

# Customer Ombudsman 2021 Annual Report

Luís Valadares Tavares

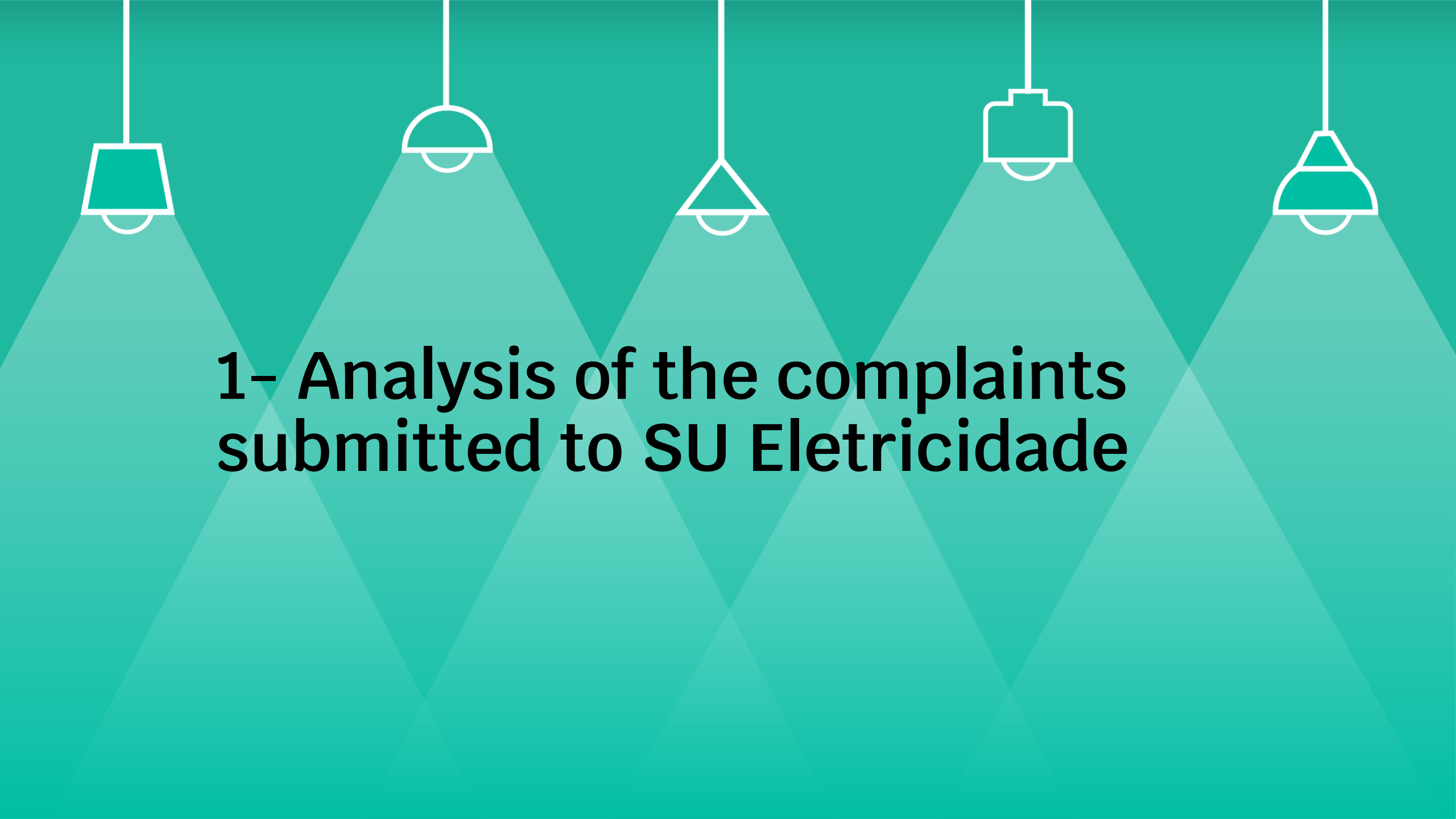
André Pais de Carvalho



**SU**  
**ELETRICIDADE**

1- Analysis of complaints submitted to SU Eletricidade

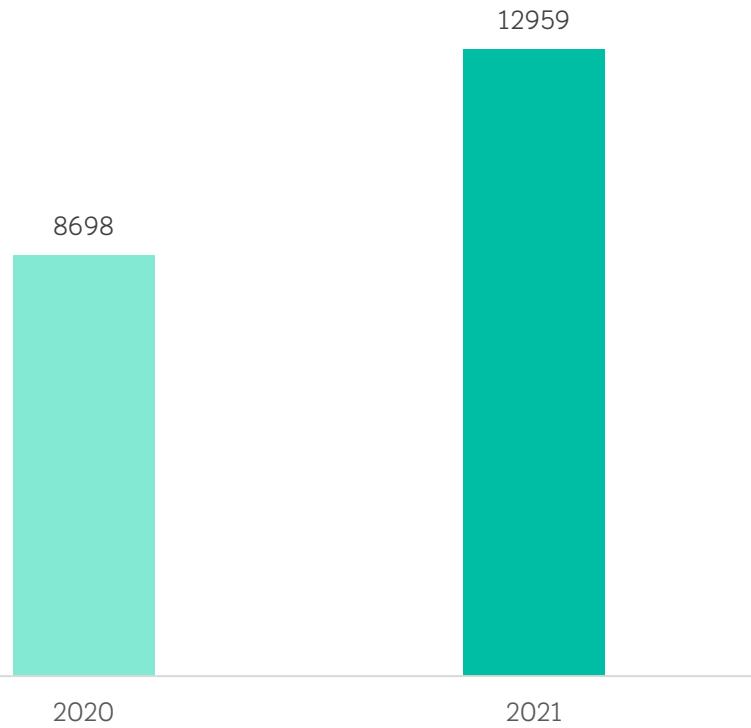
2- Analysis of claims submitted to the Ombudsman



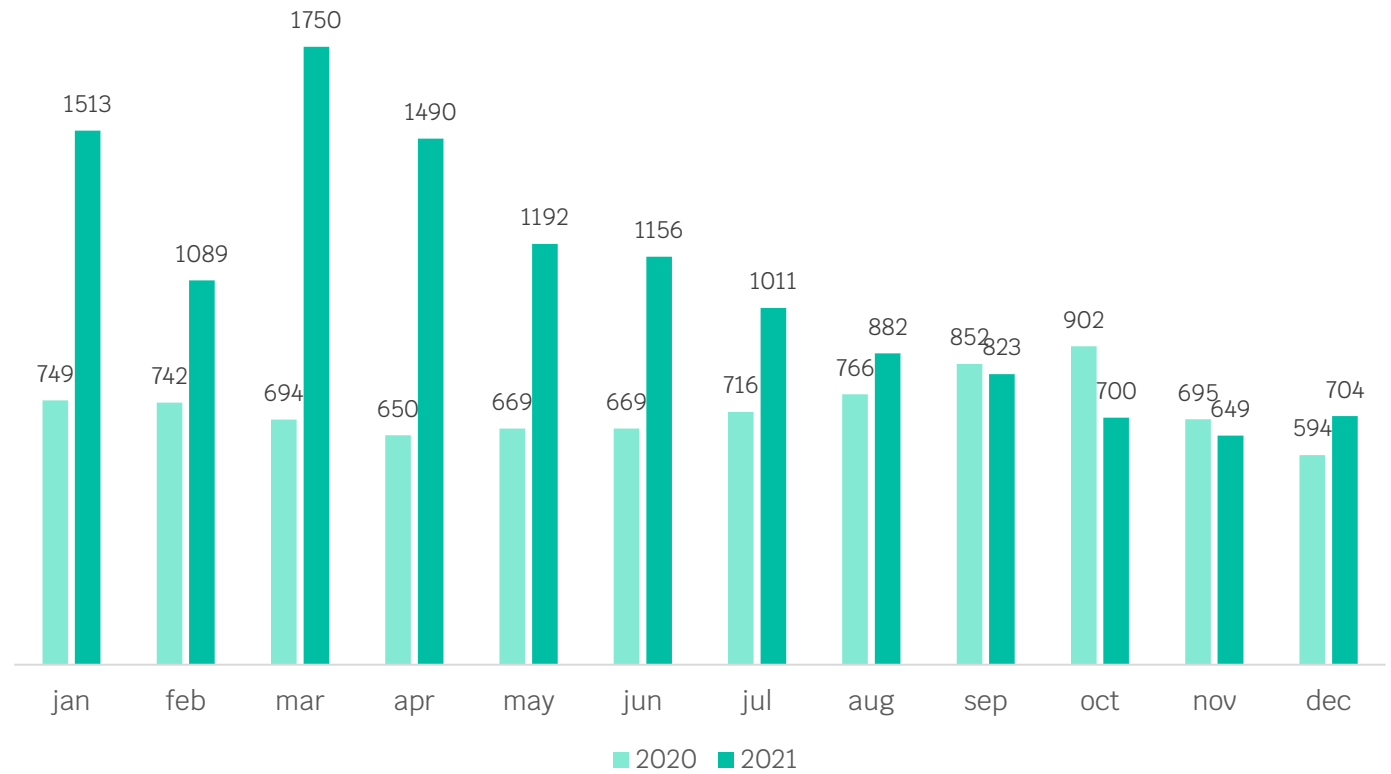
**1- Analysis of the complaints  
submitted to SU Eletricidade**

# Complaints received by SU Eletricidade

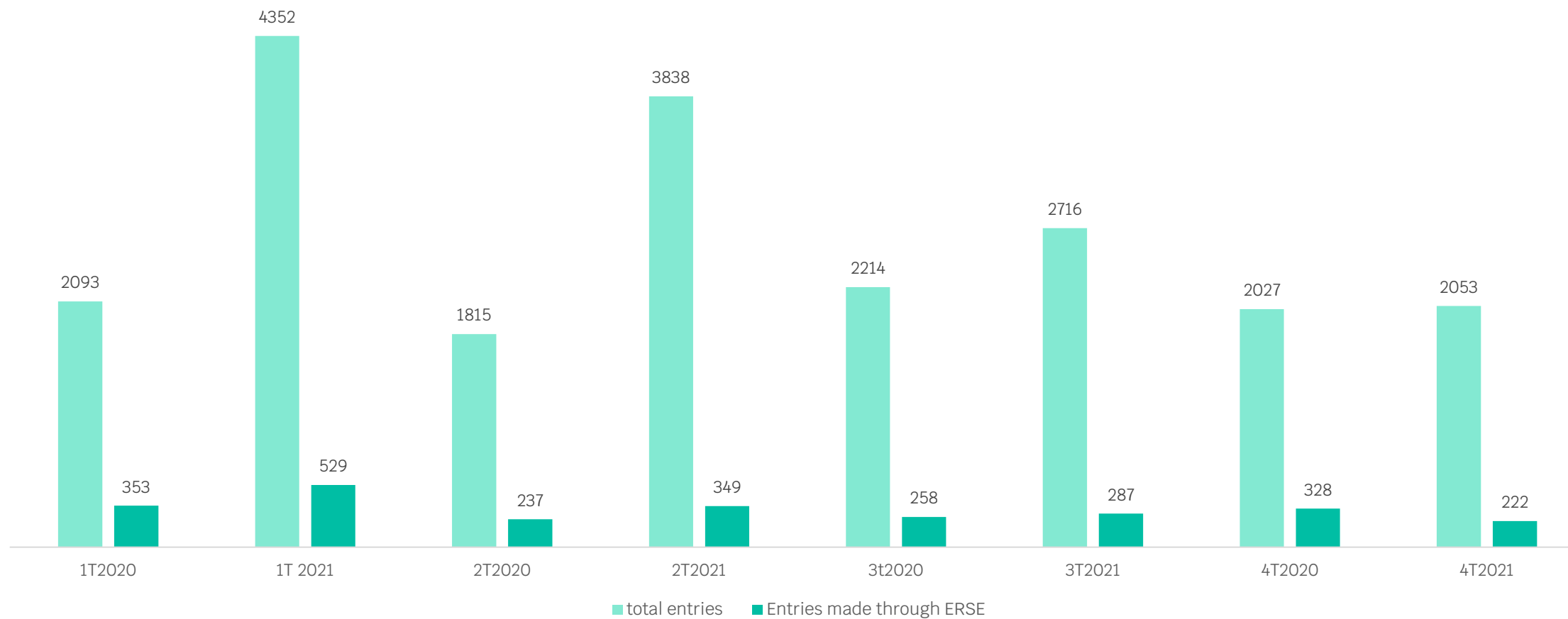
By year



Per month

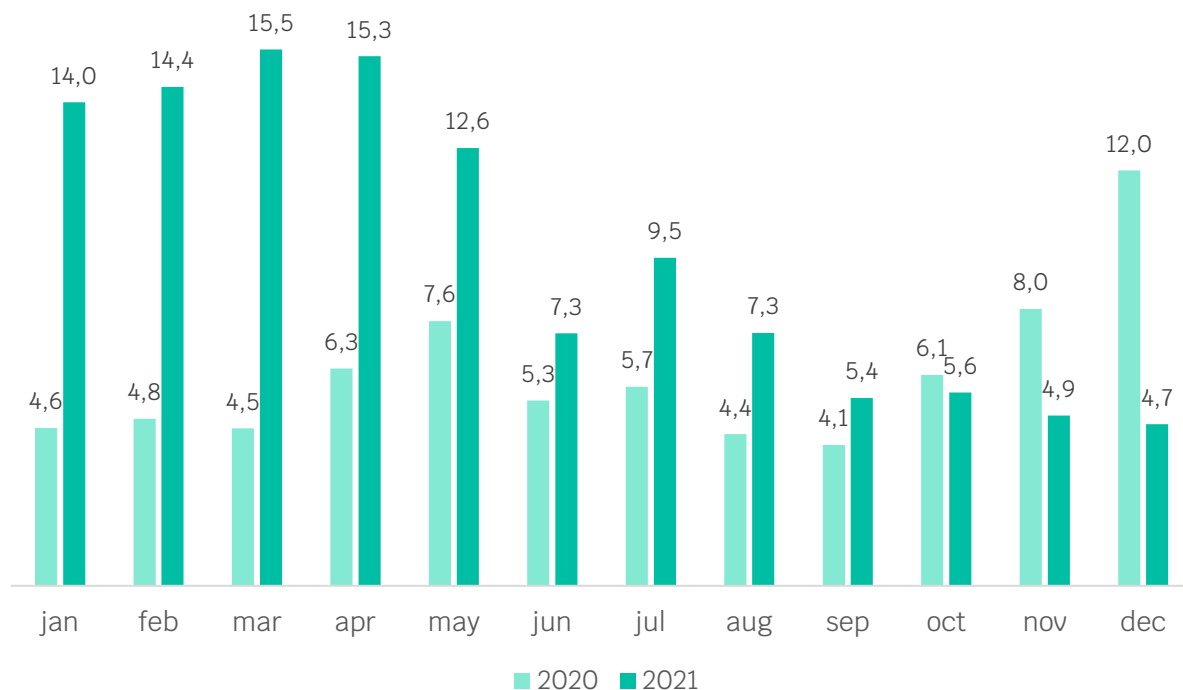


# Complaints made through the regulatory entity (ERSE)

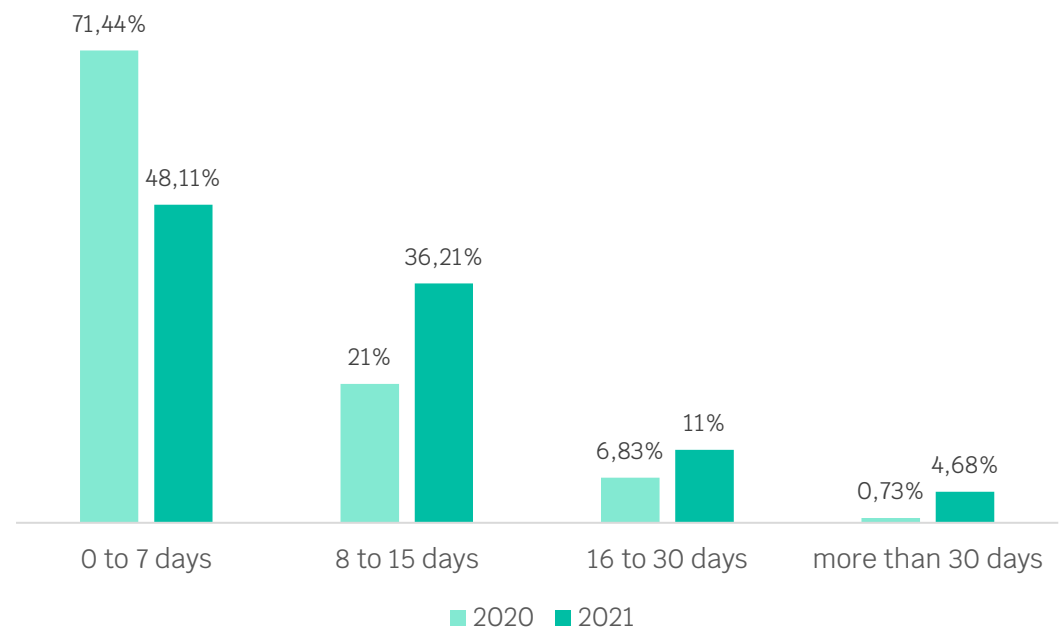


# SU Eletricidade resolution time to complaints received

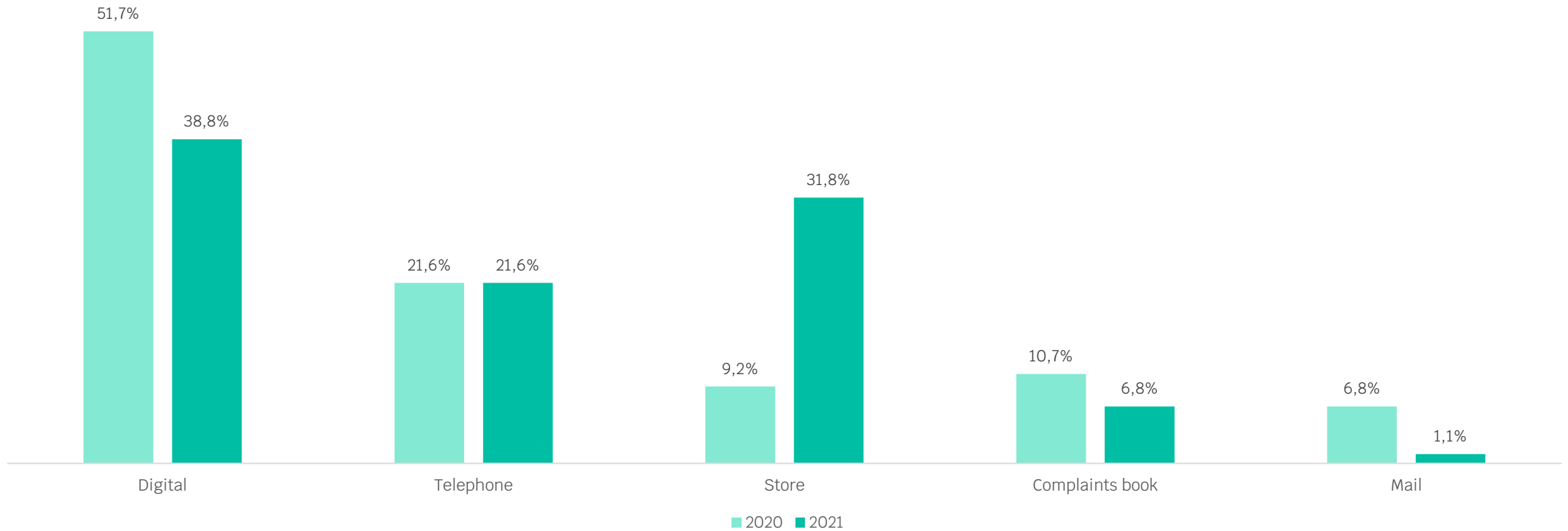
Average resolution time per month (in work days)



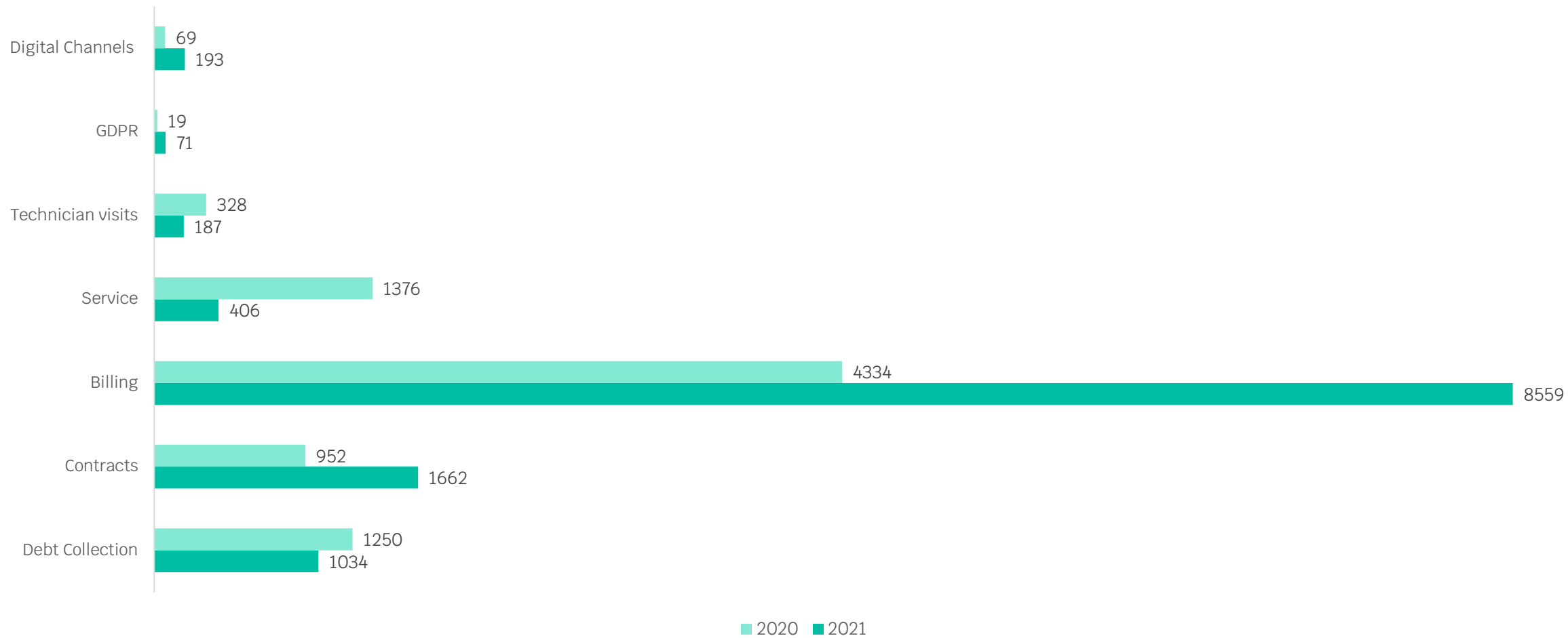
Distribution of resolution time

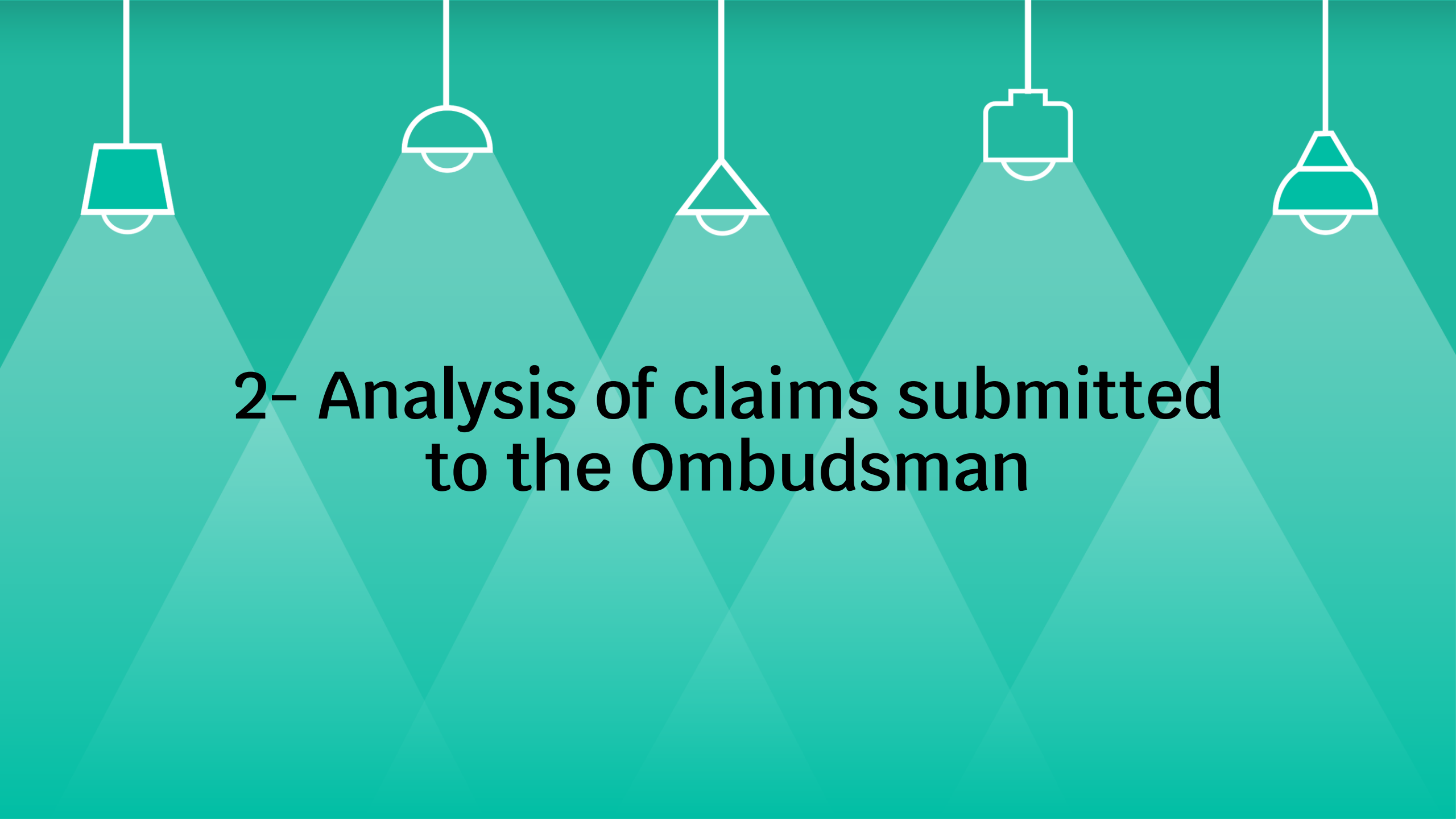


# Evolution of the channel chosen by the consumer to present their complaints



# Classification of claims by classes

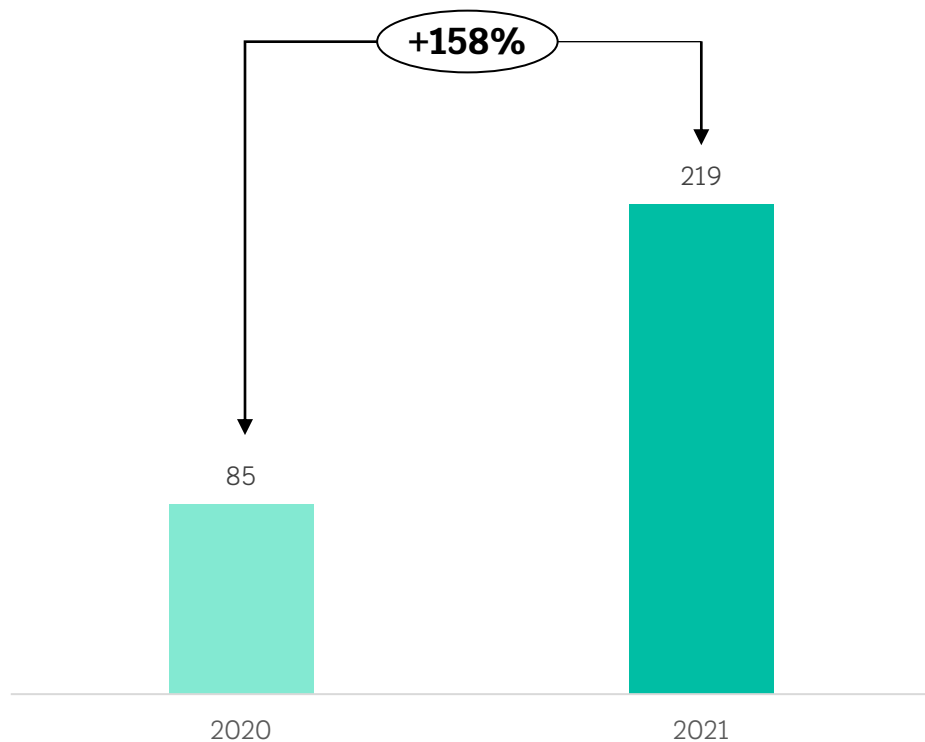


The background is a solid teal color. At the top, five white-outlined light fixtures are suspended by thin white lines. From each fixture, a beam of light, represented by a lighter teal triangle, points downwards towards the center of the slide. The beams overlap and create a pattern of diamond shapes.

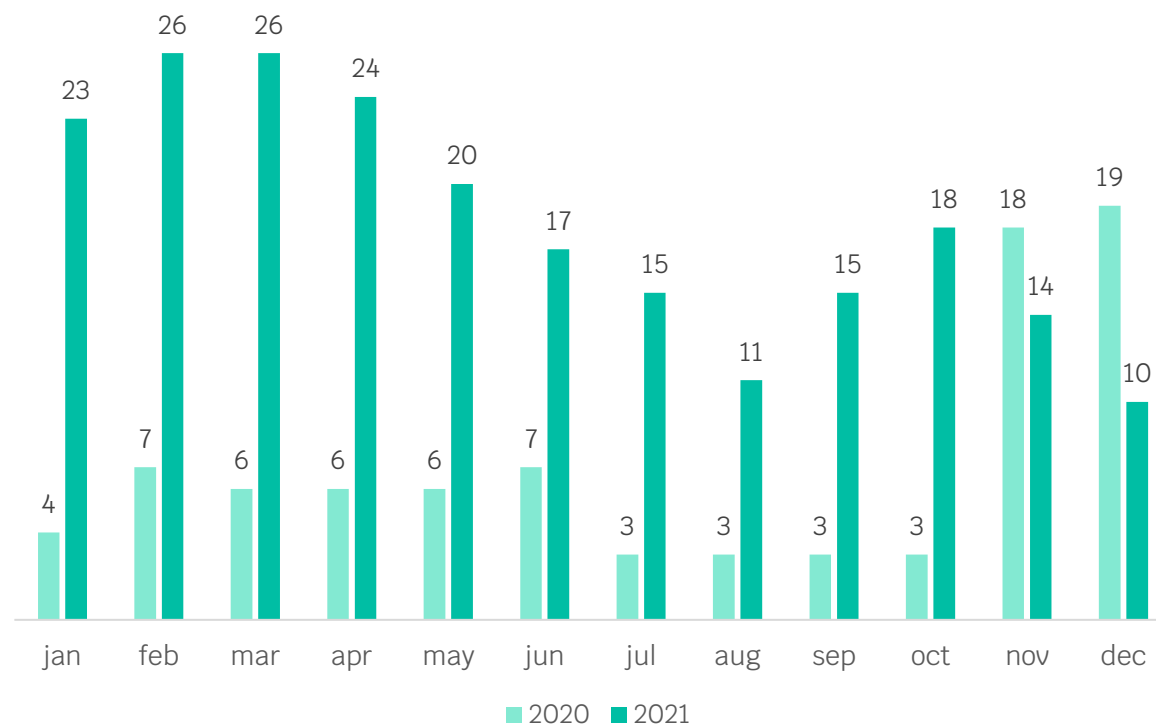
## **2- Analysis of claims submitted to the Ombudsman**

# Claims received by the ombudsman

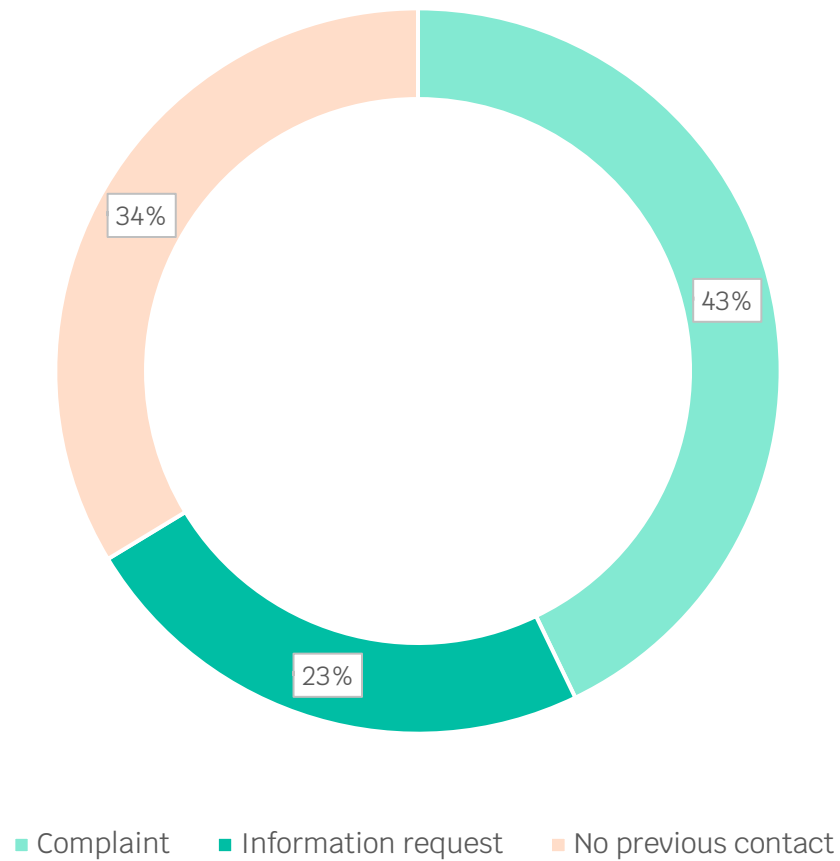
By year



Per month

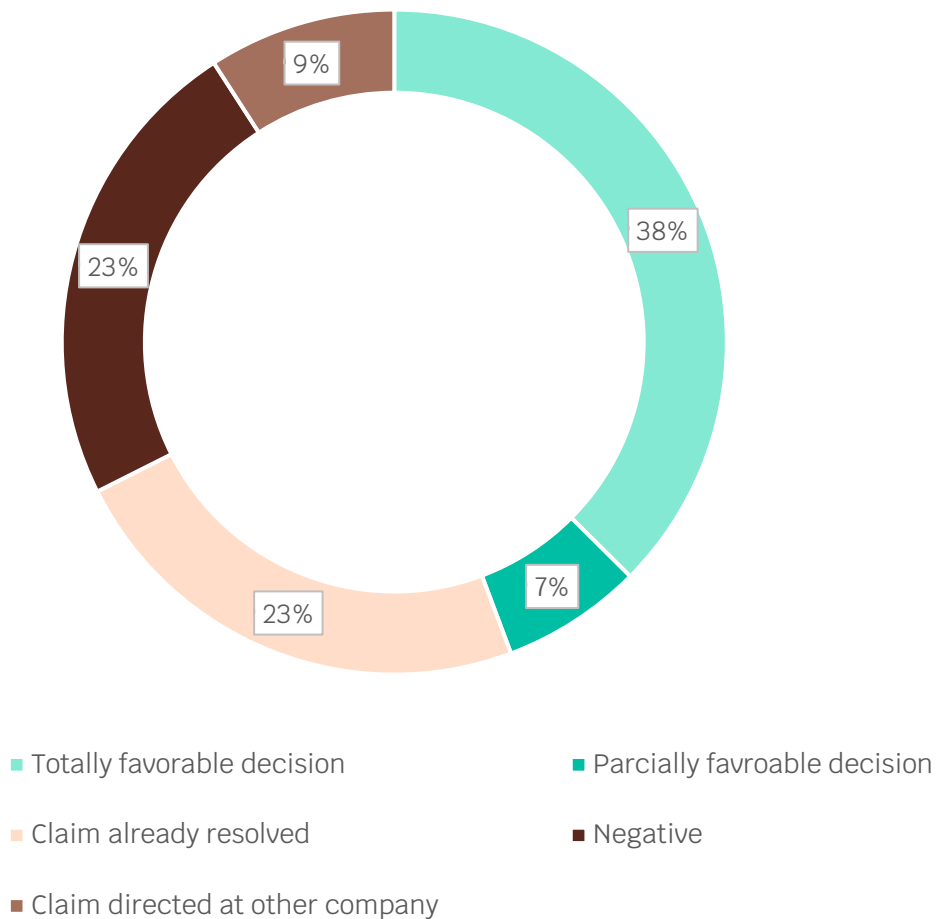


66% of all claims were preceded by former complaint or information request to the company

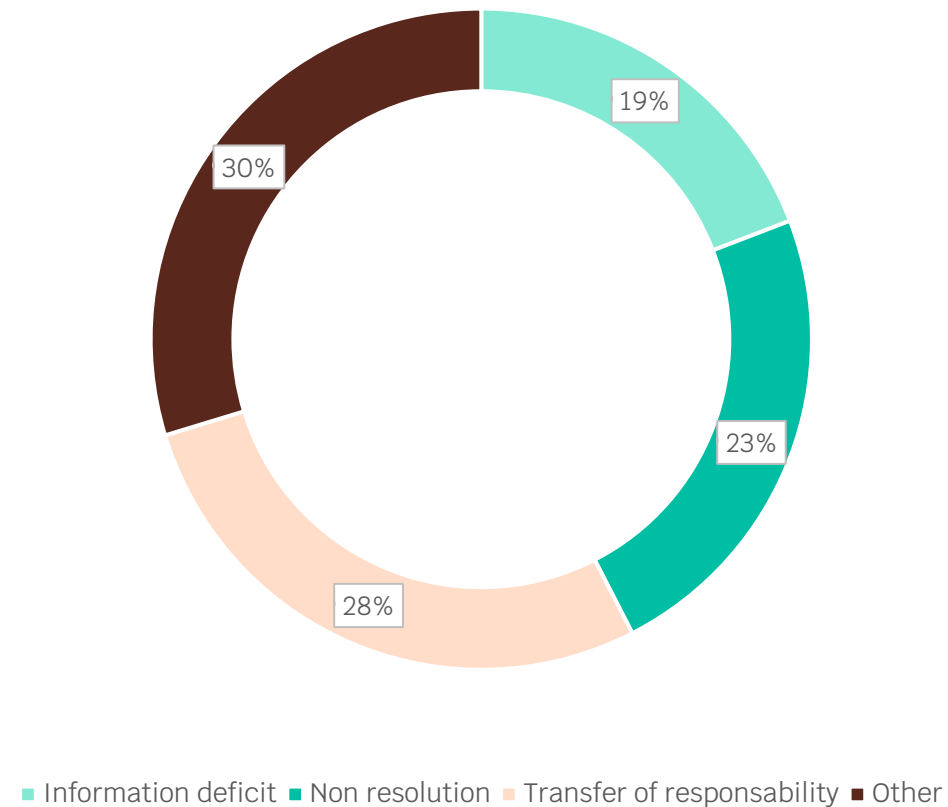


# 68% of all claims presented either received a positive decision by the consumer Ombudsman or were previously solved

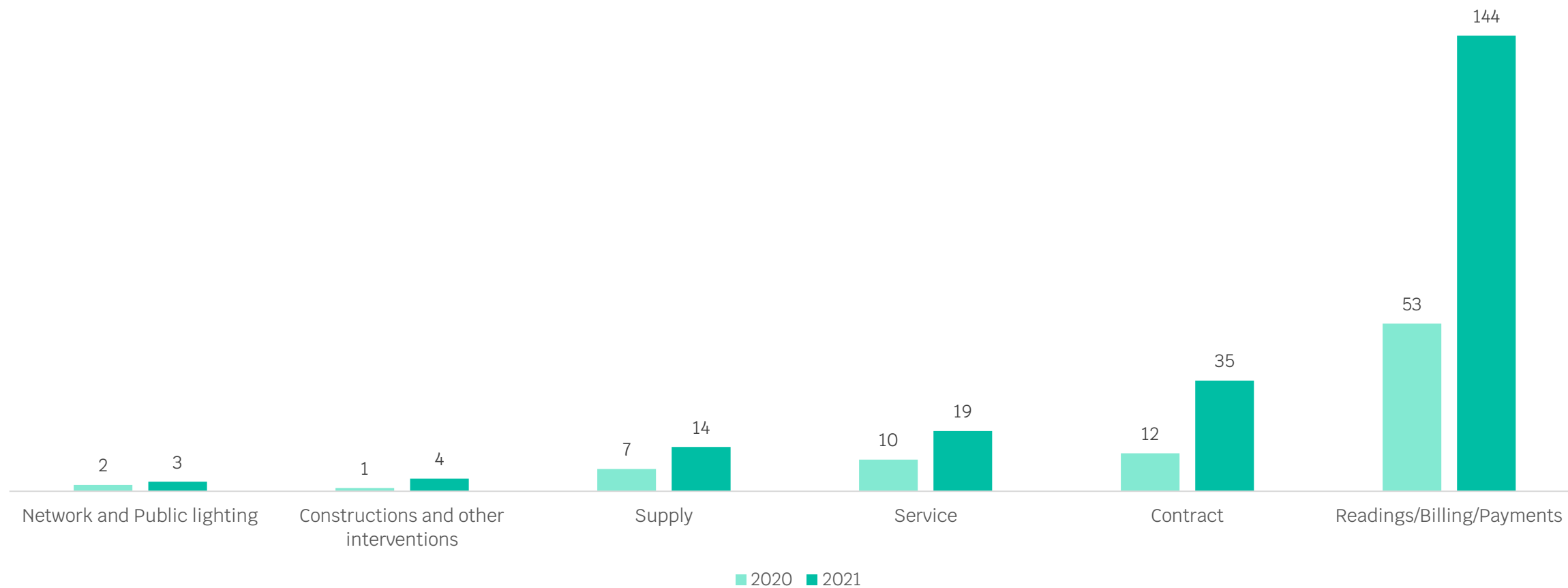
## Type of decision of the Ombudsman



## Origin of the customer's claim

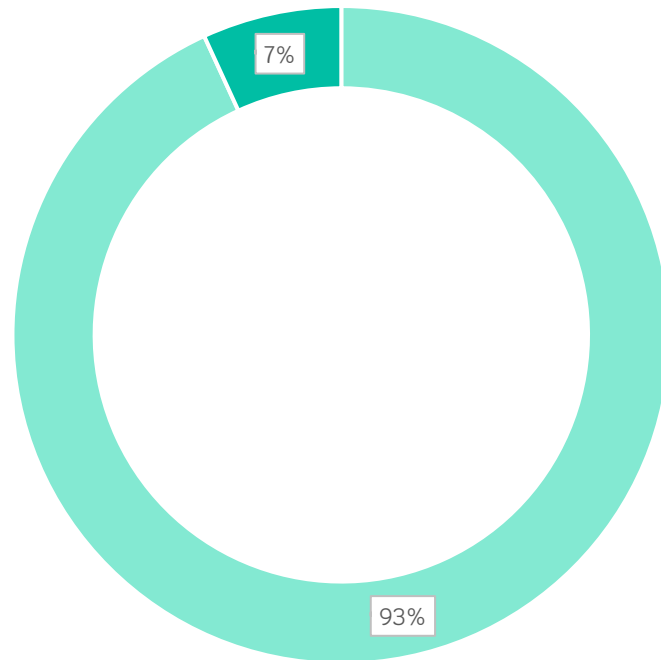


# Classification of claims by classes



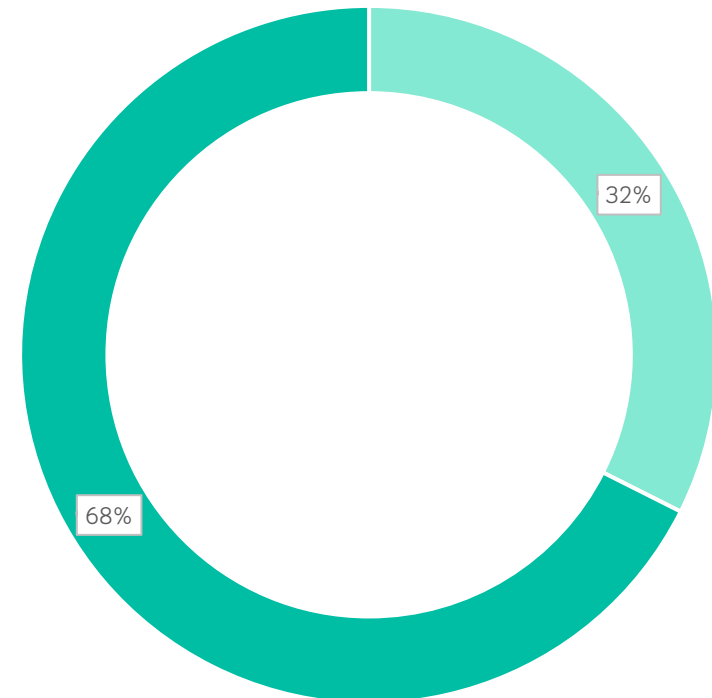
# 93% of all the claims received were made by SU Eletricidade clients

Percentage of claims made by clients



■ SUE Client ■ Not SUE Client

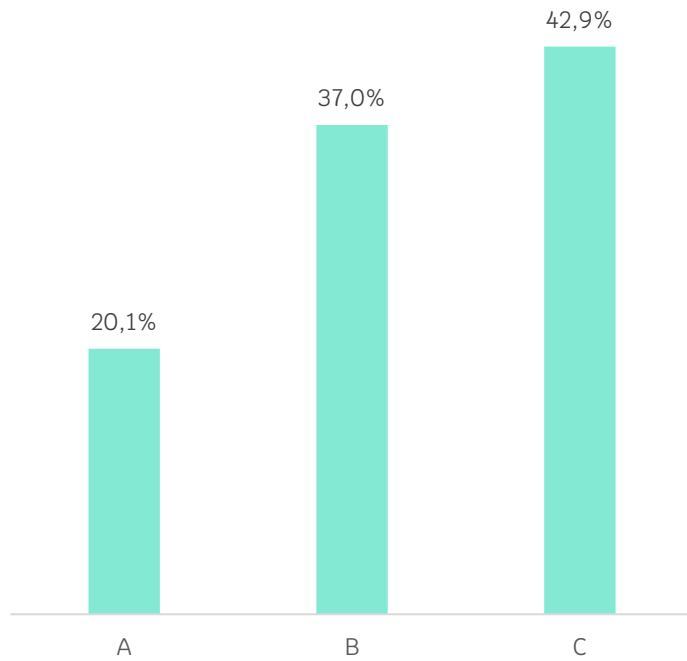
Type of client



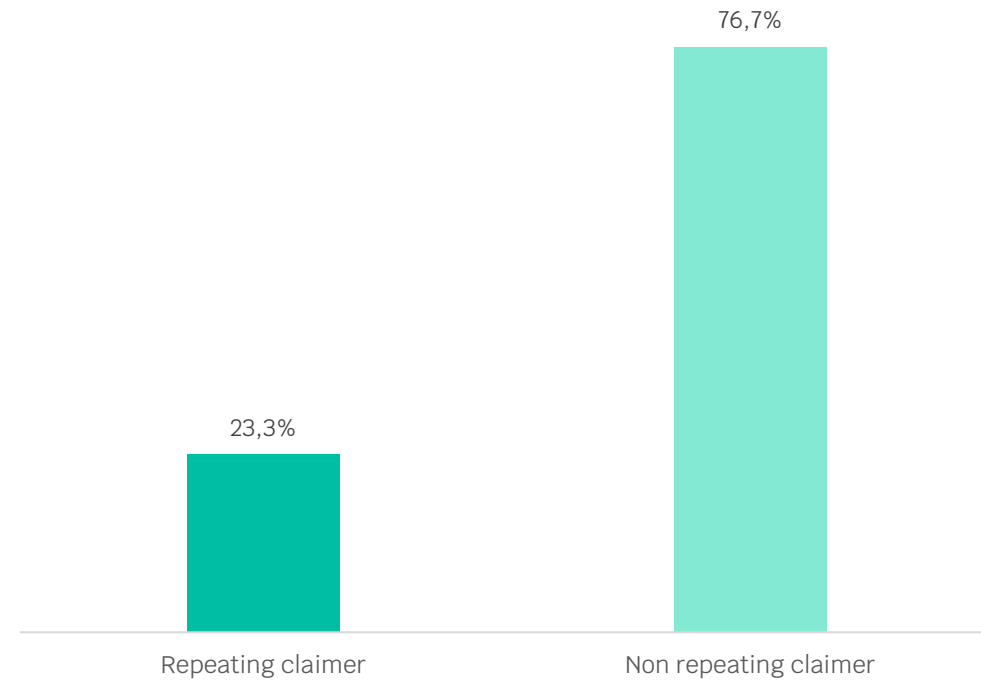
■ Companies ■ Individual

# Over 23% of all claims were made by a repeated claimer

Percentage of claims by Quality of Service zones

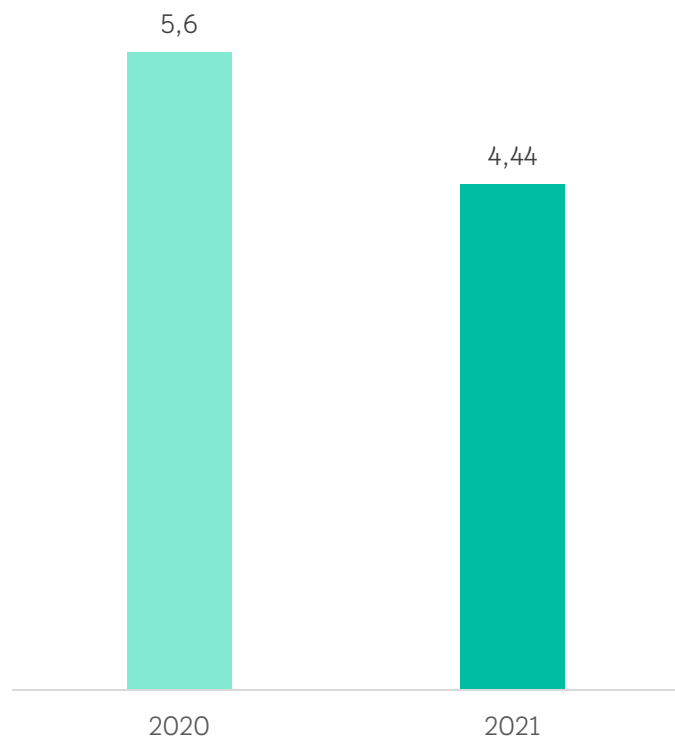


Percentage of repeated claimers

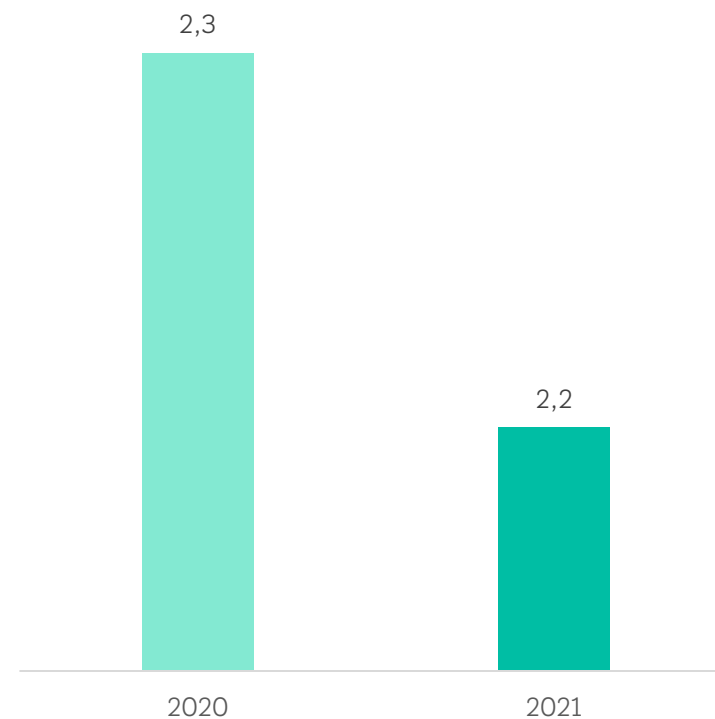


# Both average times reduced over the last year

Average duration of the Ombudsman's decision in working days



Average duration of execution of the decision in working days



# Claims Management Model by SU Eletricidade Customer Ombudsman

