



2024 EDITION

Report by the
Ombudsman
for the ENGIE Group



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News

2024: another year of high energy prices

After a sharp rise in requests between 2022 and 2023, the number of mediation cases handled by the Mediation team for the ENGIE Group only started to fall right at the end of 2024 (-12% vs. 2023). This drop in cases is still relative, as the overall volume remains 80% higher than in 2022. Including the backlog of cases, our team managed an equivalent number of mediation cases as the previous year, demonstrating that tensions are ongoing.



Once again, the entire team has worked incredibly hard to support consumers and business customers. Thanks to their commitment, we have maintained a high standard in terms of our analyses and proposed solutions, with a higher acceptance rate than in 2023 (almost 90%). Our turnaround times remain in line with regulatory expectations, with responses provided within an average of 77 days for individual customers (i.e. within the 3 months required under the French Consumer Code). I would like to thank each and every one of my colleagues.

I would also like to thank the ENGIE Group for providing me with the technical and human resources needed **to carry out my work independently**, in accordance with the French Consumer Code and under the supervision of the independent state body, the Consumer Mediation Assessment and Control Commission (CECMC).

The main reasons for entering mediation are disputes over contract renewals, due to monthly payments being incorrectly estimated by ENGIE professionals, or increases in prices advertised as fixed following the gradual withdrawal of the tariff shield put in place by the government. A growing number of issues has also exacerbated the situation. In the second half of 2024, the majority of supply-related mediation cases involved several issues at the same time: consumption estimated over too long a period, resulting in back-billing of consumption for a period longer than 14 months, thus exceeding the legal limit, combined with renewal of contracts where the tariff shield was either incorrectly applied or had already ended. Inevitably, it takes longer to “unravel” these highly complex cases, thus increasing handling times.

Finally, despite a significant drop, energy prices are still very high (40% to 60% higher than in 2021). Consumers are naturally aware of this hike in their bills, and this leads to more mediation cases. French people’s ability to pay their bills at the current rates, and its impact on Mediation, is still a major issue.



Jean-Pierre
HERVÉ

CONSUMER
OMBUDSMAN FOR
THE ENGIE GROUP

Highlights of 2024



View
all our
2024
highlights

MEETINGS

The Club of Public Services Mediators (CMSP)

33,000 visits to the website in 2024!

Chaired by the Ombudsman for the ENGIE Group, vice-chairman of the Club of Mediators, the management committee for the website of the Club of Mediators proposes updates and changes to the site's content and monitors their implementation. The committee met three times in 2024, on **24 January, 26 March and 4 November**.

In 2024, the committee continued developing the "News" section to make it more appealing to visitors and build a loyal community of internet users, whether they are mediation specialists, users or customers looking for a mediator.

The legal texts that constitute the framework for the various types of mediation are gradually being published on the website, to supplement the library of members' annual reports.

Club agenda

The Ombudsman attended the 2024 general meeting of the CMSP (a non-profit association), of which he is the secretary and vice-chairman responsible for the website and relations with consumer associations. The Ombudsman attended the Club's five plenary meetings on **25 January, 28 March, 30 May, 26 September and 21 November 2024**. On **30 May**, he led the Club's meeting with consumer associations. As a member of the association's Board, he also took part in six pre-meetings conducted remotely.

AI in mediation: Gilles Moysse enlightens the Club (3 July 2024)

Gilles Moysse, holder of a PhD in Artificial Intelligence, CEO of ReciTal and author of: "*Donnons-nous notre langue au ChatGPT? L'impact de l'IA sur notre avenir*", spoke at the Club's annual seminar on 3 July.

It is essential to monitor and explore the use of AI, particularly its impact on mediation processes and the quality of case management.



Meeting between the Ombudsman for the ENGIE Group and the National Energy Ombudsman

The agreement between the two independent ombudsmen on their mediation work over the past year was the subject of an annual review on **28 March**. It should be noted that their views were completely aligned in 2024, particularly on disputes relating to the energy crisis (tariff shield, contracting issues, etc.) (see p. 25).

EEMG event in Lisbon on innovation and AI

On **7 and 8 November 2024**, the European Energy Mediators Group (EEMG) met in Lisbon at the invitation of the Ombudsman of the EDP Group (formerly Electricidade de Portugal), its current Chairman. This annual meeting provided an opportunity for European ombudsmen to review their activities and discuss the impact of the energy crisis on customer relations.

Each member presented their innovative projects, including EDP's use of artificial intelligence to optimise case management. For its part, ENGIE unveiled its new digital referral form, which can now be accessed directly via smartphone. The meeting concluded with a discussion with the Portuguese Energy Regulator.



ENGIE Consumer Division (DGP)

January 2024 Working together to fix issues

23% of mediation cases are still the result of problems with the escalation process. There has been an improvement since 2023 (30% of cases), but more progress is needed. Consequently, the Ombudsman met with the National Consumer Service (SNC) of ENGIE's Consumer Division to address issues around managing the energy crisis and the "tariff shield", fixed-price contracts from 2023, and complaints handling. The aim was to discuss the progress that needs to be made.

Presentation of the Activity Report to Catherine MacGregor

On **19 June 2024**, the Ombudsman presented his 2023 annual report to **Catherine MacGregor**, CEO of the ENGIE Group. Published every year, this report outlines the results of the Ombudsman's work and is governed by the French Consumer Code. The Ombudsman for the ENGIE Group has been accredited as an independent Consumer Ombudsman by the State Consumer Mediation Assessment and Control Commission (CECMC) since 25 February 2016. His State and European-level accreditation was granted in 2016 and then renewed in February 2021 for an additional five years.



Meeting with consumer associations



On **23 April 2024**, the Ombudsman for the ENGIE Group met with consumer associations to present the 2023 annual report amid the energy crisis. He presented the 2024 outlook report and its recommendations, as well as the follow-up work carried out on last year's recommendations. He also unveiled the new mediation referral form, which can now be accessed via smartphone, thus avoiding the need for a computer or scanner. Some consumer associations have been actively involved in this project, which has facilitated direct access to mediation services.



TRAINING

Ongoing team training

Eighth "Consumer law and mediation" training session

The Ombudsman and several members of his team attended another session of this ongoing training course organised by the Club of Public Services Mediators on **13 and 20 March 2024**.

Training event to shed light on developments in consumer law

As part of its ongoing training programme on the French Consumer Code, each year, the Club organises one-day

sessions for Club Mediators and their teams, led by Ms Sauphanor-Brouillaud, Associate Professor of Law and Professor of Private Law - University of Paris-Nanterre. She analyses new case law and legislation during these sessions.

Learning and adopting new methods

In November 2024, the Mediation team attended training on the Karpman Drama

Triangle led by CEMA and on Dominic Barter's restorative circles and systems with Véronique Gaspard-Meriau. This training was an opportunity for the entire team to broaden their outlook on mediation and amicable resolution techniques.



External training courses

Contributing to IGPDE training courses

On **28 May 2024**, the Consumer Ombudsman lectured at the training sessions organised by the IGPDE (Bercy training body), on the subject of "The fundamentals of consumer mediation", as part of the training programme led by Ms Sauphanor-Brouillaud, Associate Professor of Law and Professor of Private Law - Paris-Nanterre University.



Sharing the ethos of Mediation

Deputy Ombudsman, Sandrine Hohl, has worked with several ENGIE subsidiaries to provide awareness-raising sessions on active listening, non-violent communication (^{CNV}) and the mediation process. These sessions help to promote and advocate the skills developed and the ethos of mediation. Sessions were held on **24 June, 27 September and 20 December 2024**.

Meeting with magistrates

On **13 May 2024**, 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** (French National School for the Judiciary - ENM), to provide information and share experience on consumer mediation and compare this amicable method of resolution with judicial conciliation.

A record-high level of satisfaction!

The volume of mediation cases handled in 2024 was close to the record set in 2023, even with a slight drop in referrals.

In 2024, the number of referrals from individuals* received by the Mediation team fell slightly (-11% compared with 2023), with 2,198 requests (compared with 2,457 in 2023). The number of referrals received that were eligible for consumer mediation fell by 15% (662 in 2024 vs. 782 in 2023), while the volume handled was still very high (811 vs. 849 in 2023), as a result of the backlog of cases received in 2023 and handled in 2024.

811

The number of consumer mediation cases handled REMAINED VERY HIGH IN 2024, COMING CLOSE TO THE RECORD SET IN 2023 (849). In 87% of mediation cases, the dispute was between the claimant and the subsidiaries for the supply of energy to private individuals. **THE OVERALL VOLUME** (for individuals and small businesses) **WAS EQUIVALENT TO THAT IN 2023** (1,058 in 2024 vs. 1,066 in 2023).

-11%

IN 2024, 2,198 COMPLAINTS WERE RECEIVED FROM INDIVIDUALS, as defined in the French Consumer Code, compared with 2,457 in 2023: a slight decrease associated with the more effective referral form.

87%

of solutions proposed by the mediation team in 2024 WERE ACCEPTED BY THE PARTIES AND IMPLEMENTED, putting an end to the dispute (vs. 84% in 2022). **THIS EXCELLENT RESULT IS BACK TO PRE-CRISIS LEVELS**, despite **INCREASED TENSION** among claimants.

97%

of **CLAIMANTS WERE SATISFIED** with the action taken by the Ombudsman for the ENGIE Group: **AN UNPRECEDENTED LEVEL OF SATISFACTION**.

77 DAYS

The **AVERAGE TIME TAKEN** to process a consumer mediation case was 77 days in 2024, 14 days longer than in 2023. Despite a very high volume and more complex cases, the average response time remains well below the regulatory 90-day response time. This result reflects the hard work of the entire team and the standardisation of mediation case processing for recurring themes.

Out of the 2,198 requests received from individuals in 2024, according to the rules of the Consumer Mediation Assessment and Control Commission (CECMC):

1,556

 REFERRALS WERE DEEMED INADMISSIBLE

(vs. 1,692 in 2023), including 1,536 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, 20 complaints were rejected for other reasons, such as being handled by another mediator or falling outside the mediator's jurisdiction;

642

 REFERRALS WERE DECLARED ADMISSIBLE

(vs. 765 in 2023) out of the 662 eligible referrals. This analysis does not include the 149 mediation cases from 2023 that were processed in 2024. Five of these cases were inadmissible.

Overview of claims by individuals in 2024	Change in mediation cases in 2024 vs. 2023 (%)	Acceptance of proposals (%)	Time-frame (days)
Average for individuals	-15%	87%	77
BtoC energy suppliers (Consumer Division, Happ-e)	-22%	87%	74
Services (ENGIE Home Services, etc.)	+37%	72%	99

Overview of individual and small business claimants in 2024	Change in mediation cases in 2024 vs. 2023 (%)	Acceptance of proposals (%)	Time-frame (days)
Overall average	-12%	87%	86
Business Customers Division	-14%	92%	138
Companies & Public authorities	+44%	88%	134

* whose eligibility for processing was studied according to Article L.612-2 of the French Consumer Code. As of 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 French Consumer Code.



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 main strengths of the ENGIE Group consumer mediation process.

On a daily basis, the teams embody eight key values at all times.



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

Requests 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 explained 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 Mediation team for the ENGIE Group

The main priority for each member of the Mediation team is processing a portfolio of mediation cases. As an independent entity, each employee also carries out “cross-functional” activities to ensure the smooth running of the service.



SANDRINE HOHL,
Deputy Ombudsman

“I’m responsible for a number of cross-functional tasks, including budget management and relations with our main service providers, management and training of part of the team, communications, GDPR compliance, and monitoring and development of our CRM tool, which we use to manage our mediation cases effectively. Together with the Ombudsman, I represent the Mediation team on the CMSP, EEMG, and MNE bodies, as well as among consumer associations, and I work to raise awareness and promote the ethos and tools of mediation. I’m proud to be part of this team and to help resolve disputes through our mediation process.”

PATRICK JOLY,
Ombudsman’s Legal Director

“To carry out technical and legal investigations of cases, the Ombudsman’s team is made up of employees from a range of backgrounds, including senior and junior employees, work-study students and student lawyers. I provide in-house legal support to the Mediation service and manage a team of student lawyers throughout their work placement for the Individual Pedagogical Project (PPI). I’m also the point of contact for disputes involving the ENGIE Home Services subsidiary. Lastly, I prepare the effectiveness evaluation report for the Ombudsman that must be sent to the Consumer Mediation Assessment and Control Commission (CECMC) every two years.”





CORINNE BEAUFILS,
Mediation Project Manager

“As project manager of the Ombudsman’s annual public and regulatory report, I steer the production process with a dual objective: to make mediation accessible to the general public and ensure rigorous application. I coordinate contributions from the team, ENGIE’s departments and subsidiaries, as well as communications agencies. I am also responsible for the figures reported. More broadly, I am in charge of relations and proposing recommendations for improvement to suppliers and distributors, together with the Ombudsman. To broaden my skillset, I’m currently undergoing training in conventional mediation at CNAM.”

SANDRINE REGNAULT,
Mediation Officer

“Having joined the ENGIE Group Mediation team in September 2018, I am the longest-serving member along with Jean-Pierre Hervé. I’m mainly responsible for quality management: I make sure that data is correctly entered into the mediation management system (CRM), which ultimately guarantees that the statistics for the activity report are accurate. I produce monthly and weekly monitoring reports to help steer our operations. Along with the Ombudsman, I am also responsible for verifying the admissibility of requests and referring them where appropriate. Finally, I organise the logistics for newly arriving and departing trainee lawyers and work-study students.”



CHRISTELLE GUITTET,
Mediation Officer

“Like all the members of the team, I have extensive knowledge of customer relations within the various ENGIE Group subsidiaries, as well as procedures and mediation. I am specifically responsible for relations with the disability-friendly company that digitises all the requests sent to the Mediation officer via various channels (online forms, letters and emails). I ensure that our CRM software is working properly and balance the team’s budget. Along with my colleagues, I provide training for student lawyers. In my daily work, I’m motivated by the eight values of mediation.”

LORIE ANONA and GABRIEL LENEVEU,
Work-Study Mediation Officers

“As part of our work as mediation officers, we help the Ombudsman to manage the Club of Public Services Mediators’ website and the Deputy Ombudsman to manage and develop the Ombudsman’s website. We help ensure compliance with the regulations governing the processing of personal data (GDPR). We particularly enjoy listening to what claimants have to say, as this is an important part of mediation.”





A look back at 2024

“The 2022 energy crisis has continued into 2024!”

JEAN-PIERRE HERVÉ,
Ombudsman for the ENGIE Group.

 Reading time:
4 MINUTES



Did the energy crisis that hit Europe in 2022 come to an end in 2024?

We cannot really say that it has ended. For the Mediation team, 2024 was almost as busy as 2023, when the number of mediation cases doubled compared with 2022. Around 850 mediation cases were received in 2024, an increase of 80% compared with 2022, meaning that 1,060 cases were processed, an equivalent amount to 2023, due to the backlog from 2023.

Why is this?

Firstly, the government stopped providing aid to consumers, as well as gradually reducing the “tariff shield”. It can also be attributed to the end of the beneficial three-year fixed-price contracts taken out just before the 2022 crisis, and the disappointment experienced by customers when their contracts came up for renewal: “post-crisis” tariffs have increased by 40 to 60% for all of them. Prices have not returned to the level they were at before the energy crisis. And finally, fixed-price contracts taken out by professionals at the height of the crisis are now less competitive amid falling energy prices, leading them to cancel or try and cancel their contracts, often resulting in high fees.

In addition, 2024 has been different from previous years in two respects:

- **ENGIE Home Services has seen a sharp rise in mediation cases** (installation and maintenance of boilers, heat pumps, etc.): +37% in 2024 compared with 2023, bearing in mind that there had already been a 50% increase in 2023 compared with 2022. This subsidiary’s issues have led to its over-representation in overall mediation cases, with the number of referrals increasing approximately two-fold between 2022 and 2024.

- **There has been a significant number of disputes involving small businesses: the number of mediation cases remained virtually stable between 2023 and 2024 but increased by 140% between 2022 and 2024 for the ENGIE Business Customers Division and ENGIE Entreprises & Collectivités.** It is important to remember that “small” businesses, whose electricity meter has a power rating of 36 kVA or less, or whose gas consumption is less than 30,000 kWh, are subject to the provisions of the French Consumer Code, such as the 14-month limit on back-billing of energy consumption.

Therefore, the Mediation team had to continue working in crisis management mode to deal with the high number of mediation cases. The whole team rallied round and ENGIE provided us with additional resources. Despite the high number of referrals, we worked hard to maintain the quality of our analyses and our personalised approach. In view of the situation, it was more important than ever for claimants to understand their situation and feel listened to.

I would like to take this opportunity to sincerely thank each of my twelve colleagues for their hard work and commitment. As a result, there has been an increase in both the level of satisfaction (97%, an all-time high) and the success rate of mediations (87% vs. 84% in 2023).



View all activity reports by the Ombudsman for the ENGIE Group



In terms of mediation, what lessons can we learn from these two years of crisis?

Firstly, we should highlight the joint work of the Mediation team and ENGIE, and particularly of the Consumer Division (DGP), which has stepped up its efforts within the customer service and national consumer service departments. Thanks to their commitment, we have been able to proactively anticipate and deal with many requests, thus avoiding a massive influx of mediation referrals. The department has therefore played a key role in ensuring that only really complex cases requiring this last-resort form of amicable resolution before litigation are referred to the Mediation team.

There has also been a change in the recommendations made. The Ombudsman has issued generic recommendations, whose main aim is to instigate a review of certain processes that were too focused on “consumption as the explanation for rising bills.” Before the energy price crisis, high energy bills were almost always caused by problems with meters and consumption indexes. The proposed recommendations, which provide real added value in terms of the French Consumer Code, must be implemented to better account for the shift towards “prices that explain the rise”: inform customers as early as possible, and during the period when contractual information is provided prior to contract renewal, of the right level of monthly instalments for the coming year; align the annual adjustment bills with contractual periods; inform customers about the new prices, obviously, but also remind them of the prices under the previous contract, so that they are more aware of the risks and can get quotes from competitors, etc.

However, the Ombudsman’s ability to quickly raise awareness among the ENGIE departments involved, at the very first sign of trouble, has made the greatest impact. This process has been followed with the DGP since late 2023. Based on a case presented by the Ombudsman, which may demonstrate a wider breach of certain contractual obligations, the DGP implemented key measures, awarding automatic compensation for all these contracts as of February 2024, which greatly limited the potential escalation of these disputes.

It is important to work together in times of crisis: Mediation should not be the only outlet when anomalies occur, if the company is already aware of the problem.

We have gone from a culture of complaints management that, before the crisis, focused on increases in consumption to explain high bills, to a culture where the sharp rise in prices alone explains these hikes.



Should the admissibility of mediation cases be broadened to improve the turnaround time for dispute resolution?

Mediation is currently all the rage. And some might think that it is the **ONLY solution** for resolving all the complaints received by a company. However, if complaints are sent to the mediation service too early, it will inexorably become a “complaints handling service” and will no longer be able to apply the principles that make it so

effective: *“Successful mediation hinges on proximity and attentive listening, which means spending more time addressing disputes that have not been resolved by the company. Customer services cannot offer the same level of personalised service and expertise provided by the Mediation team. Mediation therefore costs more per case than complaints handling, unless less time is spent on building relationships and attentive listening.”*

Mediation should only be used to deal with complex cases. Its real value lies in getting the company to handle its complaints properly, not in replacing this service. While mediation is free for consumers, it is financed by businesses, in accordance with the provisions of the French Consumer Code. **The Ombudsman for the ENGIE Group thus holds ENGIE accountable for its performance, which, in this case, should be measured by the decrease in mediation cases, which is linked to the effectiveness of the recommendations for improvement made each year to the company’s subsidiaries.**



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

The Alternative Dispute Resolution (ADR) Directive is currently under review at the European level. Corporate mediators have provided feedback through the European Energy Mediators Group (EEMG), both at the European and French levels. At this stage, their input has been considered at the European level. In particular, mediation services risk becoming complaints departments if independent mediation bodies are transformed into “subcontractors” for handling complaints on behalf of the company. It should also be noted that the review of this Directive does not include the principle of a waiting period prior to the appointment of a consumer ombudsman. This would be counterintuitive in terms of the technical expertise required of an ombudsman, which is reflected in the solutions proposed. This knowledge of technical energy processes, as well as billing, meter reading and the Energy Code, must be associated with legal skills and an in-depth understanding of the Consumer Code.



What is the outlook for 2025?

Since November 2024, we have seen a sharp drop in the number of referrals. That would seem to confirm that the “crisis” is coming to an end. Obviously, I hope to return to a “normal” mode of operation, and move away from crisis management. **The aim for the ENGIE Group Mediation team is to continue reducing the volume of complaints on the ENGIE supplier side, thus reducing the overall number of complaints.** In 2023, we noted that the number of simple complaints, which can be handled directly by the Consumer Division, had fallen from 30% to 23%. This downward trend is set to continue.

Additionally, the Mediation team is advocating for early consultation before introducing new offers or processes, focusing on prevention rather than just remediation. Finally, in 2025, the Mediation team hopes that its new online referral form will improve the quality control process for referral admissibility, by excluding inadmissible referrals. We are facilitating access to mediation by adapting to new uses, while at the same time improving the mediation conversion rate.

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.

 Reading time:
4 MINUTES

To this end, the European Commission introduced the Alternative Dispute Resolution for Consumers (ARD) Directive in 2013. This directive aimed for minimal harmonisation, allowing each member state to adapt it while considering local mediation practices. The ARD Directive outlines key criteria defining this particular type of mediation. The days of mediators self-declaring independence without oversight were over. The Directive defined the mediator's status, mediation procedures, and **oversight mechanisms, ensuring independence for consumers**. France transposed this Directive in 2015 and adopted the following 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 and 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**. **In France, confidentiality must be strictly maintained throughout the mediation process by the parties and the consumer mediators, in accordance with 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 the above provisions outlined in Title 1 of Book VI of the French Consumer Code (Articles L611.1 to L641.1 and R612.1 to R616.2).

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.

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 their term of office, the Ombudsman is prohibited from working for the business who employed them 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 their role as Ombudsman.

The appointment of the Ombudsman for the ENGIE Group

Independence and impartiality, foundational principles of consumer mediation, are thus assured by the CECMC. In this regard, in February 2016, the CECMC added the Ombudsman for the ENGIE Group to the list of independent consumer mediators, which was officially reported to the European Commission, with this appointment being renewed in 2021.

The conditions of the Ombudsman's work: guaranteeing independence

Legislation dictates that the Ombudsman 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 ever-changing 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 and two of his staff hold a mediation diploma from the CNAM, and the other members of the team are also trained in mediation techniques.

Recommendations of the Consumer Ombudsman for the ENGIE Group in relation to the possible extension of the waiting period prior to approval.

The French Consumer Code mandates that once their term is finished, the Ombudsman cannot work for the company that employed them for at least three years.

To ensure greater independence, the CECMC would like to extend this waiting period by introducing it prior to the Ombudsman's appointment, once they are only dealing with the disputes of a single company.

The Ombudsman for the ENGIE Group considers that such an extension would be pointless and would make the current system less effective, without increasing the Ombudsman's independence. Moreover, the European Commission considered this proposal during the preparatory phase for the 2013 Directive, but ultimately rejected it. This criterion would be at odds with the technical expertise required of an Ombudsman, as reflected in the solutions proposed during each mediation process: these skills, such as knowledge of the technical processes associated with the company or sector, must be associated with knowledge of the law, and of the French Consumer Code in particular. The Ombudsman applies this knowledge and expertise to improve the performance of relevant departments within the company, particularly by making recommendations.

The Consumer Ombudsman for the ENGIE Group proposes three alternatives which he considers would be more effective:

1. Explicitly communicate the so-called "company" Ombudsman's specific status within the company, thus marking a clear break with the past:

- 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, which is made public;
- The company must provide the Ombudsman with the financial and human resources needed to carry out his duties independently. It also undertakes not to en-

trust the Ombudsman with any other duties at the end of his mandate(s) for a period of three years.

2. Sign an agreement between the company and the Ombudsman

This agreement would further confirm the severance of the hierarchical or functional relationship with the company, beyond what is provided for by law. This agreement would define the Ombudsman's 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 agreement would be made public, and the Ombudsman would review its implementation annually in their activity report.

3. Extend the responsibility for the appointment of the Ombudsman to the majority of consumer associations represented

To give consumer associations more authority in the appointment process, the appointment of the Ombudsman could require a positive vote, not only from the majority of the members of the appointing body but also from 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 involving other representative associations.

These proposals would mark a genuine break from the professional situation prior to the Ombudsman's appointment. This approach would be far more effective than introducing a waiting period "upstream" of the process.

The fundamental rights of natural gas and electricity consumers

In France, energy consumers enjoy considerable rights. These rights are defined by consumer protection rules as well as those set out in the French Civil Code.

These rules are defined by the French Consumer Code in [Articles L. 224-1 to L. 224-16 of the French Consumer Code](#).

They mainly concern natural gas and electricity consumers (with individual meters). The French Consumer Code also sets out specific rules for liquefied petroleum gas.

In addition to these specific rules, there are rules that apply to all consumers of goods or services, particularly in terms of pre-contractual information ([Articles L. 111-1 to L. 111-8 of the French Consumer Code](#)) and the formation and performance of contracts ([Articles L. 211-1 to L. 253-2 of the French Consumer Code](#)).

In addition to these regulations, there are also general provisions defined by the French Civil Code for all contracts (consumer, non-consumer, between private individuals, etc.), which aim to define the rules applicable prior to signing contracts (pre-contractual information), the rules for the validity and performance of contracts and those applicable in the event of poor performance of the contract.

1. The first group of consumer protection rules concerns obligations prior to conclusion of the energy purchase contract.

This covers the so-called “pre-contractual” information that professionals must provide to their future customer so that said customer enters into the contract with full knowledge of the facts:

- In addition to the general duty to provide pre-contractual information ([Article 1112-1 of the French Civil Code](#)), the energy supplier must comply with [Article L. 111-1 of the French Consumer Code](#) and [Articles L. 224-3 to L. 224-5 of the French Consumer Code](#).

2. The second group of consumer protection rules concerns the formation of the energy purchase contract.

In addition to the general rules ([Articles 1112 to 1187 of the French Civil Code](#)), the energy supplier must comply with the specific rules set out in [Articles L. 224-6 to L. 224-8 of the French Consumer Code](#) and in particular:

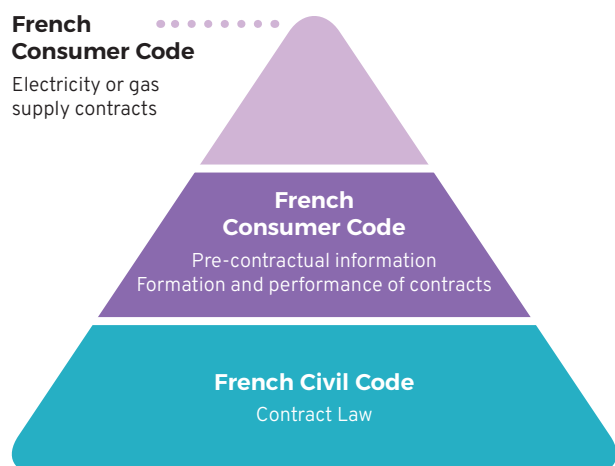
- The supplier must obtain the formal agreement of the consumer, who “is only bound by their signature” (except on request in the event of moving home).
- The supplier must offer a contract that is “in writing or available on a durable medium”.
- The supplier must respect the right of withdrawal provided for in [Articles L. 221-18 and L. 221-2 of the French Consumer Code](#).
- The supplier must offer the customer the option of entering into a single contract for the supply and distribution of electricity or natural gas.

3. The third group of consumer protection rules concerns the performance of the energy purchase contract.

In addition to the general rules ([Articles 1193 to 1231-7 of the French Civil Code](#)), the energy supplier must comply with the specific rules set out in [Articles L. 224-9 to L. 224-15 of the French Consumer Code](#) and in particular:

- The supplier must give consumers the right to access their consumption data free of charge (if they are equipped with an energy meter that can be read remotely).
- Electricity or natural gas suppliers must invoice their customers at least once a year, based on the actual energy consumed.
- The supplier is obliged to issue their customers with bills for the supply of electricity and natural gas, which must contain the information required by law (in particular the [Decree of 18 April 2012](#)).
- The supplier cannot invoice customers for any consumption that took place more than fourteen months prior to the last statement or self-reading (provision under the Energy Transition Law or “LTE”).
- If a supplier wants to modify a contract at the end of the fixed contractual period (and not before), it must follow the procedure provided for by Law under [Article L. 224-10 of the French Consumer Code](#) (draft amendment sent to the consumer by post or, at the consumer's request, by electronic means, at least one month before the planned date of application and indicating the option to terminate the contract without penalty).
- The customer has a statutory right to freely change supplier: they are free to terminate their contract at any time, without charge or penalty, even in the case of a fixed term contract.

The applicable rules are represented in this diagram:



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
- Disseminate best practices

OMBUDSMEN IN THE ENERGY SECTOR

(EDF Group Ombudsman, National Energy Ombudsman)

- Handle specific mediation cases within their areas of expertise
- Disseminate 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 improving sales and customer relationship processes

Claimants

CUSTOMERS

(Individuals or companies)

- Request 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 bodies

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 mediation

The Ombudsman FOR ENGIE GROUP

Training

LAW FACULTIES, IGPDE, 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

The Ombudsman's resources

In 2024, the budget for the Consumer Mediation service was €0.98 million. The items of expenditure are as follows:

Labour costs

This budget item is the same as in 2023, due to the influx of requests and mediation cases to be handled amid the energy crisis. As a result of the backlog of cases from 2023 that were handled in 2024, the team processed the same number of mediation cases as in 2023, the peak year of the crisis. Given the current climate, the approach of proximity in mediation was maintained, as claimants have an even greater need to be listened to and heard, and to understand the reasons for these disputes and the issues at stake.

Mediation for small and medium-sized businesses

Since 2022, a significant proportion of the total budget has been allocated to these claimants.

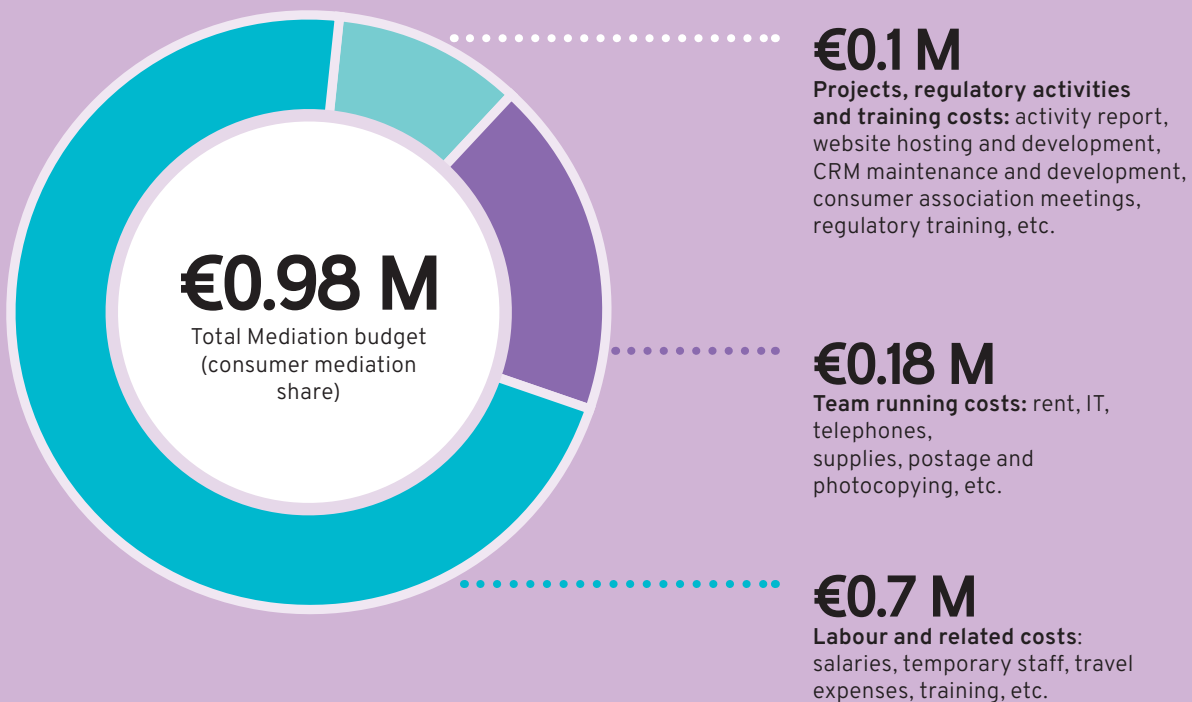
Team running costs

The cost of this budget item has risen due to the increase in the ENGIE Group's overheads as a result of inflation.

Technical developments and cybersecurity measures for Mediation systems

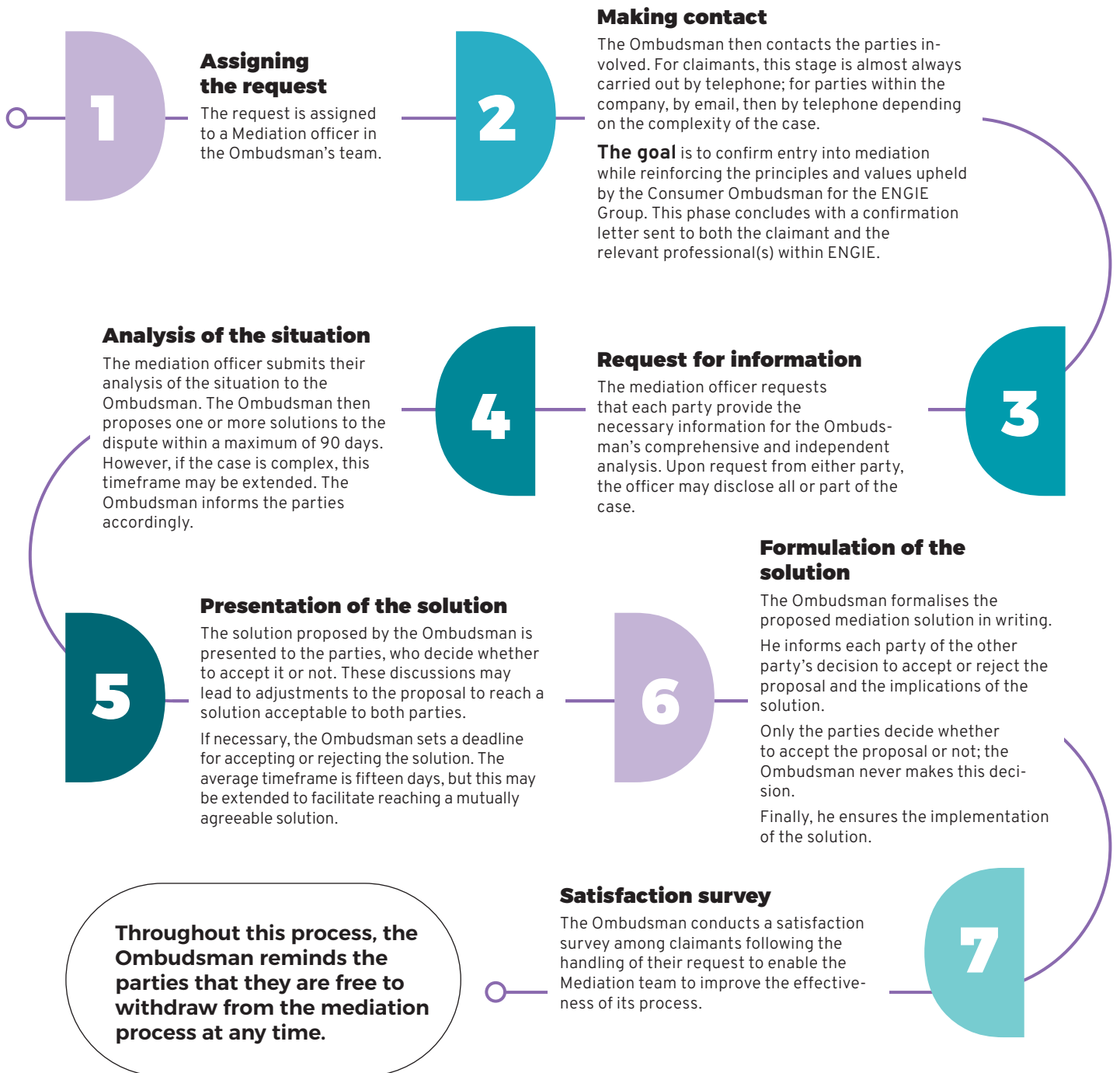
The new referral form has been launched. Using this form, claimants can submit claims directly via their smartphone, by scanning the documents to be attached to the file using the smartphone camera. An overhaul of the website, with a new tree structure, was launched after an audit of the website's search engine ranking. A number of operational improvements have also been made to the CRM system to make it easier to use and to extract statistics on the increase in ENGIE Group's overheads due to inflation.

The ENGIE Group is legally obliged to allocate a budget to the Mediation service so that it can operate independently.



Flexible operation for amicable resolution

The workflow followed by the Consumer Ombudsman when handling a request eligible for mediation is shown below.



Taking action Mediation activity in 2024



Agreement rate up despite high volume of cases

Figures for the ENGIE Group's Consumer Mediation service in 2024: quality of service and proximity maintained, despite the continuing energy crisis.

87%

OF CLAIMANTS ACCEPTED THE SOLUTION PROPOSED BY THE OMBUDSMAN.

97%

SAID THEY WERE SATISFIED WITH THE ACTION TAKEN BY THE MEDIATION SERVICE.

When a case is referred to the independent Consumer Ombudsman for the ENGIE Group, he first checks whether the case falls within his area of expertise.

The Ombudsman works in accordance with the provisions of the French Consumer Code (Article L.616-2) and in compliance with the contracts entered into between ENGIE and its customers when:

- the customer service department (level 1) and the national consumer service department (level 2) have replied in writing to the claimant or have not replied within two months;
- the customer remains dissatisfied, giving rise to a dispute;
- the customer opts to refer the matter to the Mediation service in an attempt to reach an amicable settlement as a last resort.

Article L.616-2 specifies cases of inadmissibility.

Every year, the ENGIE Group Mediation service, together with the ENGIE Divisions, assesses the effectiveness of the complaints handling process. It publishes the analysis on its independent website or in its annual report.

The aim is to avoid too many referrals due to poor complaints management. As a reminder, Mediation should be used as an alternative to legal action, and not as a substitute for the company's complaint handling departments.

If a request is deemed admissible, the claimant receives a letter within 48 hours on average, confirming that the request has been received and that they are eligible for mediation. If the claim has been misdirected, a letter is sent to the appropriate body, unless the claimant objects. The stages in the process are described in detail in the "Request process" section. (See p. 17).

In most cases, the customer refers the matter directly to the Consumer Ombudsman for the ENGIE Group. ENGIE's approval is then required to initiate the mediation process, which is authorised in 99% of cases. However, in the event it is blocked, ENGIE Group Management may initiate the referral. Nevertheless, the consumer's prior agreement must always be obtained. However, the Mediation service cannot initiate the referral. The National Energy Ombudsman can forward referrals to the ENGIE Group Mediation service that fall outside his area of expertise (which covers energy supply only). In 2024, he forwarded two referrals.

High level of mediation cases and referrals as the crisis comes to an end

While the number of eligible referrals doubled between 2022 and 2023, they decreased in volume by 15% in 2024, although this figure remained high (662 in 2024 compared with 782 in 2023), an increase of 68% compared with 2022 (393 in 2022).

The total number of referrals received by the Mediation service for the ENGIE Group and whose admissibility, in accordance with Article L.612-2 of the French Consumer Code, was examined, also fell by 11%, from 2,457 to 2,198. In addition, 149 mediation cases received in 2023 were completed in 2024, resulting in a volume of cases handled close to the record high in 2023 (811 in 2024 compared with 849 in 2023).

Concerned about the efficiency of complaints handling by ENGIE's subsidiaries, the Mediation service has been monitoring an indicator every year since 2022 to improve the process.

In 2023, 30% of admissible cases should have been handled directly by ENGIE via its customer or consumer services. In 2024, this rate fell by three points on average, and by seven points for the Consumer Division (DGP), dropping from 30% to 23%.

Broadening the criteria for the admissibility of mediation cases received

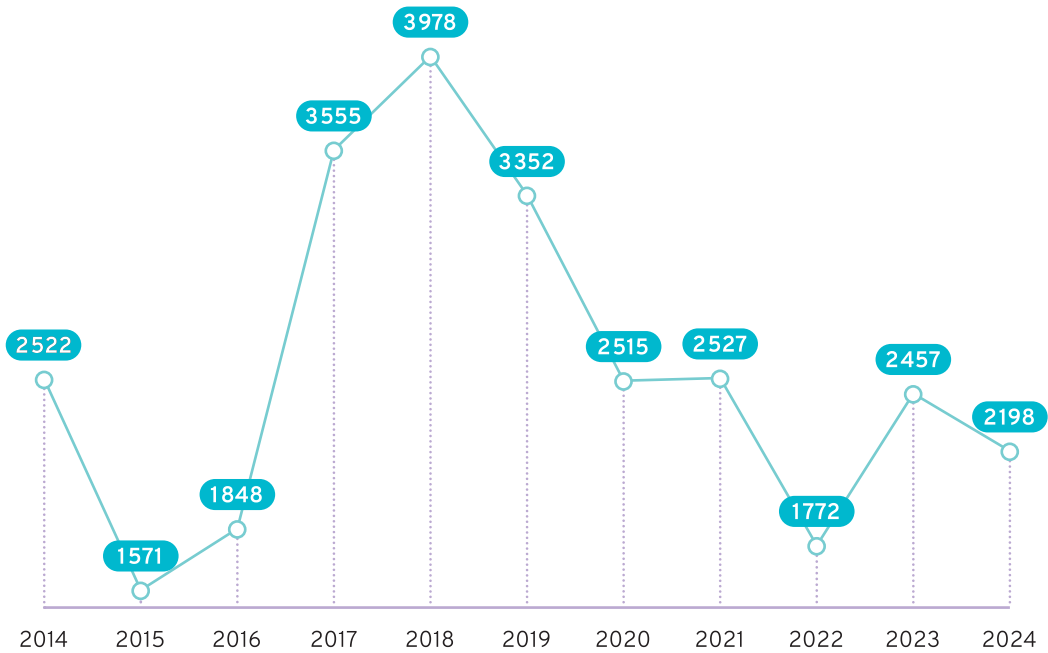
662

27%

of cases received by the Mediation service

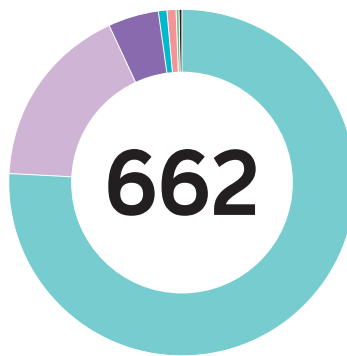
- 486: Dissatisfaction with consumer services
- 130: No response from consumer services
- 46: No response from customer services

Annual history of the number of claims received from individuals



ENGIE's energy supply entities (market offers, Consumer Division – DGP – and Happ-e for 100% digital market offers) manage several million customers and contracts. These divisions have been the most impacted, accounting for 76% of the consumer mediation cases received by the Ombudsman in 2024. Next comes ENGIE Home Services (EHS), whose rate increased significantly from 10.6% to 17.2%. The remaining 6.8% is divided between the entities managing the Energy Efficiency Certificates, various services and the Fidelo Conso offer.

Eligible mediation requests from consumers

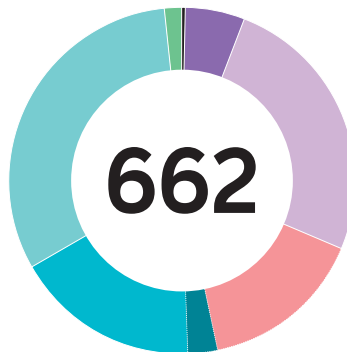


- 503/76%: ENGIE Energy supply for individuals
- 114/17.2%: ENGIE Home Services
- 31/4.7%: ENGIE individuals Energy savings bonuses
- 5/0.8%: My Power
- 6/0.9%: TEKSIAL
- 2/0.3%: MesDépanneurs.fr
- 1/0.1%: ENGIE Entreprises & Collectivités (Fidelo Conso Offer)

ENGIE ENERGY SUPPLY

76%

of consumer mediation cases



- 210/31.7%: Contract dispute
- 170/25.7%: Consumption
- 114/17.2%: Energy equipment
- 101/15.3%: Billing & payment
- 37/5.6%: EEC offer
- 18/2.7%: Technical distribution
- 10/1.5%: Other contract-related reasons
- 2/0.3%: Welcome - Advice - Support

Problems continue to stem from high energy prices

The energy crisis that began in 2022 continued during the first three quarters of 2024, impacting energy suppliers for individual customers (DGP and Happ-e). In 2024, prices were still 40% to 60% higher than before the crisis.

Reasons for referral

1

Disputes over contracts, mainly regarding prices, remained the main reason for referral, although this percentage fell sharply (31.7% in 2024 compared with 48.5% in 2023, after being at 14% in 2022, before the crisis). These disputes were often linked to contract renewals, when the monthly payments estimated by ENGIE still did not take the price increase into account. The reduction and then total withdrawal of the government's tariff shield has resulted in new types of disputes: some customers thought they were on a fixed-price contract but then noticed an increase; ENGIE had in fact included the tariff shield discount in the price per kWh.

2

The second most common reason for referral is consumption issues, the volume of these cases has increased compared with 2023 (25.7% compared with 18.9%, i.e. 170 referrals compared with 148).

3

Billing or payment issues are the third most common reason (15.3% in 2024 compared with 11.6% in 2023), often resulting from a lack of understanding about gas and electricity consumption, meter problems or pricing issues.

At the end of the year, the Mediation service noted that **many referrals involved a combination of issues**: price rises, failure to apply the Energy Transition Law (limiting back-billing for consumption to 14 months) and payment difficulties, leaving all customers with the same impression: they were paying too much.

With prices remaining high, **the ENGIE Divisions that manage small businesses, to which the provisions of the Consumer Code apply, have been confronted with the same contract disputes**. The main causes are cancellation fees, the dispute over the application of price caps and cushions, and the reduced applicability of these government discounts.

With the roll-out of smart meters now completed, the number of disputes associated with incorrect readings was expected to decrease. In 2024, the number of cases relating to energy distributors decreased: those relating to GRDF (natural gas) fell by 26% (156 compared with 211 in 2023) and those relating to ENEDIS (electricity) by 18% (182 compared with 221 in 2023). The number of referrals for electricity remained higher.

As of 1 July 2023, in accordance with the Energy and Climate Act (JORF no. 0261 of 9 November 2019), regulated gas tariffs for individual customers have been abolished. ENGIE customers who had not subscribed to a market-price offer were switched onto a "gateway" offer managed by the Consumer Division, which generated 30 mediation cases in 2024.

In addition, disputes concerning "energy equipment" have risen by more than seven points, from 9.8% in 2023 to 17.2% in 2024, with the volume of cases increasing from 77 to 114. These cases mainly concern the installation, repair or maintenance of individual boilers, heat pumps and photovoltaic panels. However, cases in the "EEC Offer" category (cases relating to energy savings bonuses) have fallen slightly, from 48 disputes in 2023 to 37 in 2024. Other reasons for mediation are less common.

Finally, there was only one mediation case in 2024 relating to the Fidelo Conso offer (individualisation of heating and hot water charges in collective housing), marketed by ENGIE Entreprises & Collectivités until 30 June 2022.

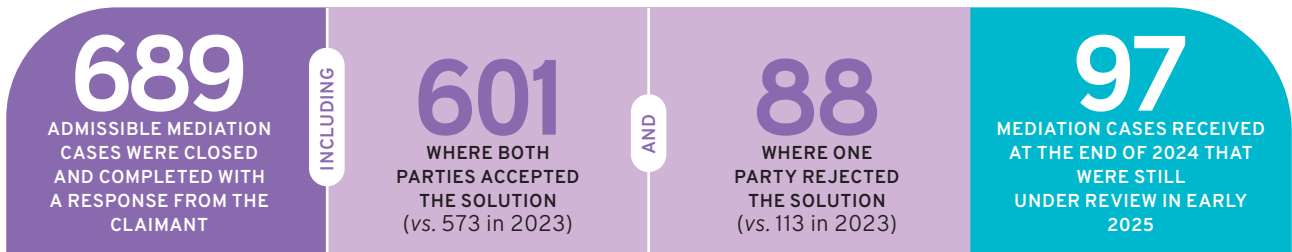
Quality standards maintained in 2024

In 2024, the Ombudsman maintained the high standards he has set since December 2014. The goal remains to find a positive resolution for each party, with the aim of processing submissions within two months, even when cases are incomplete.

Of the 662 eligible referrals from individuals, 642 were processed (compared with 765 in 2023) and 20 were deemed inadmissible (compared with 17 in 2023). The Mediation service for the ENGIE Group also handled 149 mediation cases relating to referrals received at the end of 2023, five of which were inadmissible.

In total, 811 mediation cases (including 25 inadmissible requests) were handled in 2024, a similar level to 2023 (849) and almost double the amount in 2022 (441). For all individuals and small businesses, the volume was similar to that of 2023 (1,058 in 2024 compared with 1,066 in 2023).

786 OF THE CONSUMER MEDIATION CASES HANDLED WERE DEEMED ADMISSIBLE, AND THESE CASES CAN BE BROKEN DOWN AS FOLLOWS:



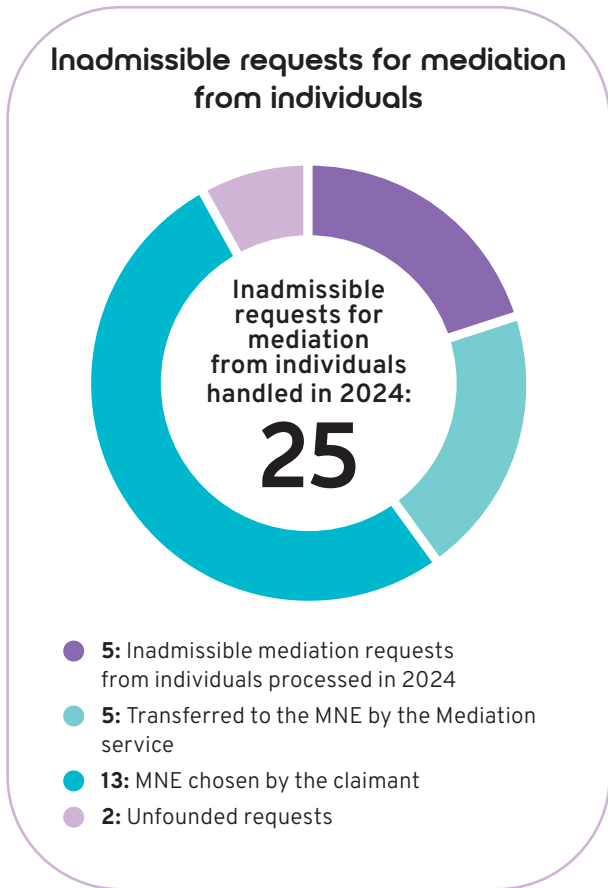
The number of referrals from individuals received in 2024 and not retained remains similar to 2023 (20 compared with 17).

The reasons for rejection are as follows:

- 4** REFERRALS OUTSIDE THE AREA OF EXPERTISE (three disputes involving two suppliers and one where there was no contract with ENGIE)
- 2** REFERRALS MADE TO THE NATIONAL ENERGY OMBUDSMAN (MNE) in accordance with the 2015 agreement
- 12** REFERRALS WHERE THE CLAIMANT OPTED FOR THE MNE after contacting the two independent Ombudsmen
- 2** UNFOUNDED REQUESTS

For the five mediation cases received in 2023 that were processed in 2024 and deemed inadmissible, the reasons were as follows:

- 1** REFERRALS OUTSIDE THE OMBUDSMAN'S AREA OF EXPERTISE involving two suppliers and one where there was no contract with ENGIE)
- 1** REFERRAL FOR WHICH THE CLAIMANT OPTED FOR THE MNE
- 3** REFERRALS FORWARDED TO THE NATIONAL ENERGY OMBUDSMAN (MNE)



In 2024, the average processing time for a consumer mediation case was 77 days.

In 2024, the average time taken to process the consumer mediation cases was 77 days, 14 days more than in 2023, exceeding the target of two months. **This is still well below the 90-day period set by the French Consumer Code.**

For requests relating to energy supply, the time taken was 74 days, three days less than the average, while for energy-related services it was 99 days.

An opinion was issued in less than 60 days for 42% of mediation cases, and in less than 90 days for 68%. This short timeframe starts from the date that the request is received, even if the file is incomplete. The high volume of complaints received by the customer services and consumer services departments of ENGIE's Consumer Division during the first three quarters partly explains the longer average time taken to process information requests for the Mediation service, which then has a knock-on effect on the time taken by the Mediation team to respond to claimants. It should be noted that if these departments do not respond within two months, the referral becomes eligible for mediation. One impact of the high volume of complaints was that the Mediation service handled disputes that had not yet been examined by the supplier. In addition, the DGP had to take a position on disputes arising from the government's decision to reduce, and then discontinue, the tariff shield, which caused a delay of a few extra weeks. Despite these constraints, the Mediation team continued, as in 2023, to standardise the handling of recurring disputes to optimise turnaround times and the quality of their processes.

Apart from the claims directly linked to price rises during the crisis, most of the other cases were complex and involved several issues, so the investigation process took longer, both for the suppliers/distributors and the Mediation Service. In 2024, this was particularly true for disputes involving ENGIE Home Services (EHS): the average time taken was 99 days, compared with 81 days in 2023. An internal restructure of the subsidiary, which began in 2023, complicated the handling of complaints by customer services and consumer services. Furthermore, with a 37% increase in mediation cases relating to EHS (114 in 2024 compared with 83 in 2023), this 99-day timeframe had a significant impact on the overall average timeframe. Consequently, the Ombudsman met with EHS management, and measures were adopted to facilitate the proposal of solutions (see p. 29).

In 2024, an average of 87% of disputes were settled out of court (compared with 83% in 2023 and 87% in 2022).

The Mediation service has therefore returned to its pre-crisis agreement rate, while handling the same number of cases as in 2023. For the DGP, the rate is also 87%. For service-related disputes, particularly those involving ENGIE Home Services, the rate is 72%. It should be noted that this subsidiary refused nine solutions proposed by the Mediation service.

An agreement rate of 87% is remarkable, especially at a time when many claimants were under pressure due to difficulties paying their bills. **Despite a large number of disputes, the level of quality has remained high thanks to the continued hard work of the ENGIE Group Mediation team,** which strives to find a fair solution (based on legal principles and fairness) for both parties, while compensating the losses incurred. In some cases, the Mediation team noted a lack of clear information about the sharp rise in prices, the increase in the tariff advertised as fixed, and the failure to adjust monthly payments at the time of the increase. In April 2024, the Ombudsman for the ENGIE Group and the National Energy Ombudsman (MNE) discusses the levels of compensation for these losses at the 2023 review meeting. The consumer service department, which has shown a real willingness to resolve these disputes amicably, demonstrated support for the proposal of fair solutions. Finally, this success can also be explained by the mediation process, which involves building relationships with each claimant in order to listen to their expectations and give them a sense of agency in resolving their dispute.

In 2024, the number of rejected solutions fell to 13% (compared with 16% in 2023 and 13% in 2022). These refusals were often linked to difficulties in paying the outstanding amount. In addition, use of the dedicated online form rose sharply, to 58% in 2024 (compared with 51% in 2023 and 30% in 2022). Moreover, 36% of mediation cases were sent by post (compared with 47% in 2023 and 64% in 2022) and 6% by email (compared with 2% in 2023 and 6% in 2022). Entering complete and accurate information directly into the information system is one of the Mediation team's objectives, to ensure requests are processed as quickly as possible.

The development of the referral form for smartphones, introduced in 2024, has helped increase the number of online referrals.

TAKING ACTION/MEDIATION ACTIVITY IN 2024

Analysis of results according to the quality criteria of Decree no. 2015-1382 on mediation in consumer disputes with individuals (see table below)

ENGIE's entities have complied with and applied all the solutions proposed by the Ombudsman (100%).

When the applicant and the supplier accept the proposed solution, the claimant generally complies with this decision. In 2024, there were only two cases of non-compliance. The 27 other cases concerned claimants who disagreed with the solution and thus went to the MNE. This is half as many as in 2023. In 2024, 96% of the solutions proposed by the Ombudsman

were in favour of the claimant, an increase of four points compared with 2023 (91.8%).

If the percentage of solutions proposed in favour of the claimant were defined in terms of satisfaction with the Ombudsman's actions, then **this rate would reach 97%, an unprecedented level.** The Ombudsman suggests that this rate be defined more precisely and standardised in an update of the 2015 Decree.

Criteria	Definitions	Value rate 2024
The number of disputes referred to it and their subject matter	Number of mediations and reason (type of request)	662
The proportion of disputes it has refused to handle and the evaluation	% mediation cases refused = requests not dealt with via mediation (mediation refused by the Ombudsman or outside the Ombudsman's field of competence)/ total number of mediation cases received	0.6%
Percentage of mediation cases interrupted and the main reasons for the interruption	% mediation cases interrupted = mediation cases stopped/mediation cases handled	0%
Average time taken to resolve disputes in days	Average time taken to resolve a dispute	77 days
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 = (mediation cases accepted and refused - MNE appeal)/ (mediations accepted and refused)	96%
	% solutions in favour of the claimant = % satisfaction with the work of the Ombudsman for the ENGIE Group	97%
	% disputes resolved amicably = mediation cases accepted/ (mediation cases accepted and refused)	87%

Satisfaction at an all-time high! A record-breaking level!

Since 2009, the ENGIE Group's Consumer Mediation Service has conducted an annual survey to measure the satisfaction of claimants whose mediation case has been handled. Below are the key results:

- Processing time: 90% satisfaction in 2024 (same level as 2023)
- Understanding of the dispute: 98% in 2024 (compared with 94% in 2023)
- Quality of discussions during investigation of the case: 99% in 2024 (compared with 96% in 2023)
- Quality of the proposed solution: 94% in 2024 (compared with 85% in 2023)

Overall, **satisfaction with the Ombudsman's work has risen by 6 points, reaching 97% in 2024** (compared with 91% in 2023). As a reminder, this rate was 91% in 2022, 92% in 2021, 90% in 2020, 86% in 2019, 84% in 2018 and

85% in 2017.

Claimant satisfaction mainly stems from the relationships built by the Mediation team when resolving claims, even when dealing with a high volume of cases, complex disputes and increasing requirements.

In addition, **95% of claimants say they would recommend the Ombudsman to friends and family in 2023** (compared with 82% in 2022, 87% in 2021, 86% in 2020, 74% in 2019 and 76% in 2018).

The Mediation service's high standards are also reflected in the fact that **87% of claimants accepted the solution proposed to them.**

These results reaffirm the effectiveness the process put in place by the Ombudsman for the ENGIE Group, with the Mediation team focusing on attentive listening and building a good relationship with each claimant.

Compliance with the agreement

In 2015, the National Energy Ombudsman (MNE) and the Consumer Ombudsman for the ENGIE Group signed an agreement. The annual review of its operational implementation has been carried out, as stipulated by the text. On this occasion, the Ombudsmen discussed the levels of compensation to be offered to claimants depending on the type of dispute.

The agreement stipulates:

- ▮ the promotion, by each ombudsman, of the contact details of the other to ensure consumers are aware of the available remedies and can choose their ombudsman;
- ▮ the transfer of cases between them which they cannot handle within their own areas of competence;
- ▮ the annual assessment of the agreement 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 also informed claimants of their right to go to the MNE, both in his letters and email responses, if the proposed solution was refused.

▮ Regarding transferred referrals:

- The Ombudsmen forwarded files to each other that did not fall within their area of expertise;
- they also consulted with each other when a claimant contacted them both about the same request, and potentially transferred the case where applicable;
- lastly, as stipulated by the Energy Code (Article L.122-1), the MNE handled requests from claimants who approached him after disagreeing with the amicable solution proposed by the Consumer Ombudsman for the ENGIE Group.

More specifically, the referrals transferred in 2024 were as follows:

FIGURES for individuals	Outside scope/ area of competence	Claimants who applied to two mediators at the same time or whose investigation was started with the MNE	Claimants referred to the MNE following ENGIE mediation
From the Ombudsman for the ENGIE Group to the MNE	5	13	29 ¹
From the MNE to the Ombudsman for the ENGIE Group	2	0	-

1 - 5 cases handled by the MNE in 2024 were escalated in 2023 and are included in the 2023 report.

Source: Consumer Mediation for the ENGIE Group.

58%

OF CLAIMANTS CONTACTED THE OMBUDSMAN VIA THE ONLINE FORM IN 2024

87%

OF THE PROPOSED SOLUTIONS PUT FORWARD BY THE MEDIATION TEAM HAVE BEEN ACCEPTED

100%

OF THE SOLUTIONS PROPOSED BY THE OMBUDSMAN WERE IMPLEMENTED BY ENGIE'S ENTITIES



Proposing recommendations

Difficulties encountered in 2024 with implementing certain recommendations linked to the crisis

The discussions held throughout 2023 between the Ombudsman, the ENGIE Group's Divisions and consumer associations, helped identify areas for improvement for the company.

A review of the implementation of the eight recommendations made by the Consumer Ombudsman for the ENGIE Group in 2023 has shown mixed results: some of these recommendations involve major changes to IT systems, which has led to additional delays. **All the Divisions involved have stated their intention to follow these recommendations.** The implementation of some of these measures has been delayed due to the crisis (for more details, see p. 28 to 32).



● Consumer energy suppliers

– CONTRACT –

Keep the tariff study conducted when the customer moves house to demonstrate the quality of professional advice and justify the amount of the estimated monthly payment.



● Consumer energy suppliers

– CONTRACT –

Align the payment schedule for monthly instalments with contractual periods rather than the timing of adjustment invoices. In particular, send the new payment schedule for the new instalments at the time of contract renewal.



● 38%

Recommendations made in 2023 already implemented

● 62%

Recommendations made in 2023 currently being implemented

● Consumer energy suppliers

– CONTRACT –

Get rid of renewal letters that do not clearly indicate that prices will significantly increase to encourage the consumer to compare their new rate with the old one, so they can make an informed choice. Indicate both the old price and the new price on the contract renewal letter.



● Consumer energy suppliers

– CONTRACT –

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



● DGP-CEE

– ENERGY SAVINGS BONUS –

Do not exceed the amounts imposed by the framework of regulatory requirements in the payment of “Energy Savings Bonuses” and ensure compliance with the French Consumer Code.



● Consumer Division (DGP)

– BILLING AND PAYMENT –

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



● Consumer energy suppliers

– MEDIATION PROCESS –

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



● ENGIE Home Services (EHS)

– MEDIATION PROCESS –

Agree to implement a “Method Agreement” mediation solution that outlines the parties’ future responsibilities.



Recommendations for the Consumer Division (DGP)

The Mediation service is not making any new recommendations, as the risks identified by the Mediation team in 2024 have already been taken into account in customer processes. It is overseeing the implementation of the

recommendations made in 2023 and currently being put in place by Management. Some of these measures require major changes to the information systems and will thus take longer to implement.

Follow-up to recommendations made in 2023

Align the payment schedule for monthly instalments with contractual periods rather than with the timing of adjustment invoices. In particular, send the new payment schedule for the new instalments at the time of contract renewal.

In 2024, the supplier introduced a process for updating monthly instalments one day after the date on which the contract comes into force. It also sends the customer a notification about any increase in the monthly payment. These two measures have already improved the process. Another development is scheduled for the end of June 2025: **the price comparison on the renewal letter will include an estimate of the annual budget and monthly payment, with the old and new prices, as well as the difference between the two.**

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

The supplier has implemented the recommendation.

Keep the tariff study conducted when the customer moves house to demonstrate the quality of professional advice and justify the amount of the estimated monthly payment.

When customers subscribe online, the results of the tariff study can be viewed on the form included in the tools. However, customers can opt not to carry out the tariff study online; in this case, the supplier will try to contact them to carry out the study over the telephone at a later date. **When a customer calls to inform the company they are moving house, the advisor must carry out a tariff study. To date, this study has not been included in the tools.** A development request is currently ongoing to ensure that the questions and answers completed via the estimation tool are logged.

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

The supplier is studying the feasibility of displaying prices in euro cents in the IS.

Get rid of renewal letters that do not clearly indicate that prices will significantly increase to encourage the consumer to compare their new rate with the old one, so they can make an informed choice. Indicate both the old price and the new price on the contract renewal letter.

The supplier has implemented the recommendation.

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

DGP improved its handling rate for less complex complaints in 2024 (see p. 19). **Concerned about the efficiency of complaints handling by ENGIE's subsidiaries, the Mediation service will continue to monitor this indicator in order to improve the process.**



View the online follow-up report on the 2023 recommendations for DGP

Recommendations for ENGIE Home Services (EHS)

ENGIE Home Services is a subsidiary of the ENGIE Group responsible for the maintenance, repair and installation of heating and air conditioning systems. Since 2023, the Mediation service has seen a very sharp rise in the number of referrals: +93% in 2023 compared with 2022, and +58% in 2024 compared with 2023. These changes have had an impact on the number of admissible mediation cases: +48% between 2023 and 2022, and +37% between 2024 and 2023.

EHS has indicated that these trends can be explained by structural changes in its organisation, and are therefore temporary.

The results in terms of acceptance of solution proposals and processing times also showed a general downward trend compared with previous years.

This table shows the issues with processing cases, particularly in 2024:

EHS	2022	2023	2024
Agreement rate for claimants	85%	72%	72%
No. of mediation solutions rejected by EHS	0	1	9
Timeframe (days)	72	81	99

Follow-up to recommendations made in 2023

In 2023, the Mediation service recommended that EHS put in place a “method agreement” mediation solution, which defines the future responsibilities of the parties and enables the Mediation team’s proposed solution to be implemented at a later date. This recommendation was made following disputes for which a mediation solution could not be provided quickly, as insurance or expert appraisal processes were ongoing. EHS accepted this recommendation, but the opportunity to apply this measure did not present itself in 2024: **this measure will remain in place for the coming years**, as it enables the needs of the parties to be met more quickly.

Recommendations for 2024

The Ombudsman makes recommendations based on each specific situation.

Processing of responses to be provided to the Mediation service during the analysis and solution-finding phase

Issues relating to breakdowns or non-compliance with the contract alleged by claimants presuppose an understanding of the technical facts that occurred during EHS maintenance work. In its responses, the Mediation service expects EHS to explain the subject of the dispute in detail and in a way that is accessible to non-technical people. This point is key to being able to compare the facts from the perspective of EHS with those presented by the claimant. This requires a rigorous process of traceability on the part of EHS during its maintenance operations, so

that the positions of each party can be assessed. In most cases, the onus is on the professional to exonerate themselves from blame, rather than the claimant having to prove that EHS is at fault, given the rules of evidence in place. In the absence of proof, the Mediation team will adopt a position based on a body of evidence. In addition to the need for traceability, in response to this request, EHS proposed that the Mediation service liaise with local EHS technical managers on complex cases. The EHS Customer Division may also be contacted.

Mediation is not about “splitting the difference”, but rather proposing a solution to the parties, based on proven facts or a body of evidence where appropriate, and in compliance with the French Consumer Code.

Better information for EHS customers

To provide EHS customers with clearer information, and in application of the points mentioned above, the Ombudsman recommends the following:

- With regard to the causes of heating appliance breakdowns: **record the fault analysis in maintenance reports, to facilitate subsequent analysis;**
- In the case of repairs that are likely to take longer than expected, particularly in the case of older equipment (e.g. old boilers) where manufacturers no longer have a legal obligation to provide spare parts: **indicate in the EHS Terms and Conditions the types of parts, whether generic or specific, that may require a long lead time, as well as the lead times involved.**



View this recommendation online

Recommendations for the Business Customers Division (DCP) and the BtoB market

In 2024, the number of mediation cases reached a very high level for “small businesses”, i.e. professionals with an electricity meter with a power rating of 36 kVA or less, or a gas meter of less than 30,000 kWh. There has been an increase of 102% compared with 2022 for DCP, and of 44% compared with 2023 for E&C.

This type of claimant is not directly covered by the French Consumer Code, as they do not have the same consumer status as private individuals.

However, the legislator has decreed that they benefit from certain provisions of the French Consumer Code, such as, for example, the 14-month limit on back-billing of consumption.

As a result, the Ombudsman for the ENGIE Group made recommendations to the BtoB Departments for improving the way these claimants are handled in his 2023 report and then at the end of 2024. These recommendations are either in the process of being implemented or have already been followed up.

Recommendation for handling the responses to be provided to the Mediation services during the analysis and solution-finding phase

WITH REGARD TO THE QUALITY OF RESPONSES PROVIDED TO THE MEDIATION SERVICE FOLLOWING REQUESTS FOR INFORMATION REQUIRED TO ANALYSE CASES

The Mediation service has asked that its requests for information be treated with greater rigour, to avoid back-and-forth exchanges and to standardise the responses produced.

DCP'S RESPONSES:

With regard to the drafting of responses to requests for information from the Mediation service:

Previously, each customer service representative assigned to handling complaints would write their response to a request for information using a blank document. In 2024, customer service representatives were provided with standard summaries/templates, in accordance with the issues being dealt with, to ensure the consistency and completeness of the information provided, so that quality investigations can be carried out on the first attempt. These guides are regularly adapted, as a result of the improved quality control process put in place at the same time.

Improved quality control for responses to requests for information:

From 2024, all responses must be proofread/checked by a quality control manager before being sent to the Mediation service.

These changes have been noted by the Mediation service for the ENGIE Group.

WITH REGARD TO CUSTOMER ACCOUNT STATEMENTS PRODUCED AT THE REQUEST OF THE MEDIATION SERVICE

The Mediation service has requested that customer account statements be presented in a clear and informative way, to provide claimants with a precise and enforceable explanation of the financial flows relating to customer account management (billing, payments, refunds, bill cancellations, etc.).

In this respect, the model proposed by the Individual Customers Division should be replicated.

DCP'S RESPONSES:

Implementation of this measure was started in late 2024, with an automated process via the new billing system rolled out in February 2025. The customer account statements are clearer, the headings more understandable and all the transactions (including bill cancellations, the reason for a direct debit rejection, etc.) are clearly shown.



View this recommendation online

Recommendation for improving the information provided to professional customers

WITH REGARD TO THE CLARITY OF CONTRACT RENEWAL LETTERS (INCLUDING RENEWAL EMAILS)

Even though the rules governing pre-contractual information differ from those for a consumer (in the sense of a private individual), **the Mediation service has recommended** improving the quality of information at key points throughout the contract term, to avoid specific types of complaint.

DCP'S RESPONSES:

DCP began a complete overhaul of this process in September 2024. The aim of this approach is to **provide more precise and informative responses to customers, and make it easier to understand changes in tariffs before and after contract renewal**, which was one of the recommendations made by the Ombudsman in his 2023 annual report.

The completion of this work, which involves major changes to the information system, is scheduled for the first half of 2025.

WITH REGARD TO THE MEDIATION SERVICE'S REQUEST FOR AUTOMATIC ADJUSTMENT OF THE MONTHLY PAYMENT PLAN TO THE NEW PRICES WHEN THERE IS A CHANGE IN TARIFF AT THE TIME OF CONTRACT RENEWAL

DCP'S RESPONSES:

The monthly payment plans were updated when the annual bills were produced, and not at the time of contract renewal. The DCP is currently examining two key measures that should be integrated into the IT systems in the second half of 2025:

- ▀ **Adjustment of the monthly payment plan when the contract is renewed**, requiring the payment schedule to be modified during the term of the monthly payment plan,
- ▀ **Aligning the start date of the payment schedule with the contract renewal date.**

WITH REGARD TO THE MEDIATION TEAM'S REQUEST FOR BETTER INFORMATION ON CANCELLATION FEES

DCP'S RESPONSES:

Following work undertaken by DCP since September 2024:

- ▀ **With regard to the Special Terms of Sale (STS):** from 12 March 2025, **they will include an informative and explanatory document with illustrated examples;** this document forms part of the contractual provisions requiring the customer's signature.
- ▀ **With regard to the release letter sent to prospective/future customers when they change supplier:** since January 2025, **information has been sent to "new future customers" explaining the cancellation fees that may be incurred under their current contract (former supplier) and the fees that may be incurred in the event of early termination of the ENGIE contract (see p. 32).**
- ▀ **With regard to the calculation of cancellation fees:** since January 2025, a personalised module has been made available to advisers. The aim is to provide **reliable information on the estimated amount of cancellation fees** following a request from a customer by telephone or email.
- ▀ **With regard to providing better information about cancellation fees on the website:** **the answers to the question "How do I cancel my contract?" have been rewritten** to make them easier for customers to understand.

Recommendations for the Business Customers Division (DCP) and the BtoB market

As a reminder, the Mediation service has proposed using this table which lists the cancellation fees by type of customer.

ELECTRICITY	
Non-professional ≤ 36 kVA	● Free cancellation at no cost to the supplier
Professional ≤ 36 kVA	● For variable-price contracts (rather than “fixed” contracts) and small businesses (< 50 employees turnover or balance sheet < €10 M): free cancellation at no cost to the supplier ¹ .
	● For fixed-price contracts or medium-sized companies (≥ 50 employees or turnover or balance sheet ≥ €10 M): no right of cancellation, except under a cancellation clause (with or without fees payable to the supplier).
Non-professional and professional > 36 kVA	● Free cancellation, with any fees payable to the supplier
GAS	
Non-professional < 30,000 kWh/year	● Free cancellation at no cost to the supplier
Non-professional > 30,000 kWh/year Professional	● No right of cancellation, except under a cancellation clause (with or without fees payable to the supplier)

¹ - The supplier may only invoice the consumer for costs actually incurred by the supplier, via the network operator, in relation to the cancellation, provided that these costs are explicitly stated in the offer.



View the summary
of our 2024
recommendations

Mediation and liability of the parties: a question of commitment



The Law (Article L. 612-1 of the French Consumer Code) stipulates that *“the professional shall guarantee the consumer effective recourse to a consumer mediation scheme.”* In other words, they must offer their customers *“the right to have recourse free of charge to a consumer mediator with a view to the amicable resolution of a dispute between him and a professional,”* (Article L. 612-1 of the French Consumer Code:

To this end, professionals are required either to set up their own consumer mediation scheme, like ENGIE, or to join a sector-specific mediation scheme.

However, when resorting to mediation as a means of resolving a dispute, professionals have few legislative or regulatory obligations in the strict sense of the term.

Participation in a specific mediation process constitutes an act of responsibility for the professional, as opposed to an obligation. According to Article R. 612-2 of the French Consumer Code, the parties may withdraw from the process at any time.

According to the Law (Article L. 611-1 of the French Consumer Code), *“mediation (...) is defined as any structured process, regardless of its name, whereby two or more parties attempt to reach an agreement to settle their dispute amicably, with the assistance of a third party, the mediator, chosen by them or*

appointed, with their agreement, by the court hearing the dispute.”

In the spirit of the Law, a professional who enters into mediation cannot therefore, in theory, remain passive and simply stick stubbornly to the position they may have taken, particularly when responding to the customer’s prior complaint.

Certainly, the professional can legitimately consider their position well-founded and maintain this stance.

Even if the professional is clearly wrong on the merits of the dispute, they are under no obligation to try and reach an agreement or settlement. Only a judge can possibly force them to take action or make a payment, during legal proceedings.

A professional wishing to assume their responsibilities should withdraw from the mediation process rather than waiting for the mediator to terminate it, after having proposed a solution and **having noted that the professional concerned has not agreed to it.**

As a committed Ombudsman, I would therefore like to remind the various parties involved in a dispute of the ethos of Mediation, above and beyond the legislation, and particularly the entities of the ENGIE Group, which claim to embody the values of corporate social responsibility (CSR).



Jean-Pierre
HERVÉ

CONSUMER
OMBUDSMAN FOR
THE ENGIE GROUP

News



CMSP, 22 years of quality mediation

The Club of Public Service Mediators celebrated its 22nd anniversary in 2024. Established on 1 April 2002 by 13 founding members, including the Mediation Service of Gaz de France (now ENGIE), the organisation now comprises 31 mediators, including corporate, institutional, government, sector-specific, federation, local authority and public sector mediators. They share three key values: **independence, neutrality and impartiality**, and are committed to the fundamental principles of the mediation process, such as fairness, transparency, free access, confidentiality and effectiveness.



The Ombudsman for the ENGIE Group is a member of the Club of Public Service Mediators (CMSP). As Vice-Chairman, he is responsible for its website and relations with consumer associations. He is also the secretary of this non-profit association.

The CMSP is the guarantor of high professional and ethical standards, and an open forum for exchange and reflection, with a diverse range of practices, as well as an information centre and training centre.

Today, the Club is the only organisation in France that brings together mediators working in both institutional mediation and consumer mediation. This diversity between consumer mediators (governed by the French Consumer Code) and institutional mediators is a real asset. Its strength lies in its broad-ranging fields of expertise and working methods, as well as the opportunities provided to share best practice, helping each member to develop their knowledge. It also provides a forum for dealing with issues specific to each mediation case, in accordance with the provisions of the Club's charter and the legal provisions governing them. Adopted in 2004 and amended in 2011, this charter sets out the values and principles mentioned above and constitutes an ethical reference framework for mediation.



Find out more about the Club of Public Services Mediators

The Club has been responsible for several advances in the field of mediation, by promoting rules and recommendations for quality mediation. The Club operates in transparency, and maintains regular contact with public authorities, consumer associations, European bodies and mediation organisations that are not members of the Club, such as the Consumer Mediation Assessment and Control Commission (CECMC).

The Club is represented on France's National Mediation Council (CNM), introduced by Law no. 2021-1729 of 22 December 2021 on confidence in the judicial system, and established by the Minister of Justice in June 2023.

Finally, the Club plans to continue the process of professionalisation by developing new training courses, structured around targeted modules, in partnership with the French Institute of Public Management and Economic Development (IGPDE). These training programmes have been designed for institutional, consumer and corporate mediators.

The CMSP in figures*

147,300
MEDIATION CASES HANDLED

INCLUDING

60,500
BY INSTITUTIONAL MEDIATORS

AND

86,800
BY CONSUMER MEDIATORS

+20%
COMPARED WITH 2022

90%
AVERAGE MEDIATION ACCEPTANCE RATE FOR THE YEAR 2023

* figures based on data from annual reports published in 2024, covering the year 2023



CLUB DES MÉDIATEURS DE SERVICES AU PUBLIC



2024 Annual Meeting of the EEMG (European Energy Mediators Group)

On 7 and 8 November 2024, the EEMG met in Lisbon at the invitation of the Ombudsman of the EDP Group (formerly Electricidade de Portugal), its current Chairman. The event was an opportunity for EEMG Ombudsmen to take stock and propose recommendations for improvement. They also discussed the impact of the energy crisis on customer relations.

Each member presented their innovative projects and initiatives. The EDP Group Ombudsman spoke about integrating artificial intelligence into case analysis and management processes, the result of an ambitious, collaborative internal project.

For its part, the ENGIE Group Mediation Service unveiled its new referral form, designed to facilitate access to mediation. Claimants can now submit requests directly from a smartphone, without the need for a computer, scanner or printer. This project, implemented in consultation with consumer associations, marks a major step forward in terms of accessibility.

The 2024 event concluded with a meeting with the Energy Regulator in Portugal.

Overview of EEMG activities in 2023:

- In 2023, the EEMG Ombudsmen, covering a territory of 58 million European consumers, received 15,355 referrals, 85% of which came from consumers.
- More than 7,053 mediation cases were handled, an increase of 16% compared with 2022.
- A quarter of all disputes were related to contractual issues.
- Around a quarter of all disputes were associated with billing and payment.
- Consumer-related disputes now account for only 15% of total cases.
- The acceptance rate for proposed solutions was 89% (down from 93% in 2022).
- In total, 37 recommendations for improvement were issued by the EEMG's mediation bodies to suppliers and distributors of gas or electricity or services related to energy efficiency.



This year, the EEMG organised an event for the independent mediation bodies of the major European energy groups, including ENGIE France and Belgium, EDF France and Italy, EDISON Italy, EDP Group, E-Redes and SU Eletricidade Portugal, E-Redes Spain and Fondazione Banco dell'energia A2A Italy.



Read this article
online

Training to provide better support: a key requirement of mediation

Training is fundamental for an independent consumer mediation body, particularly in the energy sector. Mediators must have in-depth knowledge of the French **Energy Code** and **Consumer Code**, as well as of regulatory, technical and contractual changes, in order to propose appropriate and fair solutions, based on legal principles and fairness.

The Mediation team thus follows a rigorous and ongoing training programme, which guarantees the quality and relevancy of its work. In 2024, this training programme was further expanded to cover crucial issues such as **cyber security**, **health and safety in the workplace** and the **prevention of psychosocial risks**. These issues must be addressed to protect the well-being of mediation officers, who deal with the concerns and expectations of claimants on a daily basis.



Find out more
about the train-
ing programme



CLUB DES MÉDIATEURS DE SERVICES AU PUBLIC

The Consumer Ombudsman for the French Federation of Commerce and Distribution

Ms Lauren Pizzio

[FCD - French Federation of Commerce and Distribution](#)



The Ombudsman for Electronic Communications

Ms Valérie Alvarez

[mediation-telecom.org/](#)

MÉDIATION E-COMMERCE



The FEVAD Ombudsman for E-Commerce (*Federation for E-Commerce and Distance Selling*)

Mr Jacques Cosnefroy

[mediateurfevad.fr/](#)



The Ombudsman of the Services and Payment Agency

Mr Francis Lambert

[asp-public.fr/engagements/mediation](#)



The Water Ombudsman

Mr Bernard Jouglain

[mediation-eau.fr/](#)



The French Banking Federation Ombudsman

Mr Pierre Minor

[lemediateur.fbf.fr/](#)



The AMF (Financial Markets Authority) Ombudsman

Ms Marielle Cohen-Branche

[amf-france.org/fr/le-mediateur](#)



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DE L'ENSEIGNEMENT SUPÉRIEUR
ET DE LA RECHERCHE

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The Ombudsman for the Caisse des Dépôts Group

Ms Marie-Caroline de Lussy

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The Ombudsman of the French Association of Financial Companies

Mr Gilles Vaysset

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The Ombudsman for the EDF Group

Mr Olivier Fontanié

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The Insurance Ombudsman

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The Business Ombudsman

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The Ombudsman for the ENGIE Group

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The Ombudsman for the La Poste and La Banque Postale Group

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The Ombudsman for the Ministries of Economy and Finance

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The Ombudsman for the Mutualité Sociale Agricole (Agricultural Social Security Body)

Mr Jean-Marie Marx
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The National Energy Ombudsman

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France Travail's National Ombudsman

Mr Jean-Louis Walter
<https://www.francetravail.fr/candidat/vos-droits-et-demarches/reclamations/le-mediateur-de-pole-emploi.html>



The National Credit Mediator

Mr Frédéric Visnovsky
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The National Ombudsman of Lawyers

Ms Carole Pascarel
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The National Pensions Insurance Ombudsman

Ms Nathalie Droulez
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The Ombudsman for the Notarial Profession

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The Ombudsman for SNCF Voyageurs

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The Tourism and Travel Ombudsman

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The Chairman of the Banking Ombudsmen's Circle

Mr Eric Moitié, Ombudsman for the La Poste-La Banque Postale Group
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The President of the Association of Ombudsmen for Local and Regional Authorities

<https://www.amct-mediation.fr/>



Representative of the Defender of Rights

Mr Daniel Agacinski
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See detailed information on all of the Club's ombudsmen

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 for your case.

Consulting, design and production:
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