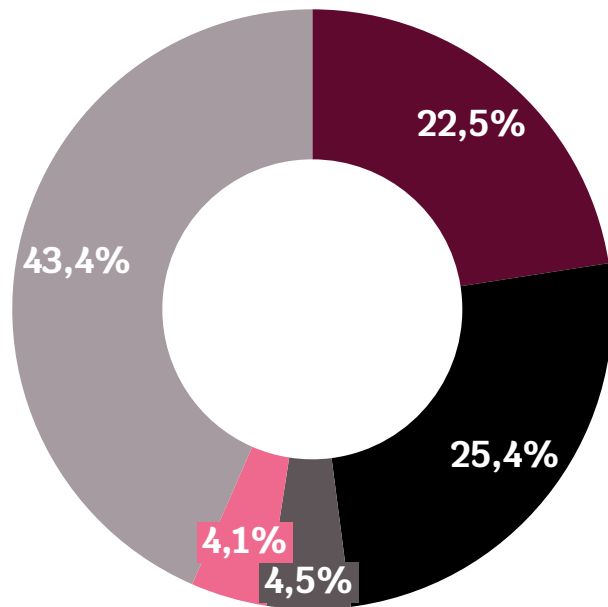


83,2% of all claims were preceeded by former complaint or information request to the company



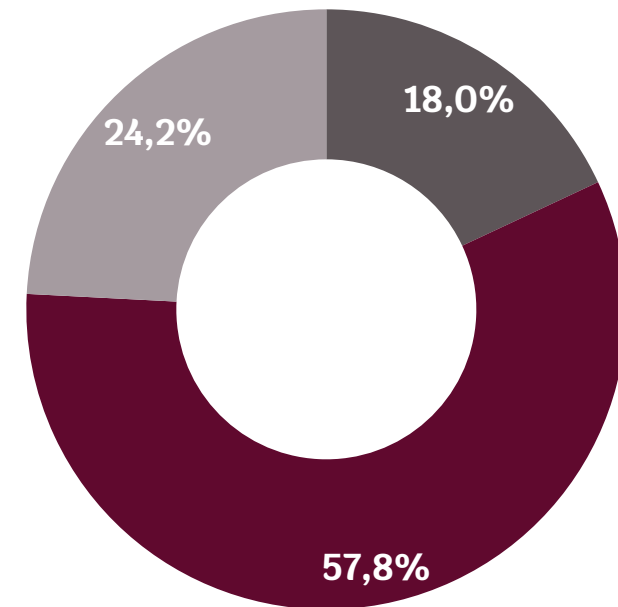
70,4% of all claims presented either received a positive decision by the customer Ombudsman or were previously solved

Type of decision of the Ombudsman



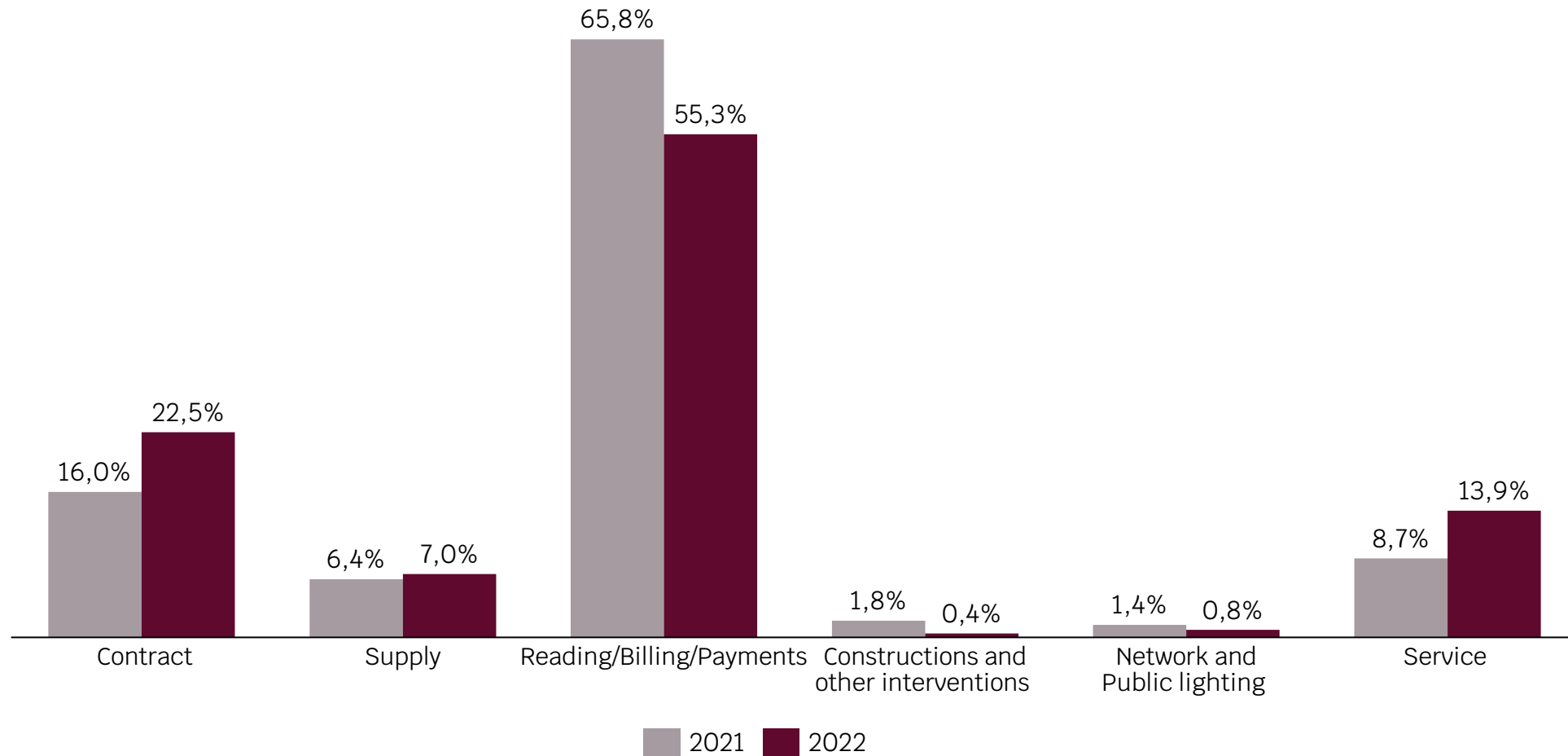
- Claim already resolved
- Negative
- Partially favorable decision
- Claim directed to other company
- Totally favorable decision

Origin of the customer's claim



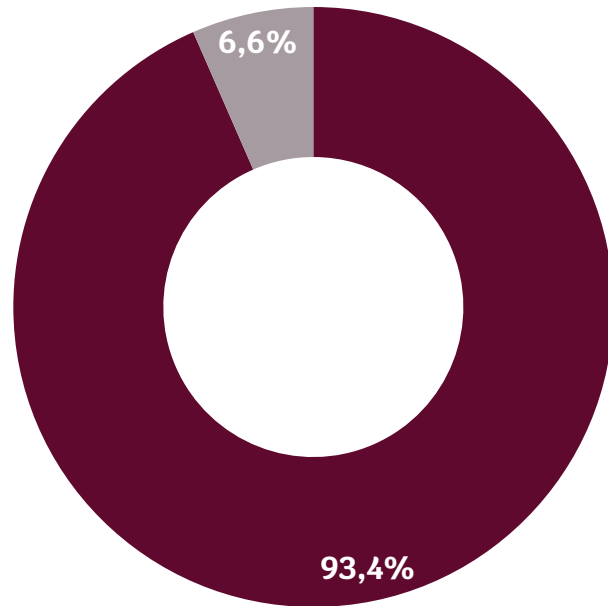
- Information deficit
- Non resolution
- Transfer of responsibility

Taxonomy of claims



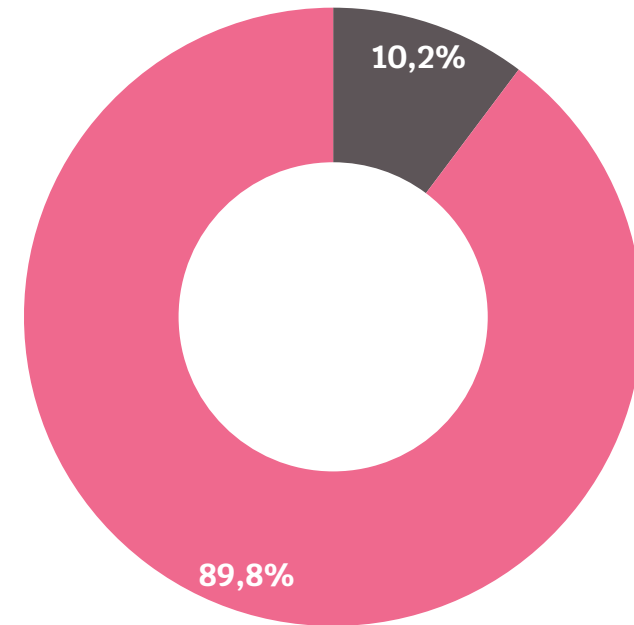
93,4% of all the claims received were made by SU ELETRICIDADE clients

Percentage of claims made by clients



■ SUE client ■ Non SUE client

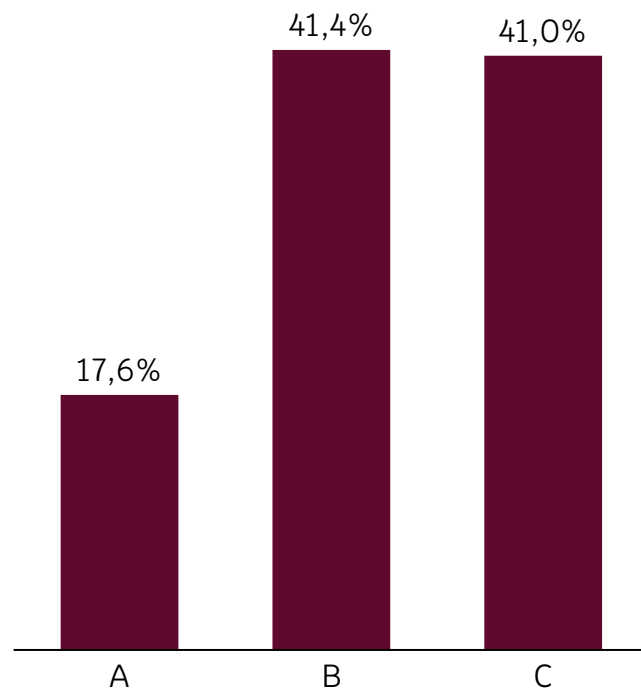
Type of client



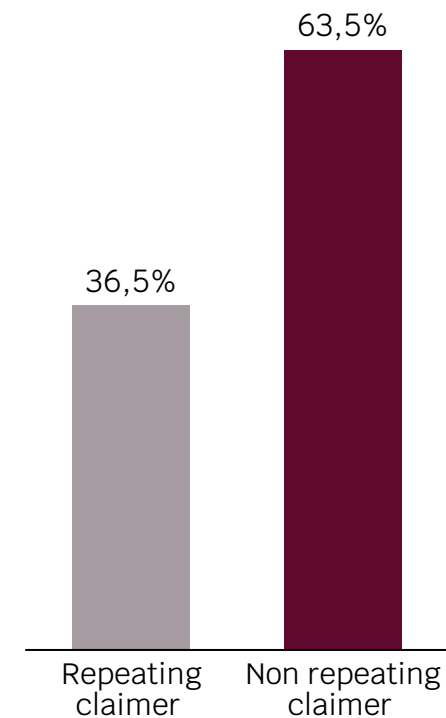
■ Companies ■ Individuals

36,4% of all claims were made by a repeated claimer

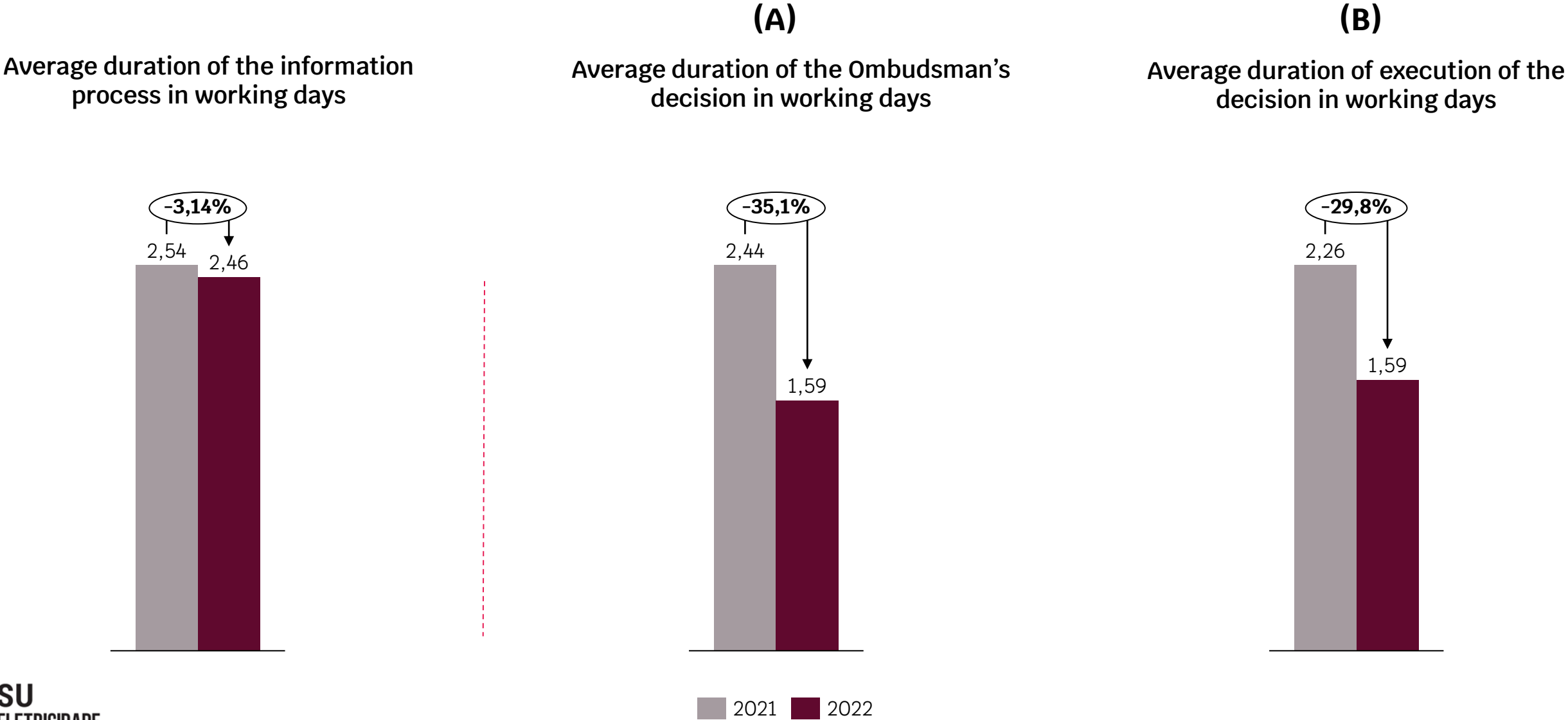
Percentage of claims by Quality of Service zones



Percentage of repeated claimers

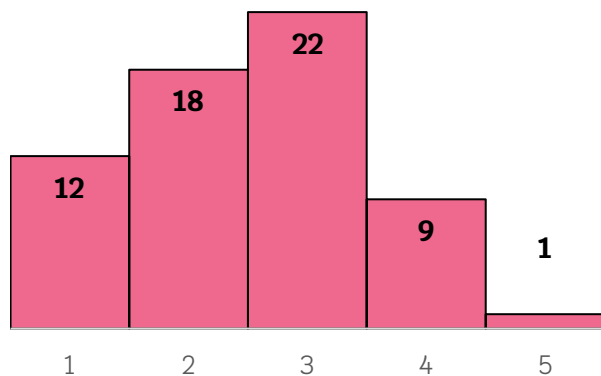


The average resolution time (A+B) for customer claims dropped from 4.7 days to 3.2 days in 2022, a 32% decrease.

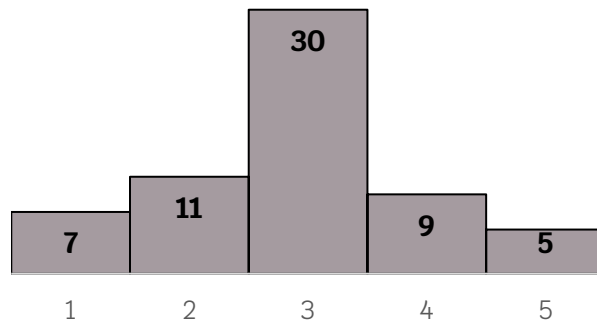


Ombudsman Satisfaction Indicators (based on the 4 PETALS MODEL)

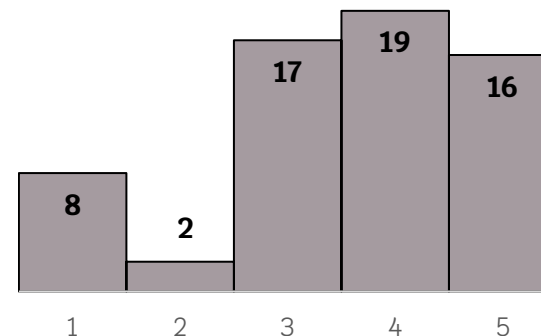
Pre-Decision Support



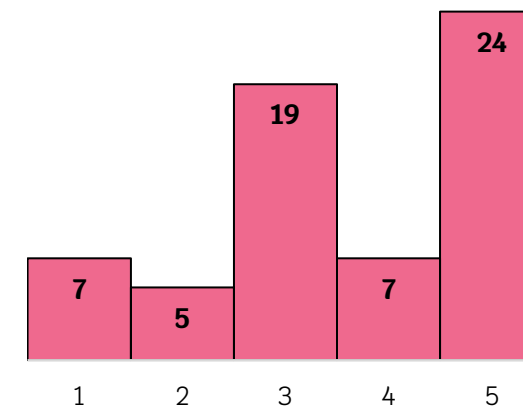
Contracts and Acquisitions



After Sales Services



Litigation Management



	Pre-Decision Support	Contracts and acquisition	After Sales Services	Litigation Management
Average	2,50	2,90	3,53	3,58
Standard deviation	1,02	1,05	1,28	1,37
Var Coefficient	0,41	3,36	0,36	0,38

Number of claims	Number of enquiries	% answers
244	62	25%



SU ELETTRICIDADE

END