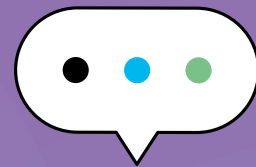


ANNUAL MEDIATION

REPORT 2023



**FOR THE ENGIE GROUP -
PROFESSIONAL CUSTOMERS**



The Ombudsman
FOR ENGIE GROUP



Jean-Pierre
HERVÉ

OMBUDSMAN
FOR THE ENGIE GROUP

The Ombudsman for the ENGIE Group has two main roles:

Consumer mediation: Each year, the Ombudsman produces an activity report on mediations for ENGIE's individual customers, which is submitted to the regulatory body established by the French government.

Institutional mediation: The Ombudsman also resolves disputes between ENGIE Group subsidiaries and their professional clients (businesses, service providers, suppliers, etc.).

Key points of mediation

Free, independent, impartial, and confidential, mediation within the ENGIE Group offers an alternative to court proceedings. The parties must first attempt to resolve the dispute on their own. If that fails, the Ombudsman helps them find a solution in a confidential setting.

2023 at a glance

In 2023, **disputes involving professional clients accounted for 17% of cases and 20% of mediations.** Following a 169% increase from 2021 to 2022, mediations for professionals rose by 139% from 2022 to 2023 (30 in 2021, 80 in 2022, 191 in 2023). The main causes were the energy crisis, restrictive eligibility for the tariff shield, termination fees, and delays in responses from ENGIE's customer service.

These mediations also help improve the quality of service within the ENGIE Group by providing a basis for generic recommendations to prevent recurring issues.

In 2023, **two recommendations were made to the relevant ENGIE subsidiaries.**

TO LEARN MORE:



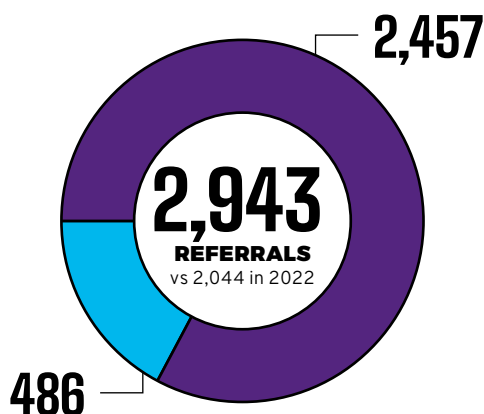
This report is available on the Consumer Ombudsman's website



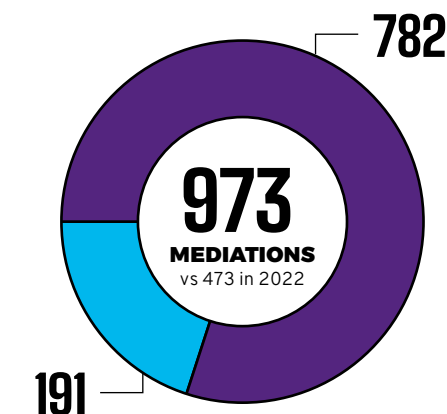
Visit the website for the Institutional Ombudsman

The 2022 energy crisis: mediations double in 2023!

2023 key figures



2,943 cases referred to the Ombudsman of which 486 were from professional customers. Of these 486 referrals, **191 were eligible and were processed** by the Ombudsman for the ENGIE Group.



20% of the mediation requests were from **professional customers.**

- Professionals, businesses, local authorities
- Consumers

+139% increase in mediations for professional customers in 2023 vs 2022.

83% of the solution proposals put forward by the Mediation in 2023 were accepted by the parties and implemented, successfully resolving the disputes. This achievement was due to the dedicated and consistent effort of the Mediation team. (vs 87% in 2022).

65.4 days The average processing time for mediations was 65.4 days in 2023. Despite challenges stemming from the energy crisis and a notable rise in mediations involving professional customers, the average duration remained manageable, compared to 60.7 days in 2022.

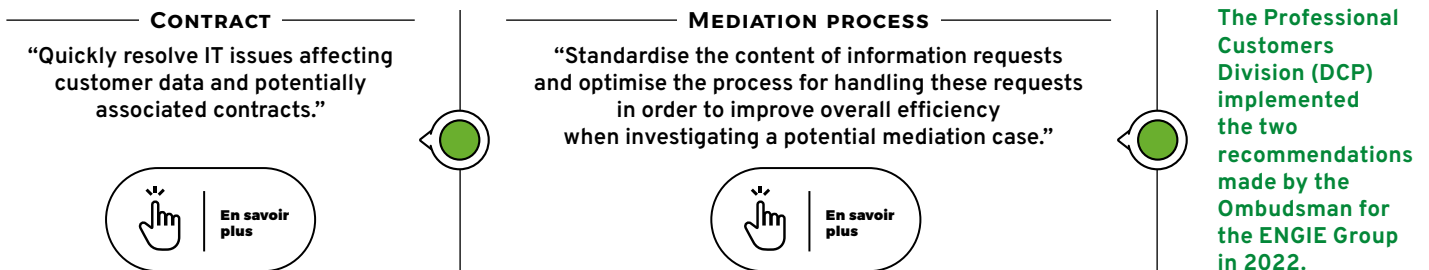
91% of the claimants reported being satisfied with the intervention of the Ombudsman for the ENGIE Group, mirroring the satisfaction rate from 2022.

Professional customers: the Ombudsman's recommendations

The discussions held throughout 2023 between the Ombudsman, the ENGIE Group's divisions and their professional customers helped identify areas for improvement for the company.

2022 OVERVIEW

PROFESSIONAL CUSTOMERS DIVISION (DCP)



2023 RECOMMENDATIONS

RECOMMENDATION RELATED TO THE ENERGY CRISIS PROFESSIONAL CUSTOMERS DIVISION (DCP)

CONTRACT

“Align the payment schedule for monthly instalments with contractual periods rather than the rhythm of adjustment invoices. Especially, send the new payment schedule for the new instalments at the time of contract renewal.”

OBSERVATION

The Mediation notes that the adjustment of the instalment plan is not carried out when sending information letters regarding contract renewals.

It also observes that when the new contract with updated prices commences, the instalments from the old contract persist until the new adjustment invoice is issued. This can give customers the impression that prices have not changed, especially in the context of 2022, when there was talk of a tariff shield protecting certain customers. This is a strong counter-signal.

Aware of this situation, ENGIE had implemented customer information via phone or SMS. However, certain situations encountered could lead to a lack of informed consent at the time of contract renewal.

RECOMMENDATION

The instalment level serves as a tangible signal of price for many customers in managing their budget, even if, contractually, the supplier provided the new tariff schedules in the contract renewal proposal letters. The Ombudsman recommends that suppliers include the instalment plan with the renewal letter rather than attaching it to the annual regularisation invoice. This process will ensure informed consent from the customer, who will have a better understanding of what they are committing to and how they can compare it with other offers.



RECOMMENDATION NOT RELATED TO THE ENERGY CRISIS PROFESSIONAL CUSTOMERS DIVISION (DCP)

PROFESSIONAL CUSTOMERS DIVISION (DCP)

CONTRACT

“Inform customers who switch contracts but retain the same delivery point about the need to terminate their previous contract.”

OBSERVATION

It sometimes happens that the supplier continues to bill customers based on an old contract and meter, even though the customer has subscribed to a new contract requiring a new meter at the same delivery point.

RECOMMENDATION

The Mediation recommends that the supplier, in line with its duty to advise, informs the customer in advance about the need to submit a written request to terminate their old contract so that the new contract can be applied upon its activation, thereby avoiding continued billing based on an old contract and a removed meter. In case of oversight, it is the supplier's responsibility to proceed with the contract termination.



The Ombudsman FOR ENGIE GROUP

How to contact the Consumer Ombudsman for the ENGIE Group:



via the online form at
www.mediateur-engie.com

or directly via your smartphone

It's simple, free, and quick. You can attach all the supporting documents for your case.

Consultation, creation, and production: Altavia.

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Written by: The Consumer Ombudsman for the ENGIE Group with contributions from the Mediation team.