

THE CONSUMER

OMBUDSMAN'S

2023 REPORT



The Ombudsman
FOR ENGIE GROUP



CONTENTS

- 04 Highlights of 2023
- 06 2023, a record year?
- 07 The 8 values of Mediation
- 08 The unwavering commitment of the Ombudsman's team
- 10 A look back at 2023 with Jean-Pierre Hervé, Ombudsman for the ENGIE Group
- 12 The legal framework for Mediation
- 14 The Ombudsman's resources
- 15 The Ombudsman's ecosystem
- 16 A flexible approach to amicable settlement

17 COPING / 2023, AN UNPRECEDENTED CRISIS CONTEXT

- 18 2023: Ombudsman for the ENGIE Group feels the full impact of the crisis

21 TAKING ACTION / MEDIATION ACTIVITY IN 2023

- 22 Excellent results despite an unprecedented surge in disputes!

28 PROPOSING RECOMMENDATIONS

- 29 Recommendations followed in 2023
- 30 Recommendations related to the crisis
- 33 Choosing the right energy supply offer

34 NEWS

Mediation for the ENGIE Group in the face of the energy crisis

As we predicted in last year's annual report, **2023 has met our forecasts. The number of mediations has doubled**, mainly due to disputes over contract renewals or new contracts signed in 2022. At certain times of the year, energy prices have surged, sometimes by as much as 5 or 6 times.

What are the reasons for this sharp rise in the number of mediations?

Let's take a look from the consumer's point of view. The government had announced protective measures guaranteed by a tariff shield. **While regulated tariffs have been capped from the end of 2021, the mechanism for other "market" offers followed complex and evolving rules.** Market offers (unregulated tariffs) saw much higher increases. There is also a cultural issue: consumers were used to bill increases being due to higher consumption, not price hikes, which had been relatively stable in past years.

For ENGIE, customer management processes were also aligned with periods of price stability. Since then, Mediation's general recommendations during this period of sharp rises in energy prices have helped to change these processes.

As a result, consumers had many legitimate questions when renewing or establishing new contracts in 2022: was the information in the letters clear? Were the letters actually sent? Were the tariff shields applied correctly? Who was eligible? Could the old processes create issues with consent? **The Mediation team responded to these questions on a case-by-case basis, slightly extending processing times due to the influx of cases, while maintaining close contact with the parties involved**

and adapting our processes to these specific requests. This has kept our proposal acceptance rate above 80%.

This was made possible by my independence and that of my team, guaranteed by the Consumer Code and the CECMC*, our state oversight body.

However, this also raises questions about the future. Will the government be able to continue these consumer protection measures in the medium term? Probably not. Are market prices likely to fluctuate significantly again? In 2024, we are seeing significant decreases, but will we return to the prices of 2021 when consumer bills have risen by 40% to 60% since then? Finally, can the French afford their bills at the current prices?

The answers to these questions will determine the volume of mediations for 2024 and 2025.

* Commission d'évaluation et de contrôle de la médiation de la consommation (Consumer Mediation Assessment and Control Commission)



Jean-Pierre
HERVÉ

THE CONSUMER
OMBUDSMAN FOR
THE ENGIE GROUP

Highlights of 2023

CONFERENCES

Presentation

“MEDIATION TO ENHANCE BUSINESS EFFICIENCY”

June 13th

The Ombudsman for the ENGIE Group participated in the conference organised by Planet Médiation, on the theme: “Mediation: a competitive advantage for a company.” Jean-Pierre Hervé took part in the round table “Mediation to enhance business efficiency.”



Annual report

June 13th

The Ombudsman has presented his 2022 annual report to **Catherine MacGregor**, CEO of the ENGIE Group. Published every year, this report presents the results of the Ombudsman’s work and is governed by the French *Consumer Code*.



TRAINING

External training courses



April 4th and November 13th

The Consumer Ombudsman for the ENGIE Group offered training/information on mediation to ENGIE SOLUTIONS management teams. The aim is to share best practices in customer management, incorporating the principles of active listening and the search for an amicable solution.

May 15th

The Ombudsman for the ENGIE Group accepted an invitation from the organisers of the “*Consumer Code* and Consumer Mediation” training course at the **École Nationale de la Magistrature (ENM)**, to provide information on consumer mediation and to compare this amicable method with judicial conciliation.

May 23rd and November 30th

The Consumer Ombudsman attended training courses organised by the IGPDE (*Institut de gestion publique et de développement économique* - Bercy training organisation) on the theme of “**The fundamentals of consumer mediation**,” as part of the training led by **Ms. Sauphanor-Brouillaud**, associate professor of law, professor of private law – Université Paris-Nanterre.



Team training



March 30th and April 6th

For the 7th time, the Ombudsman, along with several members of his team, attended the “Consumer law” training course organised by the Club of public services Mediators, with a presentation by **Ms. Sauphanor-Brouillaud**, associate professor of law, professor of private law – Université Paris-Nanterre.



November 20th

The Mediation team attended the webinar organised by the Consumer Law Chair at CY Cergy Paris Université. The topic was “**ADR and Consumer Law: New Challenges**,” which looked in particular at the consequences of the decree of 29 July 2023 and the challenges of revising the European Directive 2013/11.

December 8th

Sandrine Hohl, the Deputy Ombudsman, obtained the specialised certificate in “**Mediation in the institution: mastery and analysis of the ombudsman’s practice**” from CNAM (*Le Conservatoire national des arts et métiers*).



MEDIATION LIFE

New referral form

April 2023

Online users now prefer their smartphone (60%) over their computer or tablet (40%). To better meet users’ needs, Mediation has launched a redesign of its online complaint form. Several test sessions have been organised, with the participation of volunteer consumer associations. The aim is to

facilitate access to the form and improve the user experience. New features allow users to scan necessary attachments using their smartphone camera, making it easier and quicker to submit a complaint.





Find out more about the 2023 highlights

MEETINGS

Club of public services Mediators

January 16th

Under the leadership of the Ombudsman for the ENGIE Group, the Website Management Committee of the Club of public services Mediators has proposed content modifications for the site. It monitors the effective implementation of these modifications. Website traffic reached 43,485 visits in 2023, the highest since its creation. In 2023, the Committee focused on enhancing the "News" section to make it more appealing and retain users. The Committee's ambition is to transform the site into a reference tool to be consulted by mediation specialists as well as users or clients. The inclusion of key legal texts enriches the library of annual reports from members.



Club of public services Mediators

January 25th

The Ombudsman attended the 2023 General Meeting of the Club of public services Mediators, where he holds positions as secretary (under France's 1901 Law of Association) and vice-chairman overseeing the website (<https://clubdesmediateurs.fr/>) and relationships with consumer associations. Following this, he

participated in five plenary meetings of the Club. On May 25th, he facilitated the Club's meeting with consumer associations. Additionally, the Ombudsman attended six preliminary Bureau meetings and the Club's annual seminar, featuring a keynote address by Marc El Nouchi, President of the Consumer Mediation Assessment and Control Commission (CECMC).



Consumer associations

April 11th

The Ombudsman sat down with consumer associations to unveil the 2022 Annual Report of the Consumer Ombudsman for the ENGIE Group, share insights on the prospects for 2023, including associated recommendations, and review the follow-up on last year's recommendations.



National Energy Ombudsman

April 12th

As is customary each year, we conducted a review of the agreement binding the two independent ombudsmen and discussed the activities of the past year's mediations. It's worth noting the complete alignment of viewpoints in 2023 (see page 26).



EEMG

October 5th and 6th

The European Energy Mediators Group (EEMG) held its annual meeting in Paris, co-organized by the Ombudsman for ENGIE Group and the EDF Group Mediation. During this event, Luis Valadares Tavares, Ombudsman of EDP (*Electricidade de Portugal*), was appointed as the new President of the EEMG. The eight members of the EEMG shared their recommendations and discussed their unified stance towards the European Commission, as part of the preparations for the revision of the ADR Directive and to uphold a high level of efficiency in consumer mediation.



ENGIE Consumer Division (DGP)

December 13th

The Ombudsman met with the National Consumer Service (SNC) of ENGIE's Consumer Division to discuss the management of the 2023 tariff shield crisis and the handling of requests. The aim of these discussions was to share the Ombudsman's recommendations and their implementation, and to understand the actions taken by ENGIE to improve the complaints handling.

91%

of applicants were satisfied

with the Ombudsman's work for the ENGIE Group in 2023, as in 2022.

+40%

The number of complaints received from individuals,

as defined by the *Consumer Code*, amounted to 2,457 in 2023, compared to 1,772 in 2022.

849

The number of consumer mediations processed

nearly doubled between 2023 and 2022 (441). This is an unprecedented volume since the establishment of the Ombudsman for the ENGIE Group! In 87% of mediations, the dispute was between the claimant and the subsidiaries for the supply of energy to private individuals.

84%

of the solution proposals issued by Mediation in 2023

were accepted by the parties and implemented, thereby definitively resolving the dispute (compared to 87% in 2022). This is a very good result despite the pressure on the applicants.

2023, a record year?

In 2023, the number of mediations doubled, and the number of complaints surged by 40%.

The Mediation service received a total of 2,457 requests* from individuals, marking a moderate increase compared to the 1,772 received in 2022. Notably, the number of complaints eligible for consumer mediation doubled, reaching 782 in 2023, compared to 393 in the previous year.

Out of the 2,457 requests received from individuals in 2023, according to the rules of the Consumer Mediation Assessment and Control Commission (CECMC):

> **1,692 complaints were deemed inadmissible**, up from 1,410 in 2022. These included cases where consumers failed to provide evidence of attempting to resolve their disputes with the professional through a written complaint, as outlined in their contract terms. Additionally, 17 complaints were rejected for other reasons, such as being handled by another mediator or falling outside the mediator's jurisdiction;

> **765 complaints were deemed admissible** (compared to 362 in 2022) out of the 782 eligible for mediation (compared to 393 in 2022).

It's worth noting that this analysis excludes the 67 mediations from 2022 that were processed in 2023, two of which were found to be inadmissible.

** whose eligibility for processing was studied according to Article L.612-2 of the Consumer Code. Starting from 2023, the Mediation service no longer includes complaints outside the scope of consumer mediation in its results, in compliance with Article L.611-3 of the Consumer Code.*

Review 2023	Increase in mediation in 2023 compared with 2022	Acceptance of proposals	Time-frame (days)
Average for individuals	+ 100%	84%	63,4
BtoC energy suppliers (consumer department, etc.)	+ 120%	84%	61,4
Services (ENGIE Home Services)	+ 50%	72%	81
Business Customers Department*	+ 116%	81%	71,7

** These figures for the Business Customers Division are not included in the indicators in this report.*

63.4 days

The average processing time of a mediation

was of 63.4 days in 2023. Despite an unprecedented volume of mediation requests, the average time increased by just 5 days, remaining well below the regulatory response deadline of 90 days. For reference, it was 58.7 days in 2022, 58 days in 2021 and 63 days in 2020. This was made possible by the dedication of the entire team and the standardisation of mediation processing related to the crisis.



Find out more about the main indicators of the ENGIE Group's Mediation service

The 8 values of Mediation

Accessibility, listening and empowerment of the parties are the strengths of the ENGIE Group Consumer Mediation process. On a daily basis, the teams embody eight key values at all times.

INDEPENDENCE

The Ombudsman enjoys independence guaranteed by law, by a state commission, in compliance with legislative criteria, and also maintains independence of thought. Thus, both status and stance complement each other.

PRIVACY

The content of the case (the Ombudsman's observations, the statements collected and the solutions proposed) remains confidential.

IMPARTIALITY

The Ombudsman does not take sides.

RESPECT

This notion takes two forms: unwavering respect for individuals, without preconceived ideas or judgements, and giving a hearing to all parties in the agreement.

FAIRNESS

A rule or practice, even when correctly applied, may be unfair, or even intolerable, in certain cases. Fairness strives for what is just.

TRANSPARENCY

By law, the Ombudsman is required to present an annual assessment report, which is made available to all through various channels, including on its independent website.

LISTENING

Balanced, accessible and personalised. The Ombudsman takes into consideration the circumstances of each person. If necessary, he restores the required middle ground between the parties involved and endeavours to discern the real issues and expectations.

NEUTRALITY

The Ombudsman ensures that each party has an opportunity to express their opinion to the other. The Mediation team will get involved in the claimant's dispute only when a solution is proposed.



The Mediation team examines all the requests it receives and handles them according to their nature.

Submission are assessed to determine their admissibility and whether or not they qualify for mediation:

- If they are inadmissible by law, they are passed on to the Group's relevant departments to be processed, unless the claimant disagrees.
- If they are admissible, as a last form of amicable resolution, they are handled by the Mediation team. In that case, the Mediation

team personally contacts the claimant. In an initial phone conversation, "the 8 values of Mediation" are presented to the claimant. In particular, this provides an opportunity to assess and manage their expectations. After an in-depth examination of the case, incorporating both lawfulness and fairness, a personalised solution is finally proposed to the claimant, verbally and then in writing.

The unwavering commitment of the Ombudsman's team

When the Mediation team, as early as the end of 2022, witnessed a significant influx of complaints related to the energy crisis, the team immediately shifted into “task force” mode.

We did not wish to undermine the proximity approaches linked to the process, lodged with the CECMC (Consumer Mediation Assessment and Control Commission) such as the initial contact with each complainant by phone. This decision proved wise: the complexity of tariff shield mechanisms, the erratic nature of customer services (resulting in a sharp rise in complaints due to ENGIE failing to respond within two months), and the soaring tariffs causing hardships for clients, have made proximity more vital than ever to reassure, listen, understand, explain, and aid the parties in decision-making.

An ad hoc organisation

We made processing mediations our top priority and freed up time for each team member. Cross-cutting activities, essential for the operation of the Mediation “start-up” (the cornerstone of our independence), were postponed or minimally reduced.

For instance, the website saw limited updates regarding the publication of articles or news. Nevertheless, we kept the project to improve submissions through this channel going with the help of our contracted company (Copotato).

Additionally, we asked for additional extra trainee lawyers to assist us lend a hand.

Jean-Pierre Hervé,
Ombudsman for the ENGIE Group, and his team.



While our main focus remains on handling mediation cases, each team member also has broader responsibilities, such as:

- Monitoring quality processes and necessary procedures to ensure the smooth functioning of the service.

- Engaging with both internal and external entities within the ENGIE Group to ensure the Ombudsman's recommendations are followed up on.
- Increasing the visibility of the Ombudsman's activities through its website to make information and mediation requests more accessible to complainants.

- Providing ongoing training for team members, including legal workshops.
- Managing the operational aspects of the mediation processing tracking tool, and so on.

Improving the integration of newcomers

Less than two weeks after their arrival, we worked as a team, presenting the Ombudsman with the various situations of the claimants who came to the mediation. We outlined the situation, shared insights, and initially proposed solutions put forth by the Ombudsman. This allowed mediation officers to engage with the parties, ensuring all perspectives were considered and any overlooked aspects addressed. Following this, the proposal could be refined by the Ombudsman, and an opinion drafted for submission to the parties for decision-making.

After dissecting and simplifying around fifteen complex regulatory texts—particularly challenging to convey to consumers—related to tariff shielding, the Legal Director of Mediation for the ENGIE Group devised a standard document outlining the handling of tariff shielding application issues based on energy and offer types. This document facilitated better understanding among mediation officers, ensuring uniform responses and equitable treatment for these specific cases, particularly concerning the correct application of consumer and energy law, before fairness is taken into account by the Ombudsman.

The results speak volumes: despite the doubling of mediation cases, we maintained our average processing times and achieved a complainant acceptance rate exceeding 80%.

Team performance standards

- From the outset, it's essential to assemble a **multidisciplinary team** comprising lawyers, engineers, former customer service managers, and communication experts. The diversity and complementary nature of these profiles are always a source of strength, serving a common mission.
- Every team member should embody kindness, showing care towards applicants in need and fostering positive interactions with ENGIE counterparts and within the team. Mediation proposals are the result of collaborative teamwork, reflecting the Ombudsman's stance of neutrality and impartiality.
- Team members should appreciate the importance of **listening** to all parties involved: to calm, acknowledge, understand, and co-create solutions.
- The ability to work independently and with agility is crucial for sustaining the independent Mediation structure. Each team member also engages in "cross-cutting" activities to ensure the Mediation structure can operate autonomously. This **independence** comes at a cost (see boxed section).
- Ongoing development of the team's skills and professionalism by organising and monitoring **ongoing training** sessions (covering energy techniques, consumer law—including the *Consumer Code*—and mediation techniques). These efforts help simplify complex subjects for complainants and provide training for student interns in mediation. These training sessions involve external experts (law professors, energy specialists, etc.) or are developed internally.



For more information on the training course



**A look back at 2023
with Jean-Pierre Hervé,
Ombudsman for the ENGIE Group**

**“Seeking fairness:
a guiding principle and
a challenge amidst the
energy crisis”**

Since 2014, Jean-Pierre Hervé has served as the Consumer Ombudsman for the ENGIE Group. He was among the first independent ombudsmen listed in February 2016 as a “Consumer Ombudsman” for a five-year term, a mandate renewed by the State Commission in February 2021. With expertise in mediation, consumer affairs, energy, and energy efficiency, he dedicates his independent knowledge to assisting all applicants and stakeholders, including consumer associations, institutions, and legal services.

**In the midst of the energy crisis
that shook France and Europe,
what were the developments
for Mediation in 2023?**

” J.-P. H. : The Mediation team faced an unprecedented crisis scenario: a doubling of mediation cases and a significant surge in complaints, including a record number from claimants who had terminated their contracts! To address these new challenges, we adapted and restructured our organisation. I want to extend my heartfelt gratitude to my team for their dedication, commitment, and professionalism during this demanding period.

The surge in complaints mainly affected ENGIE’s Consumer Division (individual customers), linked to the sharp rise in prices experienced by consumers in 2022. Additionally, there was an increase in complaints related to Energy Saving Certificates (EEC), as the crisis prompted consumers to invest in energy efficiency. For ENGIE Home Services (EHS), after a successful year in 2022 regarding complaint handling, the number of complaints in 2023 increased by 1.6 times, and the number of mediations by 2.4 times.

It’s worth noting that complaints from businesses also saw a significant uptick due to expanded admissibility rules.

Furthermore, nearly 30% of complaints could have been resolved through mediation if ENGIE subsidiaries had adhered to the complaint management process properly.

**“In response to the crisis, the
Mediation team has adapted and
reviewed its organisation.”**

**What types of issues
did you deal with?**

” J.-P. H. : In the energy sector, issues arose from a mix of factors. Firstly, consumers received reassuring messages about the government’s protective tariff shield, which, in reality, did not apply universally each year. Consequently, households may have been less diligent in critically assessing their energy contract renewals in 2022, especially during such challenging times.

From the supplier’s perspective, there was a significant shift in approach. Previously, complaint management focused on consumption analysis, as stable prices meant consumption was the main factor behind bill increases. However, this changed to a scenario where price fluctuations played a key role: renewal notices lacked clarity, there were challenges in encouraging consumers to compare options, and managing instalments was tied to bill adjustment rather than contract renewal.

Concerning EEC, consumers often struggled to adhere to the precise yet rigid processes mandated by the government, mainly due to concerns about potential fraud. Meanwhile, organizational changes at EHS disrupted established quality procedures.

Despite the longer mediation processing times, our success rate in mediations remained remarkably high. Despite the large volume of requests, we made a conscious decision not to sacrifice the quality of our analyses and personalised approach. In this challenging context, applicants greatly needed to feel understood and heard.

“We shifted from a complaint management culture based on consumption analysis before the crisis to a scenario where price fluctuations became the primary explanation for increases.”

Should there be a push towards reducing the complaint processing time?

J.-P. H. : Absolutely, that should be the goal for **ENGIE subsidiaries**. Successful mediation hinges on proximity and attentive listening, which means spending more time addressing disputes unresolved by the company. Customer services can't match the level of personalisation and expertise provided by the Mediation, which consequently results in higher costs per case. Its effectiveness should be measured by the reduction in the number of mediations, linked to the implementation of improvement recommendations issued to company subsidiaries annually.

In 2023, I made eight recommendations to ENGIE, half of which directly addressed the challenges posed by the energy crisis. I consistently urge ENGIE's services to enhance processing times while improving success rates, as we do not want customer complaint services sacrificing response quality, ultimately burdening the Mediation department!

Will there be any changes to the regulatory framework for consumer mediation in France?

J.-P. H. : Yes, the Alternative Dispute Resolution (ADR) Directive is currently under review at the European level. Corporate mediators have provided feedback through the Mediators (European Energy Mediators Group), both at the European and French levels. At this stage, their input has been considered at the European level.

In particular, efforts are being made to prevent mediations from merely becoming complaint services: there is a risk that companies may not thoroughly address situations and too hastily delegate complaints to mediations. By overly expanding the scope of admissibility for mediation, there's a risk of transforming independent mediation entities into mere “subcontractors” for complaint handling on behalf of the company.

What is your outlook for 2024?

J.-P. H. : We anticipate that our eight recommendations will yield results, leading to a natural decrease in the number of mediations. As mentioned previously, we're looking for improved quality from the company's complaint services to address the 30% of relatively straightforward cases more effectively. Additionally, the Mediation team is advocating for early consultation before introducing new offers or processes, focusing on prevention rather than just remediation.

Finally, in 2024, Mediation is rolling out its new online complaint form, featuring a user-friendly tool accessible directly on smartphones without the need for additional devices like computers, scanners, or printers. This move aims not only to maintain the selectivity of cases for mediation but also to enhance accessibility and align with users' preferences and behaviours.

And if we look at the figures...

J.-P. H. : The number of complaints has increased by 40%. We still receive many premature complaints: this is due to our high visibility (on contracts, on energy supplier or service company websites, on energy bills, and on my own independent website), which is a very positive development. In fact, we received 2,457 requests and handled 849 mediation cases in 2023 (a 93% increase), improving the inadmissibility rate (65% versus 75% in 2022).

This inadmissibility often stems from claimants contacting us directly within two months of their initial written complaint, without reaching out to the complaint service of the relevant ENGIE subsidiary. However, this doesn't leave the applicant without a solution. We have successfully redirected 100% of the inadmissible requests, with the agreement of the applicants, to the appropriate level of complaint handling within the relevant supplier. Ultimately, only 10% to 15% of these redirected cases return to Mediation because ENGIE's complaint service has been able to provide a resolution.

Despite the challenging circumstances, the mediation success rate (84%) and satisfaction rate (91%) remained high in 2023. The average processing time remained around two months (63 days) for consumers.

However, Mediation has noticed an increasing strain in relations due to the difficulties stemming from high inflation and rising energy prices. Given that this trend may continue, active listening and legal analysis, provided by Mediation, remain vital and well-suited tools.



Discover all the activity reports of the Ombudsman for the ENGIE Group

The legal framework for Mediation

The independence of the Ombudsman

Consumer mediation emerged from the European states' desire to enhance consumer trust in the functioning of the common market.

In pursuit of this goal, the European Commission introduced the RELC Directive (Extra-judicial Resolution of Consumer Disputes) in 2013. This directive aimed for minimal harmonisation, allowing each member state to adapt it while considering local mediation practices. It outlined key criteria defining this unique form of mediation. The days of mediators self-declaring independence without oversight were over. The directive specified the mediator's status, the mediation procedures, and the oversight mechanisms, ensuring independence for consumers. France transposed this directive in 2015, incorporating several key provisions:

- Consumer mediation must be **voluntary on the part of both parties** to the dispute;
- Consumers may have **free recourse** to a consumer mediator;
- **Professionals are responsible for funding the entire mediation process, empowering mediators to maintain independence.** Consequently, professionals have no influence or financial stakes tied to mediation outcomes;
- There are no limits on the value of disputes eligible for mediation;
- **Professionals are obligated to inform consumers** of their right to seek consumer mediation and **ensure accessible mediation services**, while emphasising that mediation is optional. The mediation process must not preclude recourse to legal action; therefore, the limitation period is suspended during mediation;
- Professionals can select their preferred mediation system, provided it is approved by the assessment and control commission;
- **Mediators lack binding authority** and can only propose solutions based on legal principles and fairness, **which the parties are free to accept or reject. Confidentiality is strictly maintained throughout the mediation process**, adhering to legal principles.
- Crucially, France established an independent state body, the National Commission for the Assessment and Control of Consumer Mediation (**CECMC**), tasked with overseeing compliance with these provisions outlined in Title 1 of Book VI of the *Consumer Code* (Articles L611.1 to L641.1 and R612.1 to R616.2).

The Appointment of the Ombudsman for the ENGIE Group

The CECMC is the body responsible for appointing ombudsmen, whether they are individuals or legal entities (organisations, federations, etc.).

The choice of Ombudsman is governed by law, with specific criteria outlined in article L613:

The Consumer Ombudsman must:

- "(1) Possess skills in the field of mediation as well as solid legal knowledge, especially in the field of consumer affairs;*
- (2) Be appointed for a minimum period of three years;*
- (3) Be remunerated regardless of the outcome of the mediation;*
- (4) Not be subject to a conflict of interest but, if such a situation arises, declare it as such."*

Foundational principles of consumer mediation, independence and impartiality are thus assured by the CECMC.

In this regard, in February 2016, Mediation for the ENGIE Group was added to the list of independent consumer mediators, officially communicated to the European Commission.

In addition, an Ombudsman for a single company must meet additional criteria:

“(1) He or she shall be appointed, in accordance with a transparent procedure, by a collegiate body set up by the company, comprising representatives of approved consumer organisations and representatives of the business;

(2) At the end of his or her term of office, the Ombudsman is prohibited from working for the business who employed him or her or for the federation of which this business is a member for a period of at least three years;

(3) There can be no hierarchical or functional reporting relationship between the business and the Ombudsman while the latter is carrying out his or her role as Ombudsman.”

Recommendations for further ensuring the independence of the Consumer Ombudsman

The *Consumer Code* mandates that once their term concludes, the ombudsman cannot work for the company that employed them for at least three years.

To reinforce this independence, the Consumer Ombudsman for the ENGIE Group advocates for three recommendations already proposed in 2022:

1. Clear communication regarding the Ombudsman's status:

- The Ombudsman does not report to the company.
- The Ombudsman reports on his activities only to the CECMC and, more generally, to the public, in particular through his annual report.
- The company must provide the Ombudsman with the financial and human resources to enable him to carry out his duties independently. It also undertakes not to entrust the Ombudsman with any other duties at the end of his mandate(s) for a period of three years.

2. The mediation process could be the subject of an agreement between the company and the Ombudsman

to make visible the severance of the hierarchical or functional link with the company, beyond what is already provided for by law. In particular, this agreement could delineate and reinforce the separation of hierarchical or functional ties beyond legal requirements. This agreement would define the Ombudsman's

The conditions of the Ombudsman's work: guaranteeing independence

Legislation dictates that the mediator must have a strong grasp of consumer law to maintain independence from all parties. To ensure adherence to this standard, the CECMC mandates ongoing training in consumer law due to its dynamic nature.

In addition to consumer law, the ombudsman must possess the requisite skills to proficiently navigate the core principles of mediation. The Ombudsman for the ENGIE Group holds a mediator diploma from CNAM, as do two of his team members.



role, principles of action (such as independence, impartiality, and neutrality), and set timeframes for the company's responses to disputes, acceptance of proposed solutions, and their implementation. This convention would be made public, and the Ombudsman would review its implementation annually in their activity report.

3. To reinforce, if need be, the power of consumer associations in the appointment process, it could be added that the appointment of the Ombudsman requires the positive vote not only of the majority of the members of the appointing body but also of the majority of the associations represented. In fact, the joint collegiate body for appointing the Ombudsman, provided for in the decree of 7 December 2015, grants consumer defence associations equal representation to the company. These associations play a pivotal role in ensuring independence, being particularly vigilant on this front. Additionally, ombudsmen's annual reports could be routinely presented in plenary meetings attended by these extended configurations, potentially involving other representative associations.

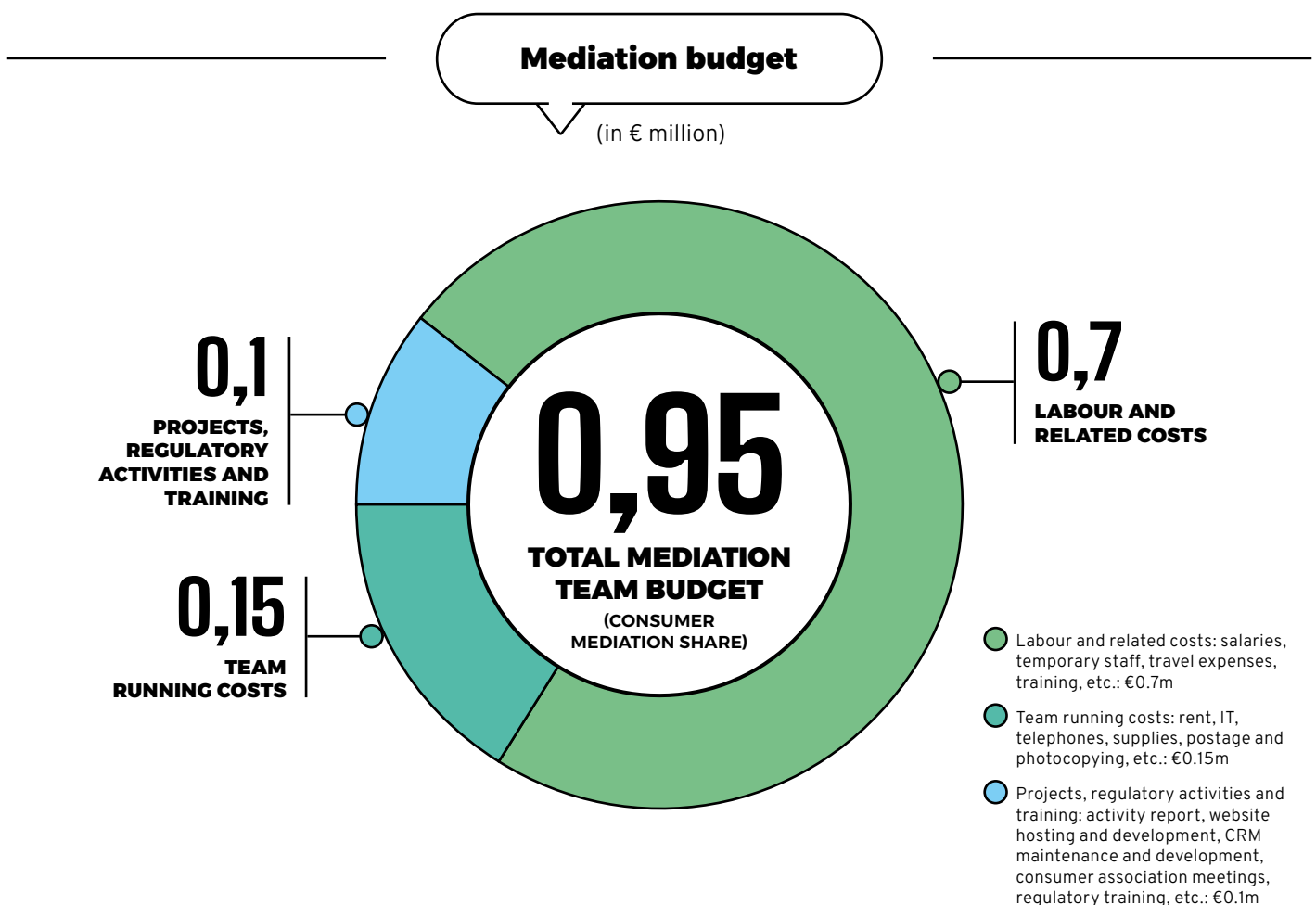
The Ombudsman's resources

In 2023, the budget for the Consumer Mediation section was €0.95 million.
Here are the main items of expenditure.

The workforce had to be increased this year due to the influx of requests and mediations to be handled. While processing times have extended, local mediations have been upheld to offer as much educational support as possible and to address the numerous queries from applicants, particularly regarding price hikes and the government's tariff shield measures. At the same time, there was a decrease in the workforce budget resulting from the transfer to the ENGIE Group HR department of the budget of an employee who took early retirement.


Technical and cybersecurity enhancements of the Mediation tools (CRM, mediateur-engie.com website) have been pursued with two key projects. The first involves developing a new form that enables users to submit their claims directly from their smartphone by scanning the required documents using the device's camera. This project was undertaken in collaboration with voluntary consumer associations. The second project entails an audit of the website's search engine optimisation, with the recommendations set to be implemented in 2024.

An increasing proportion of resources has been directed towards **mediations involving small and medium-sized enterprises** during the 2022 energy crisis.



The Ombudsman's ecosystem

The Ombudsman for the ENGIE Group operates within a diverse ecosystem, collaborating with various stakeholders to resolve disputes, offer guidance to subsidiaries, advocate for best practices, deliver training, and engage in ongoing professional development.

OMBUDSMEN

MEDIATION ASSOCIATIONS
(CMSP¹, EEMG²)

- Engage in regular consultation and knowledge exchange
- Share and promote best practices

OMBUDSMEN IN THE ENERGY SECTOR
(EDF Group Ombudsman, National Energy Ombudsman)

- Handle specific cases within their areas of expertise
- Contribute to the dissemination of best practices




ENGIE ENERGY STAKEHOLDERS

SUPPLIERS AND DISTRIBUTORS

- ENGIE Group energy suppliers
- Energy distributors (GRDF, ENEDIS)
- Suppliers of energy-related services of the ENGIE Group
- Provide insights and information on dispute resolution
- Benefit from guidance on improvement strategies

OTHER EUROPEAN SUBSIDIARIES OF THE ENGIE GROUP

- Receive guidance on the value of local mediation initiatives and support for enhancing sales and customer relationship processes




CLAIMANTS

CUSTOMERS
(Individuals or companies)

- Request a mediation

LOCAL INTERMEDIARIES
(Consumer associations, lawyers, court conciliators, local government mediators, local authorities, legal assistance services of insurance or banking groups).

- Encourage customers to pursue mediation




REGULATORY PLAYERS

CONSUMER MEDIATION ASSESSMENT AND CONTROL COMMISSION (CECMC)

- Assesses, approves and monitors
- Is informed via the annual report

EUROPEAN COMMISSION AND THE FRENCH GOVERNMENT

- Regulate and promote the Mediation



TRAINING

LAW FACULTIES, IGPDE³, ENM, ENGIE DEPARTMENTS

- Are trained and informed by the Ombudsman

TRAINING ORGANISATIONS
(IGPDE³, CNAM⁴, CMSP¹, CEMA⁵)

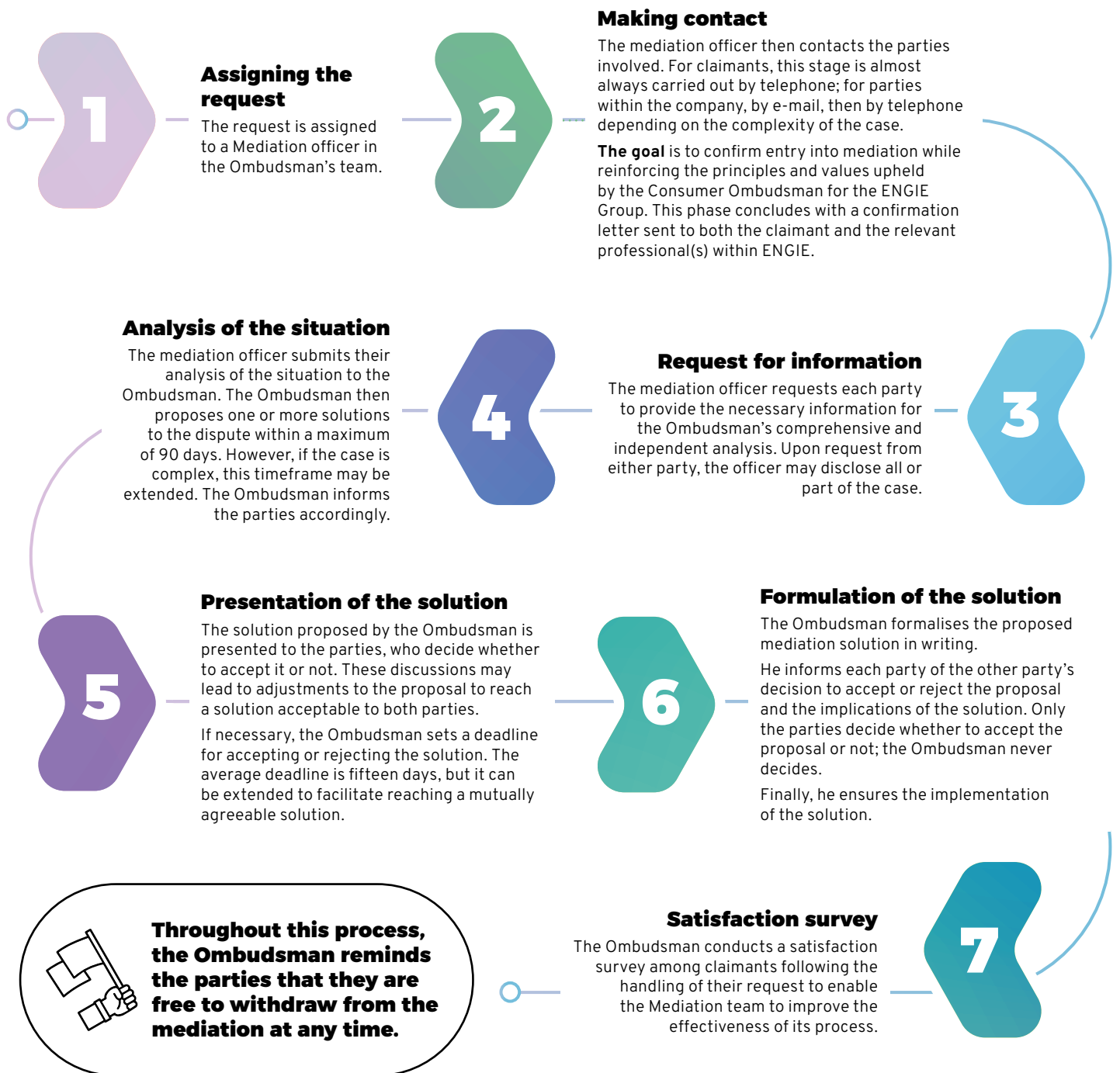
- Train the Mediation team

1. Club of public services Mediators - 2. European Energy Mediators Group - 3. Institut de la gestion publique et du développement économique - 4. Conservatoire national des arts et métiers - 5. Centre d'enseignement des modes amiables

 Find out more about this ecosystem

A flexible approach for an amicable settlement

Here are the steps taken by the Consumer Ombudsman in handling a request eligible for mediation.



FACING UP TO

2023,
AN UNPRECEDENTED
CRISIS



2023,

2023: the Ombudsman for the ENGIE Group feels the full impact of the crisis

In 2022, the Ombudsman for the ENGIE Group saw record-breaking performance. We witnessed a decline in claims and, for the first time since 2014, a drop in mediations involving consumers, all while maintaining a 90% agreement rate on Ombudsman proposals.

2023: Crisis repercussions

Conversely, 2023 posed unprecedented challenges following the energy crisis of 2022:

- The number of mediations doubled.
- Despite fair and equitable proposals, there was a decrease in solution acceptance due to financial hardships resulting from soaring energy prices and general inflation.
- A significant rise in claims from professionals was observed.



Alexandre Simart
DGP - Head of Internal Customer
Customer Relations Centres

A WORD FROM ENGIE'S CONSUMER DIVISION (DGP)

PRACTICAL MEASURES FOR A STRENGTHENED CUSTOMER SERVICE

At ENGIE DGP, we have applied price caps to all our eligible energy offers, following the conditions set by the authorities. Like all energy suppliers, ENGIE has experienced high levels of account adjustments, and some cases have resulted in an increase in complaints in 2023.

In this context, the consumer service has maintained its processing times by training new employees, relying on advisors from the customer service department, streamlining processes, and benefiting from the support of the legal team.

For all individual customers within ENGIE DGP, we have introduced a range of measures to inform and assist them during challenging situations:

- We proactively notify our customers of any changes to tariff conditions at least one month before their contract expires. We emphasise their freedom to cancel at any time and without charge if the new conditions are not suitable.

As a reminder, the Ombudsman steps in after ENGIE's customer and consumer services handle cases.

Issues arising from contract renewals in 2022 started around April, coinciding with a period of substantial energy price hikes.

Consequently, disputes flooded the Ombudsman's office from October 2022 onwards (refer to the 2022 annual report). Moreover, the Ombudsman noted an increasing number of "non-responses" within two months from ENGIE's customer services, which were also overwhelmed during this crisis period.

An unprecedented crisis for consumers

This is the first time that consumers have faced such a crisis affecting the electricity and gas tariffs used for their homes. This unprecedented situation raises questions about energy contract management:

- Prior to 2022, high bills were typically linked to normal or abnormal increases in consumption. However, since 2022, they

have been solely attributed to the surge in energy prices. With significant price volatility, it is becoming crucial for consumers to regularly compare available offers on the market.

- Monthly payments used to remain stable before 2022, as prices only experienced minor fluctuations (aligned with regulated tariffs) and consumption levels stayed consistent from year to year. Monthly payments were adjusted based on the pace of annualized bills rather than contracts. However, in 2022, this scheduling led to misunderstandings between price fluctuations and the stability of monthly payments, sometimes resulting in issues of consumer consent.
- The assurances provided by the French government, promising that the price cap would mitigate energy price hikes, were perceived by many consumers as an absolute safeguard against energy price surges. This perception likely diminished the perceived need to compare offers before committing to a new contract.
- The complexity of understanding their offers has further complicated the situation for consumers: regulated offers, market offers, whether indexed to regulated tariffs or not, the disappearance of the regulated gas tariff, and the continuation of the regulated electricity tariff at EDF only, etc.

- Since February 2022, based on the new tariff conditions of the contract, we estimate the client's annual bill and offer them an adjustment to their monthly payment (upwards or downwards) if necessary to avoid significant reconciliations.
- Throughout the year, using our "My Alert" service, we monitor customers' consumption and notify them when we detect that their monthly payment may not cover the estimated annual bill.
- Despite these various preventive measures, a small number of customers may end up with a high adjustment bill (for example, if they refuse to increase their monthly payment or have difficulty paying it). In such cases, we identify these situations before sending the bill and contact our customers before the due date. If they so wish, we offer them a suitable payment plan.

- We have set up a dedicated team to handle customer queries regarding contract renewals (tel: 09 36 62 10 00).
- Additionally, we have established a special unit to address specific cases. This includes call the measures mentioned above (tel: 01 41 88 90 84).

Our specialised advisors assist ENGIE customers effectively and with empathy.

Finally, if a case is referred to the Ombudsman, ENGIE complies with the Ombudsman's recommendations in 100% of cases.

In 2023, we pressed on with our efforts to enhance customer support, introducing three key measures:

- Continuing and bolstering the system for adjusting monthly payments to reflect price changes or shifts in consumption.

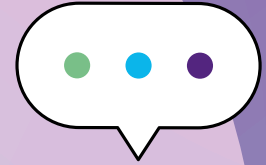
- Enhancing our personalised assistance for customers facing high adjustment bills or payment challenges.
- Evolving our renewal letters to provide clearer guidance on potential price increases (gradually implemented since December to outline tariff conditions both before and after the contract's end).



Consumer concerns

- **“Reassuring” messages from the French government.** Many consumers believed that the government’s tariff protection measures applied universally to all energy contracts, leading them to assume they were shielded from the price hikes of 2022 and 2023. As a result, there was insufficient attention paid to contract renewals or moving into a new home, as they felt secure under the scheme.
- **Moving homes.** The law dictates that a contract must be tied to a single residence and does not permit the transfer of a contract from the old to the new property, even if the previous rate was more favourable. Many consumers overlooked the new prices, and ENGIE did not always prompt its customers, in cases encountered during mediation, to be adequately aware of the significant increases in energy prices.
- **Contract renewals.** During these instances, suppliers propose new prices that must adhere to the strict regulations outlined by the *Consumer Code*. Out of habit, ENGIE’s customers failed to compare the new offers with their current contracts. Consequently, they later discovered substantial increases in their bills, prompting recommendations from the Ombudsman to provide better information to consumers about price adjustments.
- **Marketing.** Renewal announcement letters sometimes appeared overly optimistic, excessively “marketed” by ENGIE, and therefore unsuitable for the circumstances.
- **Habit.** Consumers previously associated increases in their bills with consumption or meter issues.
- **Pricing presentation.** For years, prices have been displayed in euros per kilowatt-hour. When transitioning from €0.06/kWh to €0.30/kWh, consumers may perceive the price change as minimal, when in reality, it is multiplied by 5 in this example!
- **Monthly billing.** More than 90% of ENGIE customers are on monthly billing plans, and their understanding of the bill often revolves around the monthly payment amount. However, these payments are updated at the time of the annual invoices. This disconnect from the contracts has consequences for consumers’ awareness of real price increases. Some claimants, even though informed by mail of the new tariff rates, rightly believed that the price had not changed because the monthly payment remained the same (thanks to the tariff shield). The disappointment came in 2023 with the adjustment bill...

During the crisis, many French households undertook energy efficiency improvement works and sought to benefit from state subsidies. Following cases of fraud, the government tightened the processes for accessing these subsidies. In these specific dispute cases, the Mediation analysed whether the process had been followed and if ENGIE had provided all the necessary information to the claimants at the right time. Otherwise, the claimants’ requests were granted.



TAKING ACTION

MEDIATION
ACTIVITY IN 2023



Excellent results despite an unprecedented surge in disputes!

Here is a review of the 2023 activity report of the Ombudsman for the ENGIE Group, who managed to uphold quality and close engagement amidst an unparalleled energy crisis.

When the independent Consumer Ombudsman for the ENGIE Group receives a request for mediation, the first step is to ensure it falls within his purview.

It is crucial to note that the Ombudsman operates in line with the provisions of the *Consumer Code* (article L.616-2), while also honouring the contractual terms between ENGIE and its customers, in scenarios where:

- customer services (level 1) and national consumer services (level 2) have either responded to the complaint (in writing) or have failed to do so within two months at either level;
- the customer expresses dissatisfaction with the provided response (thus constituting a dispute);
- the claimant voluntarily seeks Mediation as a final recourse to seek an amicable resolution to the dispute.

Article L.616-2 outlines the instances of inadmissibility.

The Mediation team conducts an annual evaluation of the effectiveness of ENGIE's complaint resolution mechanisms.

This evaluation is published on the Ombudsman's independent website or included in his annual report. The aim is to prevent overburdening caused by inadequate complaint handling within ENGIE Group.

It is important to remember that the Ombudsman should serve as an alternative to legal action, not a replacement for the company's complaint resolution services.

Once a claim is deemed admissible, the claimant typically receives a confirmation letter within an average of 48 hours.

This letter acknowledges receipt of their request and confirms its eligibility for mediation based on available information. If the claim has been misdirected, a letter is sent to the claimant specifying the appropriate entity to address their concerns, unless the claimant prefers otherwise. The "Claim Journey" section ([see page 16](#)) outlines the various stages of the process and scenarios encountered.

84%

of claimants accepted the solution proposed by the Ombudsman

Satisfaction: a key focus of Mediation service

Every year since 2009, the Consumer Ombudsman for the ENGIE Group conducts a survey among claimants to gauge their satisfaction with the mediation process. Here are the key results.

For claimants whose requests were processed, we were able to analyse their satisfaction regarding:

- **Timeliness of processing: 90%** in 2023 (compared with 91% in 2022);
- **Understanding of their dispute: 94%** in 2023 (vs. 86% in 2022);
- **Quality of communication during the processing of the file: 96%** in 2023 (vs. 89% in 2022);

- **Quality of the proposed solution to resolve the dispute: 85%** in 2023 (vs. 65% in 2022).

Overall, **satisfaction with the Ombudsman's actions** remained consistently high compared to 2022: **91%**. For reference, it was 92% in 2021, 90% in 2020, 86% in 2019, 84% in 2018, and 85% in 2017.

This continued high satisfaction can be attributed to the Mediation **team's**

hands-on approach, even amidst an unprecedented surge in requests and heightened demands from claimants. Additionally, a notable **95%** of claimants (compared to 82% in 2022, 87% in 2021, 86% in 2020, 74% in 2019, and 76% in 2018) expressed their willingness to recommend the Ombudsman to others.

The Ombudsman's rigorous standards explain why 84% of claimants accepted the proposed solutions.

TAKING ACTION / MEDIATION ACTIVITY IN 2023

Typically, it is the customer who reaches out directly to the Consumer Ombudsman for the ENGIE Group. In such cases, approval from ENGIE is sought for mediation (which is granted in 99% of instances). However, if there is a deadlock with their contact, companies within the ENGIE Group can instigate the complaint. Nonetheless, it is essential to always secure the consumer's consent before initiating mediation for their dispute. The Ombudsman cannot initiate the complaint.

The Ombudsman notes that 30% of the cases eligible for mediation should have been addressed within ENGIE entities, specifically within customer or consumer services, instead of being referred to them.

This rate hardly decreased in 2023 compared to 2022, despite efforts to redirect complaints back to level 2 customer services to prevent them from reaching mediation.

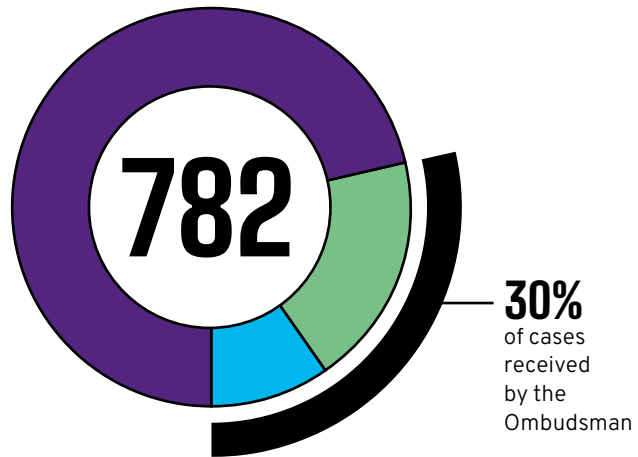
Mediations double, 40% increase in request for mediation

Unprecedented! The number of consumer mediation cases that qualified more than doubled from 393 in 2022 to 782 in 2023. Meanwhile, the total number of complaints received by the Ombudsman for the ENGIE Group (those evaluated for admissibility under article L.612-2 of the *Consumer Code*) surged by 40% in 2023, reaching 2,457 (compared to 1,772 in 2022), after having dropped by 20% between 2021 and 2022.

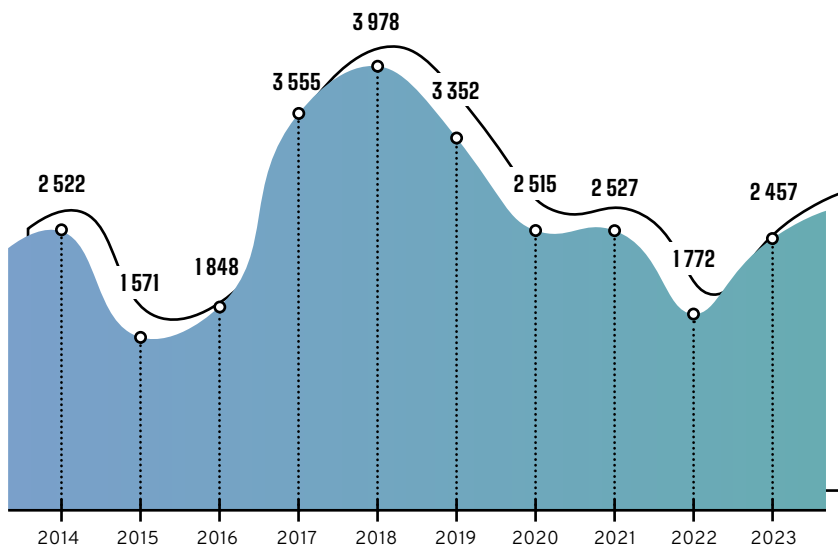
For full transparency, in 2023, the Ombudsman also concluded 65 cases received in 2022. The increase in complaints, though not as steep as that of mediations, shows how consumers have increasingly embraced the mediation process to reach this third level of amicable dispute resolution when necessary to resolve their issues with ENGIE. The FAQ pages on the Ombudsman's website, explaining the mediation process, saw particularly high traffic in 2023!

In 2022, when the number of mediations had slightly decreased, an improvement in the handling of complaints within ENGIE entities had been observed. However, in 2023, the processes implemented to enhance complaint handling could not withstand the surge in complaints.

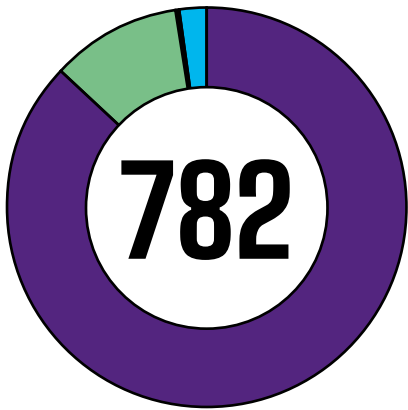
Issues with the escalation process within ENGIE's operational departments



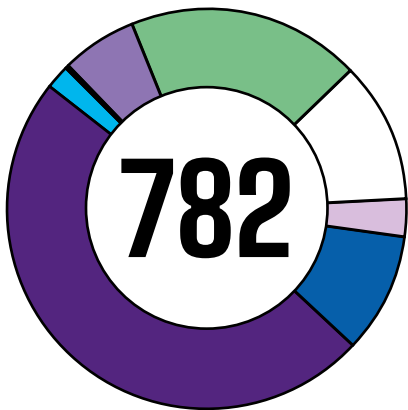
Annual history of the number of claims received from individuals



Eligible mediation requests from consumers

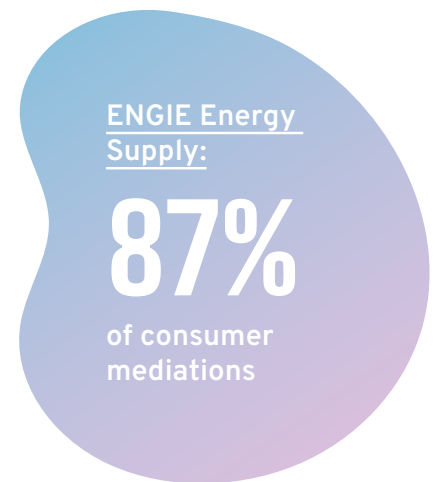


- MEDIATIONS BY ENGIE SUBSIDIARY**
- 681 | 87,1% ENGIE Energy supply for consumers
 - 83 | 10,6% ENGIE Home Services
 - 1 | 0,1% ENGIE Entreprises & Collectivités (FideloConso offer)
 - 17 | 2,2% TEKSIAL, ENGIE Solutions, My power, Certinerogy



- MEDIATIONS BY ISSUE**
- 2 | 0,3% Welcome, advice and support
 - 48 | 6,1% EEC offering
 - 148 | 18,9% Consumption
 - 91 | 11,6% Billing & payment
 - 23 | 2,9% Technical distribution
 - 77 | 9,8% Energy equipment
 - 379 | 48,5% Contract dispute
 - 14 | 1,8% Other contract-related reasons

ENGIE’s energy supply entities (covering market offers, Consumer Division (DGP), or fully digital market offers like Happ-e, as well as regulated tariff offers handled by the Regulated Tariffs Department (DTR) until its closure due to the phase-out of regulated tariffs) serve millions of energy customers and manage numerous contracts. These divisions are significantly impacted, representing **87% of the consumer mediations received by the Ombudsman**. The remaining 13% are distributed among ENGIE Home Services (EHS), FideloConso, and departments managing Energy Savings Certificates (as shown in the left-hand graphs).



Issues with sharp price hikes in contract renewals and sign-ups in 2022

In 2023, the Ombudsman observed an unprecedented surge in disputes related to contracts. Over 50% of mediation cases were linked to contracts, compared to around 14% in 2022, representing an increase of nearly 6 points. Within the 48.5% of contract-related mediations, the predominant concerns were contract disputes, especially regarding price disputes upon renewal or when subscribing to new contracts in 2022. This surge can be attributed to the impact of new supplier offers amid price volatility and increased wholesale energy costs, which were reflected in retail prices (within the limits set by the tariff shield). The second most significant issue revolved around billing or payment difficulties (30.5% in 2023 vs 61.8% in 2022), often stemming from misunderstandings about gas and electricity consumption levels or meter-related issues. A decrease in disputes related to inaccurate meter readings, especially in self-readings, was expected with the completion of the rollout of smart meters across mainland France. While the rate decreased as anticipated, the actual number increased by 40% (221 in 2023 vs 155 in 2022), directly correlating with the

overall number of mediations. Instances related to electricity slightly outnumbered those related to gas (221 for electricity and 211 for gas), consistent with previous years. On July 1, 2023, following the enactment of the energy and climate law published on November 9, 2019, regulated gas prices for individuals were discontinued. ENGIE customers not yet subscribed to market price offers were transitioned to a “gateway” offer, resulting in very few mediations related to this transition. While the category “Energy Equipment” decreased by nearly 3 points (9.8% in 2023 vs. 12.5% in 2022), the volume increased from around 50 disputes to nearly 80, reflecting requests concerning the installation, troubleshooting, and maintenance of individual boilers, heat pumps, or photovoltaic panels. Other mediation issues remained relatively minor, consistent with previous years. Only one mediation in 2023 pertained to the FideloConso offer (individualization of heating and hot water charges for homes in collective heating) marketed by ENGIE Entreprises & Collectivités (E&C) until June 30, 2022. As anticipated, ENGIE’s management ceased responsibility for after-sales service for these installations from that date onward.

TAKING ACTION / MEDIATION ACTIVITY IN 2023

Concerning the energy supply entities (DGP, Happ-e, or DTR until July 1, 2023), the first three quarters of the year witnessed a sharp increase in contract-related mediations. By the last quarter, we observed a return to diversified reasons for mediation, as seen in previous years. Disputes over consumption, metering point inversions, faulty meters, and difficulties in settling Energy Savings bonus payments became more prevalent once again.

Maintaining Quality of Service in 2023

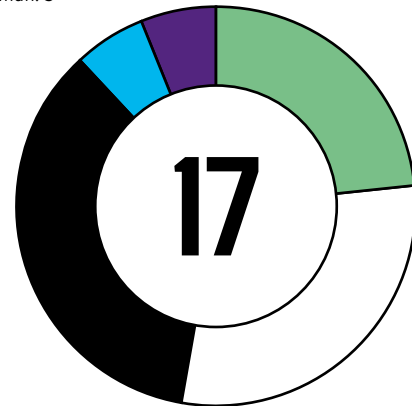
In 2023, the Ombudsman upheld the high standard of case handling established since December 2014. The goal remains to find a positive resolution for each party, with an ambition to process submissions within 2 months, even when cases are incomplete. Out of the 782 eligible submissions for individual mediations, 765 (compared to 362 in 2022) underwent mediation, while 17 (compared to 31 in 2022) were deemed inadmissible. Additionally, the Ombudsman for the ENGIE Group handled 67 mediations in 2023 for submissions received at the end of 2022, two of which were deemed inadmissible. In total, the Consumer Ombudsman for the ENGIE Group handled 830 mediations in 2023, more than double that of 2022 (409). They are distributed as follows:

- **688 closed admissible mediations:**
 - 686 fully concluded with a response from the claimant:
 - 573 with both parties accepting the solution (compared to 294 in 2022)
 - 113 with one party rejecting the solution (compared to 46 in 2022)
 - 2 mediations not fully concluded, accounting for 0.2% of the mediations considered (compared to 0.3% in 2022); the discontinuation of these mediations was due to the withdrawal of the professional.
- **142 mediations received at the end of 2023 and still under review at the beginning of 2024.**

The two mediations received in 2022, handled in 2023, and were closed as inadmissible for the following reasons: one claimant opted for the MNE after contacting both mediators, and in the other case, multiple suppliers were involved in the dispute. The notable reduction in the number of inadmissible submissions in 2023 reflects consumers' improved understanding of the mediation process. This complements a relatively modest 40% increase in ineligible submissions compared to the doubling of the mediation volume.

Inadmissible mediation requests from individuals

- Out of the Ombudsman's jurisdiction/Refusal of mediation by the Ombudsman: 4
- Claimant opts for MNE: 6
- Transferred to the MNE by the Ombudsman: 5
- Unfounded request: 1
- Refusal to enter mediation by the claimant: 1



81% of mediations were resolved within 3 months in 2023

The number of inadmissible mediations from individuals in 2023 halved compared to 2022 (17 in 2023 vs 31 in 2022), despite the doubling of mediation volumes. **The reasons for rejecting these 17 submissions, summarised in the graph opposite, are as follows:**

- 4 submissions outside the Ombudsman's jurisdiction, including 1 dispute involving two suppliers and 1 Belgian dispute;
- 5 submissions referred to the National Energy Ombudsman (MNE) under the 2015 agreement with the Ombudsman for the ENGIE Group;
- 6 submissions where the claimant chose the MNE after simultaneously contacting both independent ombudsmen;
- 1 unfounded request;
- 1 refusal to enter mediation by the claimant.

In 2023, the average processing time for a mediation was 63.4 days. Despite an unprecedented volume of mediation requests attributable to the crisis, the average processing time, for all disputes combined, increased by just 5 days compared to 2022 and remains close to the targeted 2-month timeframe.

For mediations specifically related to energy supply issues, the average processing time was 61.4 days in 2023, which was 2 days less than the overall average. However, for mediations concerning energy-related services, the processing time was 81 days in 2023.

As such, 55% of mediations received a resolution within less than 60 days, and 81% (the more complex cases) were resolved within less than 90 days. It's worth noting that the *Consumer Code* sets the deadline at 90 days. For the Ombudsman, the

1. See the corresponding criterion in the table "Quality criteria of decree n°2015-1382 of October 30, 2015" p.27.
2. 849 including inadmissible mediations.

TAKING ACTION / MEDIATION ACTIVITY IN 2023

starting point for this deadline is the date of receiving the request, even if the dossier is incomplete. The significant increase in complaints at the customer and consumer services of ENGIE's Consumer Division largely explains the extension of the average processing time for mediation requests. This delay has had a ripple effect on Ombudsman's response time to claimants. Additionally, if these services do not respond within 2 months, the claim becomes eligible for mediation. Another consequence of this surge in complaints was the Ombudsman's handling of disputes not yet addressed by customer or consumer services. By fall 2023, ENGIE's Consumer Division had been reorganised and strengthened. ([see p. 18-19](#)).

Crisis-specific dispute resolution methods were shared between this consumer service and the Ombudsman, resulting in better alignment and time optimisation. Similarly, the Ombudsman standardised their approach to these disputes.

All of these actions contributed to preventing further delays in processing mediation cases.

Setting aside cases directly tied to price increases during the crisis, which underwent standardised mediation procedures, the bulk of other received cases were intricate, involving multiple concurrent issues. This significantly lengthened investigation times, for both suppliers or distributors and Mediation alike.

This was especially notable in 2023 for disputes involving ENGIE Home Services, the Group's energy service provider, where the average mediation processing time stretched to 81 days. The

51% of claimants contacted the Ombudsman via the online form in 2023

recommendation to “**Accept the implementation of a ‘Method Agreement’ mediation solution that formalises the parties’ future responsibilities**” aims to streamline the processing time for these cases ([see page 32](#)). Additionally, a reorganisation at this subsidiary level also led to processing difficulties for complaints at the customer and consumer services.

The rate of disputes resolved amicably reached 84% this year on average (compared to 87% in 2022).

The rate of disputes resolved amicably reached 84% this year on average (compared to 87% in 2022). For energy suppliers to individuals, it stands at 84%. For disputes related to services involving ENGIE Home Services, this rate reaches 72%. This averaged agreement rate remains commendable in a period where many claimants found themselves pressured by bills they were utterly unable to afford.

A respected agreement

In 2015, the National Energy Ombudsman (MNE) and the Consumer Ombudsman for the ENGIE Group signed an agreement. Each year, in accordance with the terms of the agreement, an assessment of its operational implementation has been conducted.

The agreement stipulates:

- the promotion, by each ombudsman, of the contact details of the other to enable consumers to be aware of available remedies and to choose their ombudsman;
- the transfer of cases between them that they cannot handle within their own areas of competence;
- the annual assessment of the convention and the publication of this assessment in the activity report of each ombudsman.

All these criteria have been met because:

- **Regarding the promotion of contact details:**
 - both mediators have referenced each other on their websites;
 - they have published the signed agreement online;
 - the Consumer Ombudsman for the ENGIE Group has also informed claimants that they have the option to appeal to the MNE, both in letters and in e-mail replies, if the proposed solution is rejected.

• With regard to transfers (of which the number is comparable to last year):

- mediators passed on to each other files that did not fall within their area of responsibilities;
- they have also consulted each other when an applicant simultaneously contacts them for the same request, and potentially transferred it;
- lastly, as provided by the Energy Code (article L.122-1), the MNE has handled requests from applicants who have approached them following disagreement with the proposed amicable solution offered by the Consumer Ombudsman for the ENGIE Group.

More specifically, the transfers in 2023 were as follows:

BALANCE sheet for individuals	Outside the scope / competence	Claimants who have applied to 2 mediators in parallel or who have started an investigation with the MNE	Applicants to the MNE following ENGIE mediation
From the Ombudsman for the ENGIE Group to the MNE	5	6	56
From the MNE to the Ombudsman for the ENGIE Group	0	0	-

Source: Consumer Ombudsman for the ENGIE Group

TAKING ACTION / MEDIATION ACTIVITY IN 2023

However, despite the unprecedented surge in disputes, a high level of quality was maintained.

This is primarily due to the strong and consistent commitment of the entire Mediation team to find a fair resolution (legally and equitably) between the two parties. It is also attributed to the amount of compensation obtained by the Mediation (averaging €1,125 per claimant). In some cases, the Mediation service identified a lack of clear and comprehensive information regarding the significant price increase. It is noteworthy that

the consumer service demonstrated willingness—in a spirit of mediation—to amicably settle these disputes. This outcome is also attributed to the mediation process itself. It involves close engagement with each applicant, listening to their concerns and considering their real expectations. Additionally, it encourages each applicant to take responsibility in resolving their dispute by prompting them to reflect on their own position.

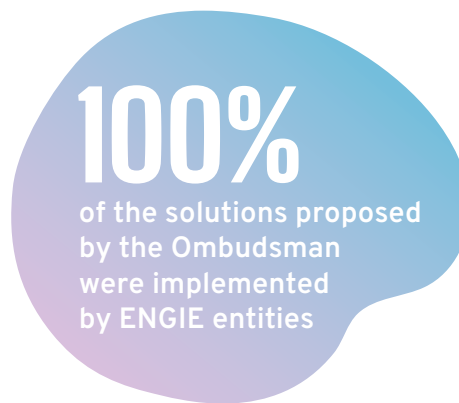
The number of mediations with rejected solutions saw a slight increase in 2023, reaching 16% (compared to 13% in 2022). Many of these refusals were due to payment difficulties for the outstanding balance. Notably, there was a significant rise in the use of the dedicated online form in 2023: 51% compared to 30% in 2022. Additionally, 47% of mediations were initiated through postal submissions (compared to 64% in 2022), and 2% via email (compared to 6% in 2022).

The surge in online form submissions during this crisis period is noteworthy.

It aligns with the Mediation service's objective to enrich its information system with comprehensive and tailored data, while also ensuring prompt handling of claimant requests.

Improving this form for smartphones will further enhance this mode of submission ([see p. 35](#)).

The rate of solutions proposed by the Ombudsman in favour of the claimant (see table below) decreased by 5 points (91.8% vs. 96.8% in 2022). This likely reflects the financial difficulties faced by claimants due to the significant increase in energy prices.



When both the requester and the supplier accept the solution proposed by the Ombudsman, this decision is adhered to in the majority of cases. Only 8 cases of non-compliance were recorded in 2023. The other 48 cases involve claimants who disagreed with the solution and turned to the MNE without obtaining different conclusions on their dispute, particularly regarding tariff shield issues.

Note that this rate aligns with the reasoning adopted in the 2015 activity report, presented in February 2016 before the Consumer Mediation Assessment and Control Commission.

ENGIE entities, on the other hand, implemented 100% of the solutions proposed by the Ombudsman. However, if we consider that the rate of solutions proposed in favour of the requester defines satisfaction with the Ombudsman's action, then this rate is 91%, according to the 2023 satisfaction survey of the Consumer Ombudsman for the ENGIE Group.

Quality criteria of Decree no. 2015-1382 of 30 October 2015 regarding the mediation of consumer disputes with individuals

Criteria	Definitions	Value rate 2022
The number of disputes referred to it and their subject matter	Number of mediations and reason (type of request)	782
The proportion of disputes that it has refused to handle and the percentage evaluation of the different reasons for refusal	% mediation refused = requests not dealt with in mediation, "Mediation refused by the Ombudsman" outside the Ombudsman's field of competence / total number of mediations received	0,4%
Percentage of mediations interrupted and the main reasons for the interruption	% mediations interrupted = mediation stopped / mediations handled	0,2%
Average time taken to resolve disputes in days	Average time taken to resolve a dispute	63,4
For mediators paid or employed exclusively by a professional, the percentage of solutions proposed in favour of the consumer or the professional and the percentage of disputes resolved amicably.	% solutions in favour of the claimant = (mediations accepted and refused - MNE appeal - subsidiary refusal) / (mediations accepted and refused)	91,8%
	% solutions in favour of the complainant = % satisfaction with the action of the Ombudsman for the ENGIE Group	91%
	% disputes resolved amicably = mediation accepted / (mediation accepted and refused)	84%



PROPOSING

RECOMMENDATIONS

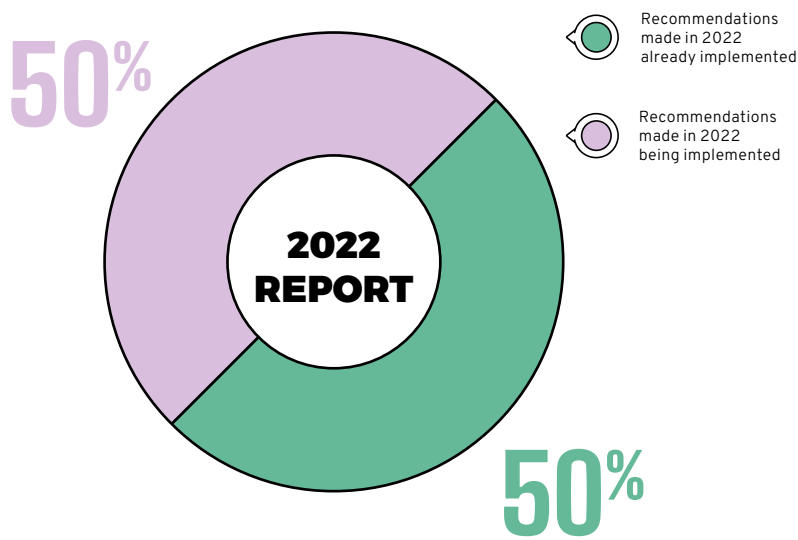


Recommendations followed in 2023

Continuous dialogue between the Ombudsman and ENGIE group's divisions, as well as consumer associations, has paved the way for identifying key areas for improvement within the company.

The progress report on the implementation of the eight recommendations issued by the Consumer Ombudsman for the ENGIE Group in 2022 shows promising results.

All concerned divisions have committed to adopting these recommendations, although some implementation schedules were impacted by the ongoing crisis.



CONSUMER DIVISION (DGP)

CONSUMPTION

“Create a specific and specialised process to resolve situations where ENGIE’s customers cannot access their consumption data in their ENGIE customer space.”



CONSUMER ENERGY SUPPLIERS (DGP)

MEDIATION PROCESS

“Improve energy suppliers’ complaints management process so that the Ombudsman does not end up replacing a complaints department.”



GRDF

MEDIATION PROCESS

“Adopt a position from the start of mediation on whether to pursue legal proceedings, in the face of possible fraud involving a claimant.”



HAPP-E

BILLING AND PAYMENT

“Improve billing by complying with the requirements set out in the billing decree (NOR EFIC1124216A).”



CONSUMER DIVISION (DGP)

INVOICING AND PAYMENT

“Consistently verify that the ETL* is applied for unusually high bills based on estimated readings.”



CONSUMER ENERGY SUPPLIERS

BILLING AND PAYMENT

“Send an explanatory letter to the customer when carrying out a complex accounting transaction.”



CONSUMER DIVISION (DGP)

CONTRACT

“Expand on the clause describing the principle of indexation to the regulated tariff in the relevant market offers.”



GENERAL PUBLIC DEPARTMENT (DGP)

RECEPTION, ADVICE AND SUPPORT, MONITORING REQUESTS

“Avoid debiting the account of an over-indebted customer by the amount stated in the over-indebtedness plan”



*Energy Transition Law

Recommendations related to the crisis

The various cases encountered due to the price crisis have allowed us to identify directions that we have grouped into four main recommendations.

CONTRACT

RECOMMENDATION No. 1

CONSUMER ENERGY SUPPLIERS

Preserve the tariff study conducted at the customer's move-in to demonstrate the quality of professional advice and justify the amount of the estimated monthly payment.

OBSERVATION

In some mediation cases following a contract subscription, the supplier, during the energy price crisis, underestimated the increase in monthly payments. However, this increase serves as a very concrete alert for customers, helping them better understand the actual rise in tariffs indicated in the CPVs. The Mediation requested from ENGIE, for these cases, the results of the tariff study conducted by the supplier to define the estimated consumption, which, multiplied by the new tariffs and divided by 11 months, demonstrated the correct sizing of the monthly payments. The supplier had not retained it for the mediation cases concerned.

RECOMMENDATION

If underestimating monthly payments leads to a lack of informed consent upon subscription, even with the provision of new tariff schedules, the Ombudsman holds the supplier responsible. This responsibility hinges on the significant discrepancy between the proposed and actual monthly payments in light of the new prices. While applicants had access to updated tariff schedules, a substantial underestimation of monthly payments might have affected their decision-making. Hence, the Ombudsman suggests compensation ranging from 50% to 100% of the difference between the paid invoice and what would have been paid with the lowest market rate at the time of contract signing.

Suppliers need to furnish comprehensive information to prospective customers during the pre-contractual phase. This includes updated tariff schedules, price fluctuations, and consistent monthly data. It is crucial for suppliers to retain records of studies conducted at the time of contract subscription to demonstrate the thoroughness of the information provided.

RECOMMENDATION No. 2

CONSUMER ENERGY SUPPLIERS

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 suggesting that the tariff has not changed, which was true before 2022, during periods when prices only increased slightly. Typically, the adjustment of instalments occurs at the time of the annual regularization invoice. In the worst-case scenario, updating instalments may not occur until one year after the renewal of the new contract. Aware of this situation, ENGIE had implemented customer information via phone or SMS to inform them closer to the contract renewal. However, certain situations encountered could lead to a lack of informed consent at the time of contract renewal. Particularly when adjustment invoices were issued between the date of sending the contract renewal information letter and the effective start date of the new contract.

RECOMMENDATION

In a context where customers in 2022 believed they were protected by the tariff shield implemented by the government, the failure to update instalments could suggest a continuity of pricing. 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 regularization 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.



PROPOSING RECOMMENDATIONS

CONTRACT

RECOMMENDATION No. 3

CONSUMER ENERGY SUPPLIERS

Eliminate renewal letters that do not clearly indicate that prices will significantly increase (upward) to encourage the consumer to compare their new price with the old one, and thus be able to make an informed choice. Indicate the old price and the new price on the contract renewal letter.

OBSERVATION

The Ombudsman observes that at the onset of the crisis, suppliers could send overly optimistic renewal letters stating, "Everything is automatic! You don't have to do anything," even as prices were sharply increasing. While such letters may have been acceptable during stable price periods, they are no longer suitable during times of high price volatility.

RECOMMENDATION

In situations where there's an increase of over 10%, it is essential to avoid overly reassuring renewal letters and instead provide consumers with comprehensive explanations of the actual tariff hikes. Therefore, simply reminding customers of the old price in the renewal letter to facilitate comparison with the new one would be a highly beneficial improvement.

RECOMMENDATION No. 4

CONSUMER ENERGY SUPPLIERS

Indicate the kWh prices in cents rather than euros in contractual documents.

OBSERVATION

In renewal letters and contracts, the supplier indicates kWh prices in euros (excluding and including tax). In renewal letters and contracts, suppliers indicate kWh prices in euros (before and after tax). For the Ombudsman, using the EURO unit complicates the clear understanding of energy price increases. While a change from, for example, 0.05 euros to 0.2 euros may seem small at first glance, when expressed as 5 to 20 cents, the increase becomes much more apparent and helps consumers better understand the level of variation.

RECOMMENDATION

The Ombudsman recommends displaying kWh prices in cents rather than euros in contractual documents to make tariffs and their changes clearer for customers.

Recommendations beyond the crisis

The Consumer Ombudsman for the ENGIE Group makes several recommendations based on the requests received in 2023.

ENERGY SAVING BONUS

RECOMMENDATION No. 1

DGP-CEE

Ensure not to exceed the framework of regulatory requirements in the payment of "Energy Savings Bonuses" and to remain compliant with the *Consumer Code*.

OBSERVATION

The process implemented by ENGIE for the payment of an "Energy Savings Bonus" ultimately allows it to acquire Energy Efficiency Certificates (EEC) from the State and thus fulfil its environmental obligations. It is based partly on a contractual basis and partly on regulatory requirements. A scenario is missing from the process. The RGE qualification of the company performing the work is requested at the date of work commitment. What happens to this request in the event of judicial liquidation while the company has already started the work and another company continues it? This case is not stipulated in the regulatory requirements or in the contractual requirements referred to by ENGIE to withhold the bonus.

RECOMMENDATION

In the spirit of the *Consumer Code*, when there are multiple possible interpretations, the doubt benefits the consumer. The interpretation made by the consumer should also be considered.

PROPOSING RECOMMENDATIONS

BILLING AND PAYMENT

RECOMMENDATION No. 2 CONSUMER DIVISION (DGP)

Accompany consumption adjustments during the billing cycle with detailed information and explain complex accounting operations.

OBSERVATION

The issue of insufficient prior information regarding consumption adjustments made during the billing cycle has been encountered repeatedly. Similarly, there have been instances where no explanatory letter was included with the bill during complex accounting operations. The Ombudsman had previously made recommendations to the supplier on this matter.

RECOMMENDATION

The Ombudsman recommends that the supplier provide customers with a detailed invoice accompanied by a written or oral explanation to ensure they understand the reason for the bill sent during the billing cycle.

In the case of consumption adjustments, the written elements provided to the supplier by the distributor, describing the action taken, can serve as the expected explanation.

MEDIATION PROCESS

RECOMMENDATION No. 3 CONSUMER ENERGY SUPPLIERS

Improve the complaints handling process for energy suppliers to prevent the Ombudsman from gradually becoming a complaint handling service.

OBSERVATION

The Mediation handles a significant number of requests under consumer mediation that, in practice, are complaints. However, it has proposed expanding its eligibility criteria to provide factual evidence of the proper functioning of ENGIE subsidiaries' complaint processes. In 2023, out of the 782 mediation cases received for individuals, 30% originated from cases with no response within two months from Customer or Consumer Services, which represents the workload of two people in the Mediation team.

This rate has hardly decreased in 2023 (1/3 in 2022) even though cases reaching mediation due to back-and-forth with customer service were redirected to level 2.

RECOMMENDATION

Energy suppliers should streamline their complaints handling procedures to prevent requests arising from unsubstantiated complaints or failure to respond to written complaints within two months. For instance, they could proactively offer complainants the option to escalate their concerns to the consumer service experts for resolution.

Notably, the consumer service at ENGIE resolves over 85% of premature requests that are redirected to the Ombudsman, aligning with current regulations and the spirit of the European directive.

RECOMMENDATION No. 4 ENGIE HOME SERVICES (EHS)

Agree to implement a "Method Agreement" mediation solution that outlines the parties' future responsibilities.

OBSERVATION

In certain cases encountered, despite EHS acknowledging responsibility from the outset, the mediation process lasted for several months. It would have been resolved in a matter of days if EHS had promptly addressed the compensation amount following its acknowledgment of responsibility. As a reminder, the legal guarantee obliges the seller to respond to hidden defects:

- without relying on a complex and slow compensation mechanism by involving its insurer,
- without transferring to the buyer (claimant) the responsibilities inherent in its liability (to repair or refund).

The implementation of a coverage process (liability insurance) by EHS resulted in the neutralization of the mediation process. While this insurance process is legitimate (within EHS's authority), it cannot condition the assessment of the parties' responsibilities in mediation or lead to the suspension of the mediation process.

RECOMMENDATION

In such cases, EHS could agree to a "method agreement" solution where the parties outline their responsibilities and define the conditions for future repairs (nature of work, expert assessment of compensation, and presentation of evidence).

The Ombudsman had proposed this solution from the outset, and ultimately, it was agreed upon: for future repairs, EHS committed to covering the cost of corrective work upon presentation of evidence.

This method agreement should be systematically implemented by EHS in such situations.



Discover all the details of our recommendations for 2024

Choosing the right energy supply offer

During the 2022 energy crisis, **prices soared, reaching 4 to 6 times the levels of previous years.** Two client situations arose: moving into a new home or premises requiring a new energy contract (electricity or gas), or renewing an existing energy contract that was coming to an end.

Here are some key points derived from the mediations conducted:

- **Comparison with previous contracts:** Begin by comparing the proposed price with the price of your previous contract. Your customer advisor should provide you with this information. Today, ENGIE systematically indicates the old and new prices in renewal letters, thanks to the Ombudsman's recommendations. Always compare price offers from suppliers using offer comparison tools, **such the one provided by the National Energy Ombudsman.**
- **If you decide to subscribe to a fixed-price offer** for several years, remember that as a consumer, you can change it at any time. The supplier is obliged to provide you with the fixed energy price for the entire contract duration. Consumers are not bound by any commitment regarding the duration.
- **Stay regularly informed about energy market prices:** When prices decrease, it may be advantageous to change your offer, even while staying with the same supplier, to obtain a lower tariff. This monitoring is especially important when market prices vary significantly, as in 2022 or the first half of 2023.

- **Have your energy advisor conduct a tariff study to determine your expected consumption.** This study considers factors such as previous occupants' consumption habits, heating systems, appliance usage, and insulation quality. The simulations provided by your supplier should be saved for in-depth analysis in case of disputes. **In one of its previous recommendations, the Ombudsman requested that ENGIE retain these simulations so that they could be better analysed in the event of a dispute.**

- The amount of the estimated consumption provided by the simulation, multiplied by the inclusive tax price of your contract and divided by 11, will give you the estimated **amount of your monthly instalment**, with the 12th month corresponding to the annual adjustment invoice based on your actual consumption.
- If the contracts are at variable prices, indexed for example to the regulated tariff, a reference scale, or the energy market price, **be cautious in the event of significant price fluctuations.**

Regarding the renewal of a contract, ENGIE must meet legal and regulatory obligations by strictly applying the specific procedure outlined below:

When your initial contract term comes to an end, your supplier must take the initiative to submit a proposed modification regarding prices. This proposal will be communicated to you by post or email, according to your preference. To do so, they must provide you with a proposed modification **at least one month before the envisaged application date, informing you that you have the option to terminate the contract without penalty within a maximum of three months from its receipt.**

This corresponds to the procedure outlined in the Law, as per article L. 224-10 of the *Consumer Code*: "Any draft amendment envisaged by the supplier to the contractual terms and conditions shall be communicated to the consumer by post or, at the consumer's request, by electronic means, at least one month before the envisaged date of application. In the case of electricity or gas, any plans to amend the contractual provisions relating to the arrangements for determining the price of supply, as well as the reasons, preconditions and scope of the amendment, shall be communicated in a transparent and comprehensible manner. This communication shall be accompanied by information informing the consumer that he may terminate the contract without penalty, within a maximum period of three months from the date of receipt."



NEWS



Ensuring quick and easy access to Mediation

Pursuant to article L614-1 of the French *Consumer Code*, the Ombudsman provides online users with all the information they need about the mediation process, **an online referrals form**, and practical, educational answers to questions they may have about issues relating to their energy consumption and billing.

In 2023, the Mediation service upgraded its online form to make it even easier to access directly from a smartphone. Without the need for a computer or scanner, internet users can now scan the documents they need to make a complaint directly from their smartphone camera. During the course of this project, which lasted several months, user tests were organised with the participation of volunteer consumer associations.



The Ombudsman for the ENGIE Group is keeping a close eye on how consumers are using digital technology, so that it can continue to offer them direct and easy access to their mediation requests.



Training to provide better support for consumers

The Mediation team continues to receive training every year. Updating regulatory, legal, technical and contractual information is essential to guarantee the quality of the solutions proposed by the Ombudsman, both in terms of the law and fairness. The team also receives training in soft skills (getting to know each other better to collaborate more effectively), occupational health and safety and the prevention of psycho-social risks.

Each training session enables the whole team to progress together.

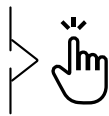


The Club of public services Mediators (CMSP)

The CMSP is the guarantor of high professional and ethical standards, an open forum for exchange and reflection, rich in the diversity of its practices, an information centre and a training centre for its members. Jean-Pierre Hervé is Vice-Chairman in charge of the website and relations with consumer associations. He is also secretary of this association, registered under France's 1901 law.

Established on April 1, 2002, it now has 31 ombudsmen from a variety of organisations, plus a representative of the Défenseur des Droits.

The members share three values: independence, neutrality and impartiality. They are committed to the principles applicable to the mediation process: fairness, transparency, free access, confidentiality and efficiency.



The diversity of the areas of intervention and working methods, as well as the opportunity to exchange best practices, is a strength.

It enables us to respond to the issues specific to each mediation, while respecting the provisions of the Club's charter. The Club has been responsible for several advances in the field of mediation, by promoting rules and recommendations for quality mediation. It operates as an inclusive entity, maintaining regular communication with public authorities, consumer associations, European bodies, and mediation structures not affiliated with the Club.



CLUB DES MÉDIATEURS
DE SERVICES AU PUBLIC

The Mediation Club in figures (2022)

123,000
MEDIATIONS HANDLED
BY 2022



50,000
by institutional
mediators

73,000
by consumer
mediators

Significant growth: **87,000** mediations in 2019



90%:
average acceptance
rate for mediations
in the Club



More details
on the CMSP

EEMG actions in 2023

(European energy mediators group)

The annual meeting of the EEMG was held in Paris on October 5 and 6, 2023, hosted by the Ombudsman for the ENGIE Group. It was co-organised with the Ombudsman for EDF Group.

There was a great deal to share, not only because of the change in the EEMG's Presidency, but also because of the important news linked to the energy crisis of 2022 (sharing of consumer protection practices put in place in each member country and responses from the mediations) and the current project to revise the European Directive on the Extra-judicial Resolution of Consumer Disputes (Directive RELC).



Revision of the RELC Directive and the framework for consumer mediation in Europe

The aim of Directive 2013/11/EU, established on May 21, 2013, is to bolster consumer trust by encouraging the utilization of extrajudicial and amicable dispute resolution methods in consumer conflicts. On October 17, 2023, the European Commission put forward its initial revision proposal.

These proposals will undergo discussions between countries and the European Commission to ensure alignment towards a revised directive, maintaining the principle of minimal harmonisation.

In 2022, the Mediators articulated its stance, emphasizing the importance of **maintaining the diversity of mediation** bodies across Member States, which have proven effective for consumers. Furthermore, concerning the expansion of admissibility, Mediators supports the Commission's proposal to streamline the consumer's preliminary steps with the professional (Article 1.3 amending Article 5 of the 2013 directive) / the professional should refrain from implementing "**disproportionate** rules regarding access to mediation," such as establishing numerous levels. Levels 1 and 2, comprising

customer service and the national complaints service respectively, as seen in ENGIE's case, do not preclude access to mediation for the ENGIE Group, for instance.

This approach ensures **ongoing pressure on the ENGIE Group** to swiftly address (within 2 months) customer complaints (without outsourcing them to Mediation). By retaining this focus on handling complex cases, Mediation will continue to serve as an alternative to legal proceedings, embodying the essence of an extra-judicial amicable system.



CLUB DES MÉDIATEURS DE SERVICES AU PUBLIC



**The Ombudsman of the Services
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M. Francis Lambert
asp-public.fr/engagements/mediation



The Water Ombudsman
M. Bernard Jouglain
mediation-eau.fr/



**The French Banking Federation
Ombudsman**
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**The AMF (Financial Markets Authority)
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**The Ombudsman of State
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**The FEVAD Ombudsman for
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M. Jacques Cosnefroy
mediateurfevad.fr/



**The Ombudsman
for the La Poste Groupe
and La Banque Postale**
M. Eric Moitié
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Find detailed information about each ombudsman in the Club



The France Télévisions National News and Programme Ombudsman

M. Jérôme Cathala et M. Gérald Pruffer
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The National Ombudsman of Lawyers

Mme Carole Pascarel
mediateur-consommation-avocat.fr/qui-est-le-mediateur/



The Ombudsman for SNCF Voyageurs

Mme Henriette Chaubon
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The Ombudsman for the Ministries of Economy and Finance

M. Christophe Baulinet
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The Ombudsman for the Notarial Profession

Me Christian Lefebvre
mediateur-notariat.notaires.fr/



Tourism and Travel Ombudsman

M Jean-Pierre Mas
mtv.travel/



The Ombudsman for the Mutualité Sociale Agricole (agricultural social security body)

M. Jean-Marie Marx
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The Ombudsman for the RATP

Mme Emmanuelle Guyavarch
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The Chairman of the Banking Ombudsmen's Circle

M. Eric Moitié, Médiateur du Groupe La Poste-La Banque Postale
<https://cercleremediateursbancaires.fr/>



The National Energy Ombudsman

M. Olivier Challan Belval
energie-mediateur.fr/



The Ombudsman of the Île-de-France Regional Council

M. Laurent Batsch
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The President of the association of Ombudsmen for local and regional authorities

M. Christian Leyrit
<https://www.amct-mediation.fr/>



France Travail's National Ombudsman

M. Jean-Louis Walter
[Le_mediateur_de_France_Travail | France Travail](https://Le_mediateur_de_France_Travail_France_Travail)



The Ombudsman for Agricultural Commercial Relations

M. Thierry Dahan
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Representative of the Defender of Rights

M. Daniel Agacinski
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75 342 Paris cedex 07

The Ombudsman FOR ENGIE GROUP

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.

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