

# The Consumer Ombudsman's 2022 report

**The Ombudsman**  
FOR ENGIE GROUP

# MEDIATION AND THE ENERGY CRISIS

**2022 was the year of the energy crisis, due in particular to the war in Ukraine and the unavailability of nuclear reactors in France as a result of maintenance. For the ENGIE Group Consumer Ombudsman, the question at the end of 2022 was to anticipate the resources needed for 2023: will new impacts linked to this crisis arise?**

The impact could have been significant over the year, especially during the winter: planned power outages could have been introduced, for example, and gas shortages could have occurred. This did not happen. At the same time, the French government called for energy sobriety. But the most important consequence for the Mediation team was the significant increase in gas and electricity prices. Many people did not experience an exponential rise in their energy bills due to the government's implementation of a tariff shield for consumers, which capped the increase in regulated tariffs at 4%, thus preventing a five- to eightfold increase in the average bill. However, this was not the case for small and medium-sized enterprises renewing their contracts during this period. Aid measures for this sector were implemented at the end of 2022 and in 2023, the effects of which will be seen in 2023. With regard to residential customers, the government decided to extend the tariff shield in 2023, while limiting the increase in regulated tariffs to an average of 15% inclusive of tax. Alongside this extension, an additional energy cheque (from €100 to €200 depending on income) was sent to the poorest households. The ENGIE Group also applied its own energy discount alongside these measures. Provisions were also made for those living in collective housing.

However, this raises questions about the future. Will the government be able to continue these important consumer protection measures in the medium term? Are market prices still likely to change significantly? Will we see a return to pre-energy crisis levels? What about the French people's ability to pay their bills at the current price? All of these elements suggest that 2023 could be a busy year for mediation. The ENGIE Group's Mediation team has

**“The Mediation team took measures, in particular by asking for resources to accommodate additional requests.”**

therefore taken measures, in particular by asking for resources to accommodate additional requests that could arise from energy customers, as was the case in 2022.

While we may hope that this crisis is merely temporary, ENGIE's operating divisions must continue to make constant progress in handling complaints in order to minimise requests for mediation. The Mediation team has worked to support the divisions by issuing generic recommendations. The results have been promising, as residential customer referrals have continued to fall thanks to the significant work carried out by the operating divisions, both on the supplier side and by distributors. In addition to this decrease in the number of referrals, the number of mediation cases for residential customers has also fallen. This is not the case for the overall portfolio including business customers. In 2022, for the business market, the impact of the energy crisis outweighed the gains made by improving complaints handling.

**Jean-Pierre Hervé**

THE ENGIE GROUP'S CONSUMER OMBUDSMAN



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# 2022 HIGHLIGHTS

## SYMPOSIA

### Speech

14 SEPTEMBER

**The Ombudsman was invited to take part in a symposium organised by the Responsible Purchasing Pathway Committee by Pierre Pelouzet, the French government's Business Ombudsman.**

In particular, the programme included a speech by the Mediation team to discuss the role of negotiation in the amicable resolution of consumer disputes through mediation.



## CERTIFICATION

DECEMBER

**The Ombudsman and his Legal Director, Patrick Joly, obtained specialist certification issued by the CNAM: "Institutional mediation: mastery and analysis of the ombudsman's practice".**



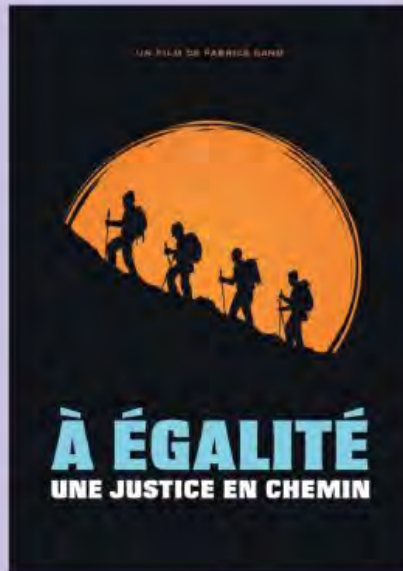
For more information:  
All the highlights from 2022

## CURRENT AFFAIRS AT MEDIATION

### Film and discussion

15 DECEMBER

**Fabrice Gand**, an ombudsman and trainer who mainly works in prisons and with families in difficulty, gave a showing of his documentary film, "Equality: justice on the way", to the Mediation team.



### Efficiency report

7 JUNE

**The Mediation team submitted its third biennial performance report, covering 2020-2021, to the Consumer Mediation Assessment and Control Commission (CECMC), in accordance with the provisions of Article R.614-4 of the French Consumer Code.**

The Consumer Ombudsman's report  
2022

## TRAINING

### Internal

2022

**This year, the Mediation team took several training courses on well-being at work.** The Mediation team handles contact with dissatisfied ENGIE Group claimants, who may sometimes be aggressive towards mediation officers during the first contact before they understand that the mediation service is independent from the Group.

27 JANUARY, 12 MAY

**The Mediation team attended two workshops organised by the Public Services Ombudsmen's Club on the topic of contract law.** The workshops were led by Benoit Chaffois, lecturer at CY Cergy Paris University.

### External

23 MARCH, 31 MAY AND  
23 NOVEMBER

The Ombudsman spoke on the topic of "**The fundamentals of consumer mediation**", as part of a new training course at the IGPDE (a training organisation under the auspices of the French Finance Ministry) led by Ms Sauphanor-Brouillaud, a university professor.

## MEETINGS

### General Meeting

20 JANUARY

The Ombudsman attended the 2022 general meeting of the Public Services Ombudsmen's Club (CMSP), of which he is secretary and vice-chairman in charge of the [website](#) and relations with consumer organisations. He also participated in the subsequent plenary meetings, as well as in the Bureau's preparatory meetings.



### The Public Services Ombudsmen's Club

2022

Chaired by the ENGIE Group Ombudsman, the management committee of the Public Services Ombudsmen's Club's website held seven remote meetings, on 7 February, 7 March, 4 April, 11 May, 7 June, 12 September and 28 November.

Over the year, the site recorded 42,920 visits, its largest audience since its creation.

The committee continued its work to make the site a reference source that is consulted regularly by mediation specialists.



### National Energy Ombudsman

16 MARCH

As they do every year, the two mediation bodies held a meeting to discuss the agreement in place between them and last year's mediation activities (see p. 25).



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### Annual report

22 JUNE

The Ombudsman presented the 2021 activity report to Catherine MacGregor, CEO of the ENGIE Group.



### Consumer Division

3 OCTOBER

The Ombudsman met with the national consumer services department of ENGIE's Residential Customers division to address the issue of complaints handling, with a view to sharing the progress measures to be made. A 2023 action plan is being prepared and is presented in this annual report (see p. 33).

### ADR

19 OCTOBER

The Ombudsman took part in a presentation organised by the European Energy Ombudsmen Group (EEMG), during which the organisation set out its expectations regarding changes in the 2013 Alternative Dispute Resolution (ADR) directive, the foundation of consumer mediation in France. The EEMG stressed the fact that the framework must not transform consumer mediation staff into company complaint managers.



The Consumer Ombudsman's report 2022

### Consumer organisations

12 APRIL

The Ombudsman met with consumer organisations to present the Mediation service's 2021 annual report, the outlook for 2022, and the associated recommendations, as well as to follow up on the previous year's recommendations.



### GRDF, Enedis

31 JANUARY, 21 NOVEMBER

The Mediation team met with teams responsible for providing information on disputes, first at GRDF and then at Enedis. The aim was to better respond to claimants' requests on certain technical points. Particular attention was paid to the rollout of Gazpar and Linky smart meters, which are a source both of new disputes regarding their implementation and of increased reliability, reducing future disputes.



### EEMG

16 AND 17 JUNE

The European Energy Ombudsmen Group (EEMG) held its annual meeting in Rome at the invitation of Edison Italy's mediation team.

The eight members of the group shared their pragmatic recommendations for progress and referred to their common position on the review of the ADR Directive (see p. 36).

**-30%**

**This is the significant fall in the number of referrals received from individual customers: 1,772 in 2022, compared to 2,527 in 2021.**



**441**

**The number of consumer mediation cases processed**

fell by 10% compared to 2022 (vs 490 in 2021). However, this figure remains high (vs 350 in 2018). In 80.2% of mediation cases, the claimant's dispute was with the subsidiaries that supply energy to individual consumers.

**Many fewer referrals and slightly fewer mediation cases processed in 2022.**

In 2022, the total number of referrals to the Ombudsman fell by 20% compared to 2021, dropping to 3,046 requests from individual consumers (vs 3,815 in 2021). Of these, 1,274 customer requests were not passed on by ENGIE's customer services. The number of referrals whose admissibility under Article L.612-2 of the French Consumer Code could be examined fell by 30% to 1,772 (compared to 2,527 in 2021). The number of referrals received that were eligible for mediation decreased slightly: 393 eligible requests in 2022 (down 2% compared to 2021).

According to the CECMC's rules, the 3,046 mediation requests received from individual consumers in 2022 (vs 3,815 in 2021) can be broken down as follows:

- 1,274 requests were rejected because they were outside the scope of consumer mediation, as per Article L.611-3 of the French Consumer Code (vs 1,288 in 2021);
- 1,410 referrals were deemed inadmissible (vs. 2,149 in 2020), including 1,379 from consumers who could not prove that they previously tried to resolve their dispute with the company by means of a written complaint in accordance with the terms of their contract, and 31 for other reasons, such as where the dispute is being examined by another ombudsman or outside the Ombudsman's competence;
- 362 referrals (vs 378 in 2021) were declared to be admissible out of the 393 referrals eligible for mediation (vs 401 in 2021).

**This analysis does not include the 48 mediations from 2021 that were processed in 2022 (including one that was inadmissible).**



**87%**

of the solutions proposed by the Ombudsman in 2022 were **accepted by the parties and duly implemented**, definitively resolving the disputes (compared with 90% in 2021).



**58,7 days**  
**The average time**

to process a mediation case was 58.7 days in 2022. Despite a difficult period linked to the energy crisis, this average lead time was stable: 58 days in 2021 and 63 days in 2020. This is thanks to the efforts made by the entire team, and the possibilities offered by homeworking.

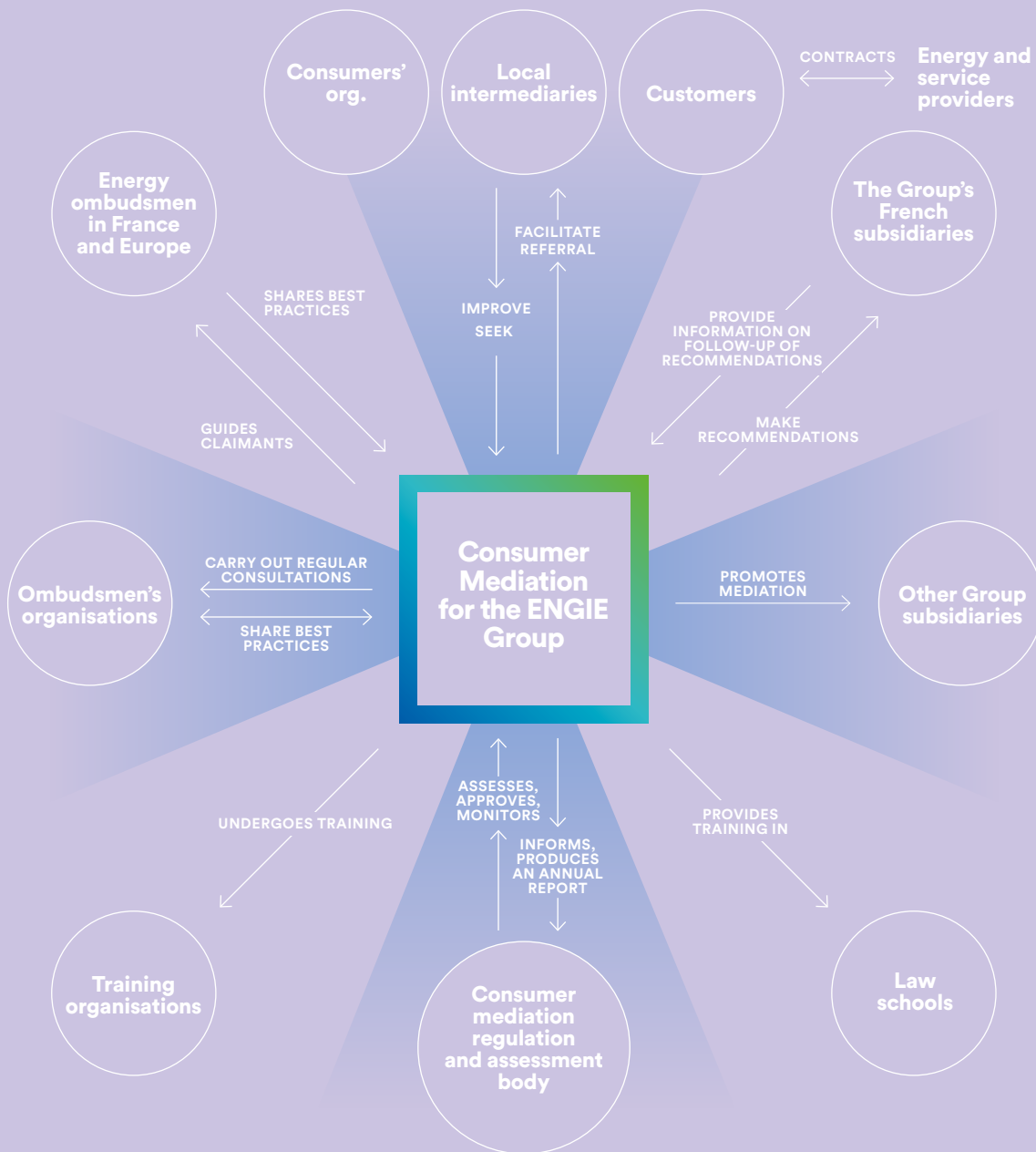


**91%**

of **claimants were satisfied** with the action taken by the ENGIE Group's Ombudsman in 2022 (compared with 92% in 2021).

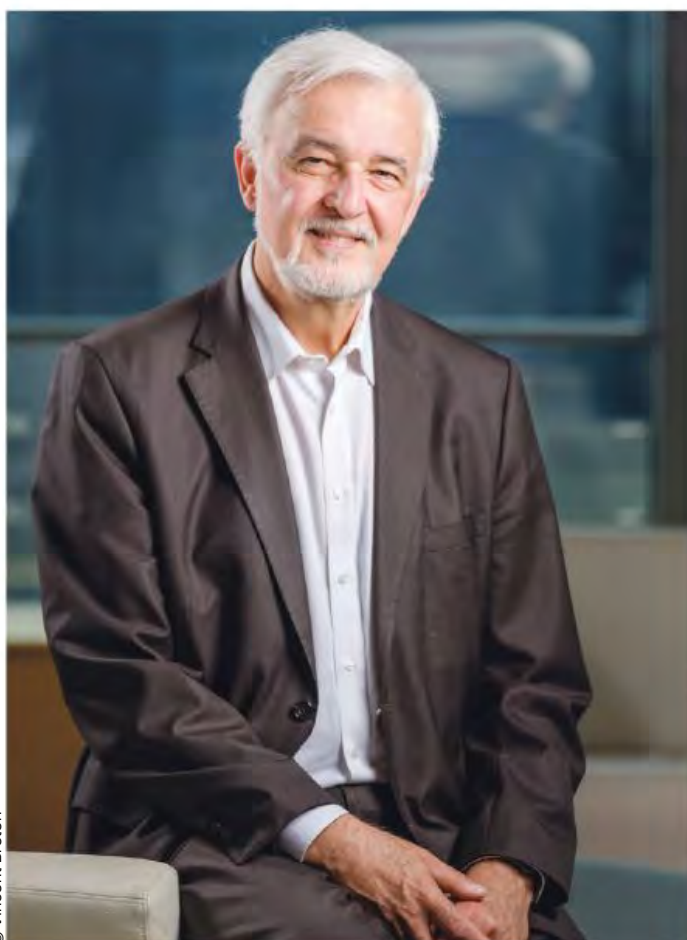
# THE OMBUDSMAN'S ECOSYSTEM

To fulfil his mediation duties, the ENGIE Group Consumer Ombudsman is at the heart of an ecosystem that includes numerous parties to legitimise, inform and organise his action.



# MEET THE OMBUDSMAN

## Jean-Pierre Hervé



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### PARCOURS

**1986-2013**

Effectue sa carrière professionnelle au sein du Groupe Gaz de France puis GDF SUEZ (projets, négociations, politique de la ville, relations externes, politique solidarité)

**2014**

Nommé Médiateur du Groupe GDF SUEZ

**2016**

Médiateur de la consommation pour le Groupe ENGIE, notifié par la Commission d'évaluation et de contrôle de la médiation de la consommation, auprès de la Commission européenne

**2021**

Renouvellement de son mandat pour cinq années par la même Commission d'État

The Consumer Ombudsman for the ENGIE Group since 2014, Jean-Pierre Hervé was approved as one of the first independent “Consumer Ombudsmen” in February 2016, for a term of five years. His mandate was renewed by the State Commission in February 2021. As a specialist in matters of mediation, consumer affairs, energy and energy efficiency, he draws on his expertise to serve all the claimants who refer to him, and the stakeholders who assist them (consumer organisations, institutions, legal departments).



Discover all the activity reports of the ENGIE Group Ombudsman

## What happened for the Mediation team in 2022, in the midst of an energy crisis in France?

**J.-P. H. :** This year has not seen any increase in consumer disputes as a result of this energy crisis. The Mediation team will probably see the impact of the crisis in the first half of 2023. The tariff shield seems to have been particularly effective for consumers (and this will be monitored in 2023), but may be complex to implement, particularly for ENGIE's customers with the market offer. For business customers,

however, the number of mediation cases increased significantly (+170%). While the ENGIE Group's Mediation service has seen a decrease in the number of mediation cases involving consumers (ENGIE's residential customers), this is the result of improved handling of complaints by certain entities, such as ENGIE Home Services or Enedis, for example. We had much lower numbers of mediation cases concerning ENGIE's electricity contracts. A basic observation remains: the better complaints are handled by the operating entities, the fewer referrals we receive. This seems obvious, but we are also fighting the misconception that in order to properly process customer requests, we should further broaden the criteria for admissibility to mediation. This would run the risk of independent mediation entities being transformed into "subcontractors" for handling complaints instead of the company!

Mediation is not a third level of complaints handling: it must remain the exception, an alternative if the dispute or the conflict with the company is not resolved.

### And what about the figures?

**J.-P. H. :** The number of referrals fell by 30%. We still receive a lot of premature referrals: this is mainly due to our high visibility (on contracts, on energy suppliers' and service companies' sites, on energy bills, and on my own independent website), which is a good thing. In 2022, we received 1,772 referrals and 393 mediation cases, with an improved inadmissibility rate (78% vs 84% in 2022). But having a claim deemed inadmissible never means the claimant is left without a solution: 100% of non-admissible requests were redirected (with the consent of the claimants) to the correct level of complaints handling by the supplier concerned. Ultimately, only 22% return to the Mediation team: this again demonstrates that the Mediation team must not replace complaints handling departments.

Mediation success rates (87%), along with the satisfaction rate (91%), remain at a high level. However, the Mediation team is observing more strained relationships than in past years, certainly due to the difficult social and economic context in 2022. As this change is likely to continue, active listening and legal analysis carried out by the Mediation team remain necessary and particularly relevant tools.

I would also like to mention the strong commitment of my entire team and their daily rigour in treating each mediation case as an individual process. I want to express my most sincere thanks to them.

“Active listening and legal analysis carried out by the Mediation team remain necessary tools that are particularly relevant to the current social and economic context.”

### What is the outlook for 2023?

**J.-P. H. :** First, we will monitor the implementation of the eight generic recommendations that the ENGIE Group's Mediation team made in 2022, two-thirds of which are already in place (the last third is currently being implemented). One of the strengths of the Mediation team is its ability to suggest positive changes to the relevant ENGIE divisions to prevent certain disputes from happening again. These recommendations can only be proposed based on situations encountered by the Mediation team.

Furthermore, I give ENGIE's divisions a "forum" in this report, so that they can explain the improvements they are making and that they will make in the following year in terms of handling their complaints. By helping to improve their systems and the quality of their responses to their customers, we will limit the need to resort to Mediation. Mediation must remain an alternative to the courts to avoid being inundated with too many simple requests. Finally, in 2023, the Mediation team will modernise and facilitate access to its online referral form, with an innovative tool that can be accessed directly via the claimant's smartphone, avoiding the need for a computer, scanner or printer. In addition, the site's FAQ pages – useful information that is frequently accessed by web users to find out about the various tariff shields – will continue to be developed in line with current events.

# EFFECTIVE MEDIATION

## through kindness

The Ombudsman attaches particular importance to building a diverse team made up of complementary profiles, with technical, legal, communication and marketing skills. These various areas of expertise are backed by shared values such as kindness.



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From left to right: Patrick Joly, Tatiana Mouafo Fofe, Luna Bayoumi, Bogdan Karpenko, Agathe Heusch, Sandrine Regnault, Ameline Kichenamourthy, Carla Drouin, Corinne Beaufiles, Camille Vo, Sandrine Hohl, Audrey Bouquet, Jean-Pierre Hervé.

**W**ithin the team, this kindness is reflected in the approach that each mediation officer takes with their claimants, with the constant objective of offering high-quality information and a fair solution.

The Mediation team is made up of qualified employees who form the core team. It also draws its strength from its constant renewal, with the arrival of trainee lawyers every six months. These trainees bring a fresh approach to practices, complementing that of the rest of the group.

The Mediation team also welcomes young people on work-study contracts who, in addition to processing cases, work on communication issues and the various regulations to be applied, particularly the GDPR. Recently, the Mediation team Legal Director was awarded an ombudsman certificate by the Conservatoire National des Arts et Métiers.

The Mediation team's employees all start their careers with a 15-day training course. This training aims to inform employees about the mediation process, negotiation techniques and active listening, which is very important in mediation. It ends with several discussions with the group's entities, allowing everyone to understand not only each other's roles but also the working methods that will

be put in place later. Indeed, any mediation is the result of collective effort.

All claimants have fully transparent and personalised support, with direct contact at the beginning and end of mediation.

They have a single contact person who takes the time to listen to their request and, at each stage of the mediation process, provides the relevant information needed when deciding to accept or refuse the proposed solution. In this way, claimants become true stakeholders in their cases. Furthermore, the Mediation team strives to respond to new needs by placing a particular emphasis on its website, but also by promoting its digital tools (including a form available directly on the site and updates). These tools contribute to the team's more direct relationship with the various stakeholders, claimants and entities.

Thanks to the many members of the team and the common values they share, 87% of cases lead to a favourable agreement.



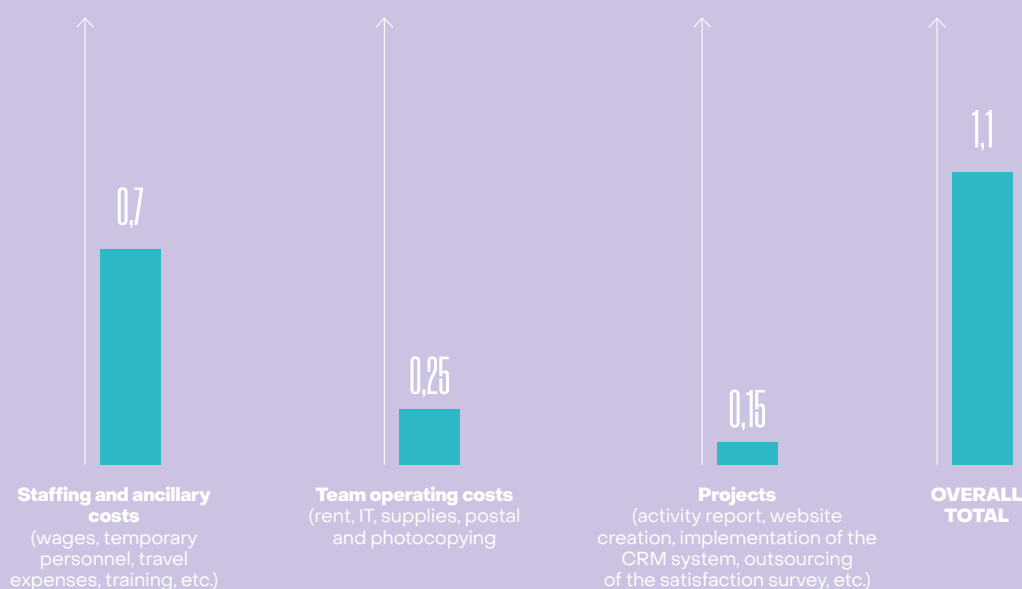
The 8 values of Mediation – the ENGIE Group Ombudsman ([mediateur-engie.com](http://mediateur-engie.com))

# The Ombudsman's resources

## A budget that is necessary and scaled to ensure effective and high-quality local mediation

The Consumer Mediation department's 2022 budget totalled €1.1 million. This budget has decreased for residential customers (an effect of the tariff shield) but increased for business customers as a result of the more intense activity stemming from the energy crisis. Additional resources were required to maintain mediation timeframes and quality. The main cost remains the workforce, since the ENGIE Group Mediation team favours a local approach: the Ombudsman and the mediation officers are in direct contact with claimants, by telephone, to support them and find a solution that can satisfy each party and is both lawful and fair. This year, spending was also targeted at technical improvements and improving the security of the website [mediateur-engie.com](https://www.mediateur-engie.com).

Given the growing number of cyberattacks in France, the Mediation team has made the checks and improvements required to ensure the site's security and to protect user data, including changing the statistical analysis and indexing assistance tools. Graphical improvements have also been made to the site and claimants' online accounts to improve users' access and understanding.



● "Consumer mediation" budget

# The 8 values of Mediation

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



## Independence

The independence of the Ombudsman is guaranteed by law, by a State commission, by compliance with legislative criteria, and through an independence of spirit. In this way, status and posture complement each other.



## Privacy

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



## Impartiality

The Ombudsman does not take sides.



## Listening

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



## Fairness

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

## Transparency

An annual assessment of the Ombudsman's work is presented in a report required by law and made available to all, including on its independent website.



## Neutrality

The Ombudsman ensures that each of the parties has an opportunity to express their opinion to the other party. The Mediation team is not involved in the claimant's dispute until the solution is proposed.

## Le respect

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

The Ombudsman ensures that each of the parties has an opportunity to express their opinion to the other party. The Mediation team examines all the requests it receives and handles them according to their nature.

After assessing whether they qualify for mediation and are admissible, these referrals are:

- if they are inadmissible by law, 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 telephone contact with the customer, "the 8 values of Mediation" are presented to the claimant. Particular attention is also paid to their expectations. After an in-depth examination of the case, incorporating both lawfulness and fairness, a personalised solution is ultimately proposed to the claimant, verbally and then in writing.

# independence

# The essential nature of the Ombudsman's independence

As a cardinal principle of consumer mediation, the Ombudsman's independence is guaranteed by the Consumer Mediation Assessment and Control Commission (CECMC) and by the conditions governing the Ombudsman's work.

European directives, French legislation and the theoretical principles developed by Judge Mirimanoff place independence at the heart of the Ombudsman's work. In France, the law provides that the Ombudsman must "perform his or her mission with due diligence and competence, with complete independence and impartiality."

The Ombudsman's independence is a source of confidence for potential claimants: they know that there will be a balance between them and the opposite party, the ENGIE Group. This trust allows the claimant to refer the matter to the Ombudsman, knowing that a lawful, fair and completely impartial solution will be offered (see pp. 16-17).

Because the Ombudsman is independent, he does not receive instructions from either party. He puts in place all necessary means to ensure he is fully independent during the performance of his duties. The Ombudsman's availability is therefore bound to his independence, which serves his sole aim of helping the parties find a solution that is consistent with their interests.

Unlike judges, who are naturally considered independent, the Ombudsman must justify his independence. The article "["Mediation and Justice: the same goal, different means"](#)" on the Mediation website explains this aspect. It is therefore essential that this independence is protected.

## The CECMC guarantees independence

The Consumer Mediation Assessment and Control Commission (CECMC) is a collegiate institutional body. The Consumer Code stipulates that it must be made up of "representatives of approved consumer organisations and representatives of the business, or those that form part of a national advisory body in the field of consumption or specific to a sector of activity under conditions fixed by decree"; and that its members are appointed for a term of three years, renewable by decree of the Minister of the Economy. Its mission is to assess the activity of consumer ombudsmen and ensure that their actions comply with the requirements of the Consumer Code. Stakeholders may refer matters to the Commission for

the purpose of monitoring the Ombudsman's work. The Commission then has a period of three months to issue a ruling (Art. L.615-13).

Furthermore, in addition to annual reports, ombudsmen must send to the Commission all information necessary to assess their activity every two years (Art. R.614-4). Finally, the Commission draws up and updates [a list of ombudsmen](#), which it forwards to the European Commission.

## Appointment of the ENGIE Group Ombudsman

In particular, the CECMC is responsible for the appointment of the ombudsmen known (misleadingly) as company ombudsmen (the term refers to the fact that unlike a sector ombudsman, they are the ombudsman for a single company only), whether that is a natural or legal person (organisation, federation, etc.).

The choice of Ombudsman is governed by law: precise criteria are defined by the Consumer Code (Art. L.613).

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 his or her term of office, the Ombudsman is prohibited from working for the business who employed him or her or for the federation of which this business is a member for a period of at least three years;
- (3) There can be no hierarchical or functional reporting relationship between the business and the Ombudsman while the latter is carrying out his or her role as Ombudsman."

## The conditions of the Ombudsman's work: guaranteeing independence

Legislation requires that the Ombudsman have a solid knowledge of consumer law so as to be independent of all parties. This requirement has been confirmed by an administrative judge. To ensure compliance with this criterion, the CECMC requires the Ombudsman to undergo continuous training in consumer law due to its evolving nature.

These training courses enable the Ombudsman to investigate mediation cases, considering both lawfulness and fairness, and to propose up-to-date solutions in line with the law in force. Thus, in 2020, the Ombudsman [took part in the training on consumer contract law](#) organised by the CECMC. This has enabled him to permanently monitor consumer law and energy law. These training courses are an opportunity for the Ombudsman to discuss such issues with specialists.

The Ombudsman is supported in his work by his Legal Director, Patrick Joly. Mr Joly has extensive legal knowledge in consumer law, energy law and civil liability. The Ombudsman turns exclusively to his Legal Director for any complex legal issues, guaranteeing his independence.

In addition to consumer law, the Ombudsman strives to have the necessary skills to master the substantive principles of mediation. He regularly organises training courses on various subjects (see pp. 4-5).

Furthermore, the Ombudsman ensures his independence by not having any additional employment, being remunerated regardless of the outcome of mediation, having a separate and sufficient budget, as well as having his own website. Finally, he has no hierarchical relationship with the ENGIE Group nor any conflict of interest with the parties to the mediation.

With these strong guarantees, the Ombudsman does not share the recommendation to extend the waiting period proposed by the CECMC (see box opposite), and makes alternative, concrete and pragmatic proposals to further improve the Ombudsman's independence.

1. Consumer Code, Art. L. 613-2

2. Article L.613-1 of the Consumer Code.

3. Administrative Court of Lille, 18 December 2020, no. 1803654.

4. CECMC, plenary, 17 July 2019.

5. [Mediation in the light of changes in consumer law – ENGIE Group's Ombudsman \(mediateur-engie.com\)](#)

## THE RECOMMENDATIONS OF THE ENGIE GROUP CONSUMER OMBUDSMAN AND CRITICISMS OF THE POSSIBLE EXTENSION OF THE WAITING PERIOD

**The Consumer Code provides that at the end of their term, an Ombudsman cannot work for the company that has employed them for a period of at least three years.**

**In order to strengthen independence, the CECMC would like to extend this waiting period by introducing it before the appointment of the Ombudsman.**

**The ENGIE Group Ombudsman believes that such an extension would be unnecessary and would impact the effectiveness of the current system.**

**While the public authorities believe that it is nevertheless necessary to make provisions on the subject of this waiting period, the ENGIE Group Consumer Ombudsman makes three recommendations:**

**1 - That as soon as a new “company” ombudsman is appointed, they issue a statement on their independence from the company.**

**2 - That the mediation process could be covered by an agreement (made public) between the company and the ombudsman to make the break in the hierarchical or functional link with the company visible (if necessary), in addition to what is already provided for by the law. This could include describing the ombudsman, their role and principles of action (independence, impartiality and neutrality), and setting deadlines for the company's response in the investigation of disputes and the acceptance and implementation of the solution proposed by the ombudsman. This agreement could be made public and the ombudsman would report annually on its implementation in their annual report.**

**3 - Where necessary, to increase the power of consumer organisations in the appointment process, the appointment of the ombudsman could require the positive vote, not only of the majority of the members of the appointments body, but also of the majority of the represented organisations.**

**These proposals would be much more effective at creating the necessary “break” than a waiting period.**

# THE SPECIFICS

## of consumer mediation for ENGIE Group

Mediation is an amicable dispute resolution method. The mediation process in place at the ENGIE Group has several specific features.

The values and specific way of working used by the Mediation service for the ENGIE Group enable it to find solutions that are satisfactory to all parties.

### **Create an atmosphere of trust between the parties and the ombudsman**

The first point that illustrates the unique features of the Mediation service for the ENGIE Group, and is the first step in creating a relationship of trust, is the “entering into mediation” call, also known as the “eight values call”. In this call, we explain the Mediation team’s eight values, in particular independence, to the claimant. The aim is then to gather details that were not included in the file we received.

But it is also about understanding the consumer’s feelings and expectations in order to best respond to their request.

This call also aims to explain the various stages of case handling to claimants so they have an idea as to the deadlines involved and to reassure them that, from now on, their case is in the hands of a single person who will be responsible for finding answers and ultimately proposing a solution.

Another point that makes us unique is that we share information with the claimant throughout the mediation process.

We inform claimants of the status of their case.

We also answer their questions and contact them

if we need additional information from them.

This is a relationship based on interaction between the claimant and the mediation officer.

Finally, once a lawful and fair solution has been established by the mediation officer, then approved by the ENGIE Group’s Ombudsman, we not only detail this proposal in writing, but we also take the time to explain this solution to the claimant by telephone. This involves both providing information to the claimant to ensure that they understand all the ins and outs of the solution while also obtaining their consent directly. If this is not possible, then we give the claimant a period of time in which to reflect so that they have time to consider our proposal and get back to the Mediation team.

This proximity to the parties set up by the Mediation team for the ENGIE Group is a key factor in the success and effectiveness of mediation.

### **Do not become a customer service department**

We ensure compliance with complaint levels. In order to judge claimants’ admissibility for Mediation, we carefully verify that they have first contacted ENGIE’s customer service and consumer service, without having obtained a satisfactory outcome.

We also check that the dispute in question falls within the remit of the ENGIE Group’s Mediation service. For example, it sometimes turns out that the case only relates to gas or electricity distributors, such as GRDF or Enedis.

Whenever cases are inadmissible, we take care to tell claimants why we cannot admit their cases and direct them – unless they disagree – to the team who will be able to take care of their case.

### **An alternative to the courts, not to the company’s handling of complaints**

Under the Consumer Code, it is a regulatory requirement for us to carefully check the admissibility

of the cases submitted to us. This also avoids unnecessary overload at the Mediation level and gives ENGIE's sales divisions an opportunity to resolve the complaint. Making the admissibility criteria too broad by taking mediation cases earlier would unavoidably lead to lower-quality and less close case handling, as we would have less time to give each claimant. In addition, for each entity, there is a customer service department but also, at the ENGIE department level, a national consumer service department that is responsible for doing its best to find a solution to a dispute before it reaches the Mediation team.

### **The difference compared to conventional mediation**

The very essence of mediation is to get the parties to find a solution that is acceptable to all.

The Ombudsman's role is to help the parties reach an agreement.

While conventional mediation generally involves trained professionals, the Consumer Ombudsman must manage an asymmetric relationship between the consumer and ENGIE. As such, seeking an acceptable solution often requires an informative approach, in particular for the claimant. The ENGIE Group's Consumer Ombudsman may therefore be required to provide explanations on how energy use is measured or on billing, in order to ultimately help the consumer come to a decision.

It is important to remember that the Ombudsman is not subordinate to ENGIE in any way. He therefore receives no instruction from ENGIE and takes all the time needed to investigate each file in depth, which allows him to adopt a position that is both lawful and fair.

While the Ombudsman may help to inform certain claimants, he may equally seek to inform the Group's entities. In such cases, the Ombudsman will indicate anomalies that he has been able to identify, but above all, he will also make occasional recommendations.

**The team attended a legal workshop, where participants asked themselves key questions to make sense of their role and behaviour. Here are the results.**

- **Fairness**

**In my proposed solutions**

**In my annual report**

**On the Website, on its pages**

**Fairness, I write your name.**

**And yet.**

**Fairness may seem to be something obvious, a natural concept for all.**

- **What? What is fairness? A different way of resolving a dispute, of judging?**

- **Why? Only to resolve a dispute or to bring about justice by rebalancing an unequal relationship between the parties?**

- **How? Through a practical result that is more arithmetic than legal or through an all-encompassing, constant approach? Or perhaps by demonstrating particular flexibility in assessing a situation so that the subjective truths of the parties outweigh the objective truth of the law, when everyone agrees?**

- **How? Would it not ultimately be a component in the Ombudsman's examination of the case, of their neutrality, their impartiality?**

These are intended to eliminate a problem that goes beyond a claimant's file, and are more general in nature. Taking these recommendations into account may not only result in fewer disputes arriving at the Mediation stage, but decrease complaints more generally.

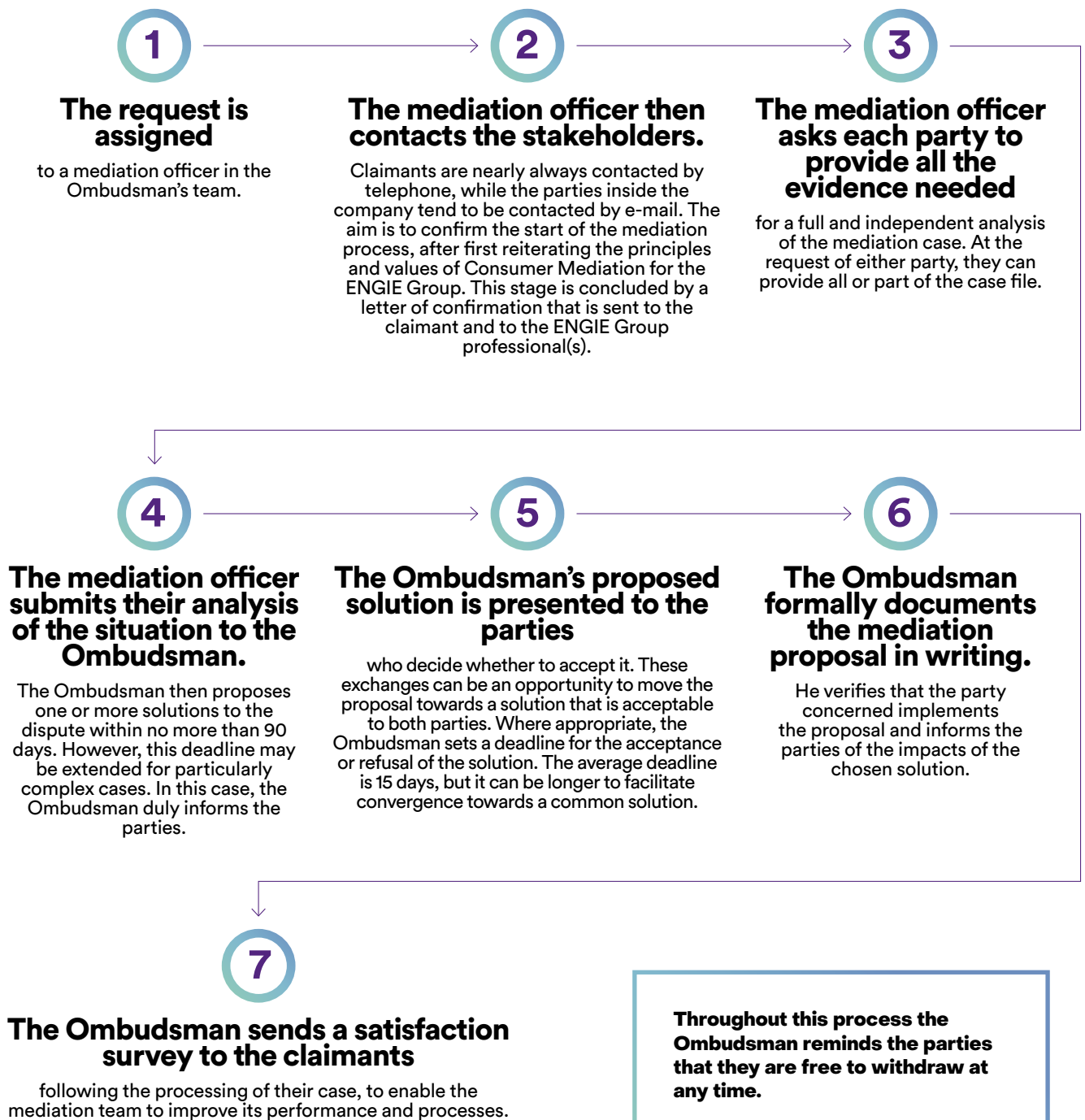
As a matter of principle, the Ombudsman must be neutral. Neutrality is one of the essential values of mediation. Nevertheless, unlike a conventional ombudsman, due to the in-depth examination of the case and the obligation to ensure compliance with the provisions of the Consumer Code, the Ombudsman is required to break free from neutrality and adopt a position, as a judge would do. The difference is that the proposed solution is never imposed:

the parties must decide whether to follow it.

The Ombudsman nevertheless remains impartial. He has no prejudices or preconceptions when he looks at a case. He is fair in his examination of the elements submitted to him by the parties to mediation.

# Flexibility serving alternative dispute resolution

These are the steps followed by the Consumer Ombudsman in response to a request that is eligible for mediation.



# performance

# HIGH-QUALITY

## mediation in spite of the energy crisis

An update on the 2022 figures for Consumer Mediation for the ENGIE Group, which managed to maintain high-quality work despite tensions around energy.

**W**hen the ENGIE Group Consumer Ombudsman receives a referral, he initially examines it to check that it falls within his remit. Note that the Ombudsman intervenes in accordance with the provisions of the French Consumer Code (Article L.616-2) and the contractual provisions between ENGIE and its customers, in instances where:

- the customer service department (level 1) and the national consumer service department (level 2) have responded to the complaint by replying to the customer (in writing), or neither level has replied within two months;
- the customer is dissatisfied with the reply (in which case a dispute arises);
- the claimant voluntarily files a request for mediation with a view to achieving an amicable resolution to the dispute as a last resort. Article L.616-2 provides for situations of non-admissibility.

To perform a factual assessment of the proper functioning of the complaint processes of the ENGIE divisions concerned, in 2022, the Ombudsman proposed that admissibility criteria be extended in situations where the claimant contacted the customer service department at least three times without obtaining a satisfactory response and where ENGIE did not directly transfer the case to level 2 on its own initiative (see the diagram opposite and see also pp. 30-31).

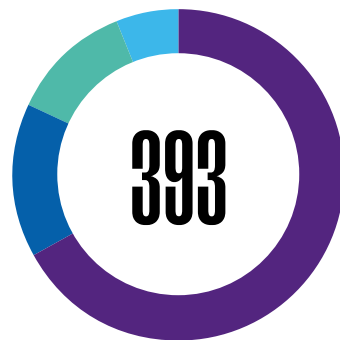
The ENGIE Group's Mediation team meets each year with ENGIE's divisions (and indicates this in its annual report or on its independent website) to analyse the performance of their complaints system.

The aim is to prevent the Mediation team from being overstretched as a result of poor complaints handling by the company.

Mediation must remain an alternative to the courts, and not to the company's complaints departments.

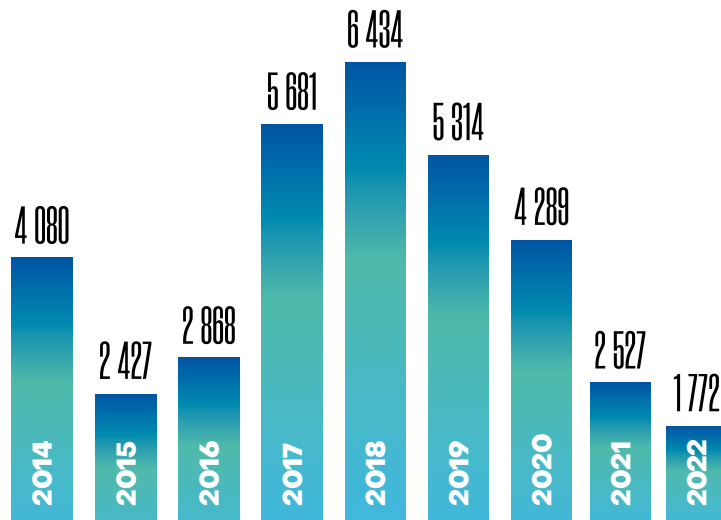
When a referral is considered admissible, within 48 hours on average, the claimant receives a letter confirming receipt of their request and their eligibility for mediation (based on the information available). If the claimant sent his request to the wrong body, a letter informs the claimant, on the basis of the information at the disposal of the Mediation

### Extension of the admissibility criteria for mediation cases received



- Dissatisfaction with consumer service: 264
  - No response from consumer service: 58
  - Back-and-forth between customer service: 48
  - No response from customer service: 23
- 1/3 {

## Annual number of consumer referrals received in 2022



In 2021, the Ombudsman changed the rules for the analysis of statistical data in the activity report.

Since 2021, referrals that include a customer request concerning a supplier (such as receipt of a cheque, setting up a payment plan, etc.) are recorded under the heading “Referrals refused as being outside the Ombudsman’s scope of competence”, as per Article L.611-3, which stipulates in particular that “the mediation of consumer disputes does not apply to complaints made by the consumer to the business’s customer service department”.

This explains why the graph shows a sharp decrease in the number of actual referrals received in 2021 and 2022, within the meaning of the Consumer Code, compared to the figures presented in previous annual reports. In 2022, the Ombudsman received 1,274 referrals considered to be customer requests (vs 1,288 in 2021).

The 1,772 referrals received (which fall within the scope of consumer mediation according to Article L.611-3) and analysed for admissibility by the Ombudsman included 1,579 referrals that were “temporarily” inadmissible and 393 referrals that were eligible for mediation at that stage. This means that the number of actual referrals received fell by almost 30% between 2021 and 2022.

It should be noted that the Mediation procedure for referrals “rejected as outside the remit of the Ombudsman” remains the same and consists of sending them to the supplier for handling.

team, of the entity that will reply (unless the claimant wishes otherwise). The different stages of the process and the different cases that arise are presented in the section headed “The mediation process” (see p. 18).

In most cases, it is the customer who refers the matter directly to the ENGIE Group’s Consumer Ombudsman. However, if ENGIE Group companies are at deadlock with the claimant, they can also refer the matter on to the Ombudsman. That notwithstanding, the consumer’s prior consent to entering into mediation must always be sought: Mediation cannot refer cases to itself.

### Many fewer real referrals, slightly fewer mediation cases

In 2022, the total number of requests received by the Mediation team for the ENGIE Group decreased significantly: -20% compared to 2021, or 3,046 residential customer requests (vs 3,815 in 2021). These figures include 1,274 requests from customers not passed on by ENGIE’s customer services and complaints teams. They may not constitute admissible referrals within the meaning of Article L.611-3-2° of the French Consumer Code. The number of referrals whose admissibility in accordance with Article L.612-2 of the French Consumer Code could be examined is 1,772 (almost 30% lower than 2021). This reduction is partly explained by the government’s

**87%**  
of claimants  
accepted the  
solution proposed  
by the Ombudsman

implementation of the tariff shield, but above all by improved complaints handling by certain divisions, such as the electricity distributor Enedis, which has seen a significant decline in its complaints, and ENGIE Home Services (see pp. 30-31). However, the number of referrals received that were eligible for consumer mediation only reduced slightly, with 393 eligible requests in 2022 (-2% compared to 2021).

In 2022, the Ombudsman also finalised 48 mediation cases that were received in 2021. Following the broadening of the admissibility criteria, the Mediation team notes that approximately one-third of the cases admissible to Mediation should not have been received, but should have been dealt with by ENGIE’s customer or consumer service departments.

### ENGIE energy supply: 80.2% of consumer mediation cases

The ENGIE energy supply subsidiaries (with the regulated tariff offer, Regulated Tariff division (DTR), or the market offer, Consumer division (DGP), or the fully digital market offer with ENGIE Happ-e) manage several million customers and energy contracts. They are the main subject of referrals: 80.2% of consumer mediation cases received by the Ombudsman concern them. The remaining 19.8% of cases are divided between the subsidiaries ENGIE Home Services (EHS), Entreprises & Collectivités (FideloConso offer),

and those managing Energy Saving Certificates (see below).

**Billing and payment problems**

Like in 2021, mediation cases in 2022 predominantly concern billing or payment problems (61.8% in 2022, compared to 68.1% in 2021), due to a poor understanding of gas and electricity consumption levels and/or metering problems. As last year, electricity-related cases make up the majority, although there has been a sharp decline in referrals in this area. The “contract” category – which corresponds to tariff disputes, particularly on renewal, or difficulties with terminations – increased by almost 6 points (13.7% in 2022 vs 8% in 2021). This reveals the impact of new offers from suppliers during periods of volatility and rising energy purchase prices – an increase reflected in energy sale prices (within the limit allowed by the tariff shield).

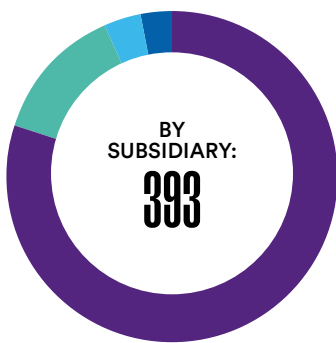
The “energy equipment” category fell by about 2 points (12.5 per cent in 2022 vs 14.2% in 2021). This category relates to requests regarding the installation, repair, servicing and maintenance of individual boilers, heat pumps or solar panels. Other reasons for mediation are less common, as in previous years.

**64%**  
of complainants contacted the Ombudsman by letter in 2022

Complaints about the FideloConso offer, marketed by ENGIE Entreprises & Collectivités until 30/06/2022, stabilised in 2022, with just 12 mediation cases (the same as in 2021 and 2020), compared with 16 in 2016. This offer consists of determining individual heating and hot water costs for dwellings with collective heating by natural gas. For this offer, since 2015 the ENGIE Group’s Ombudsman has made a number of general recommendations that continue to bear fruit. Concerning the mediation cases involving ENGIE energy suppliers (DTR, DGP and Happ-e contracts), the majority of referrals to the Ombudsman were for the same reasons as in 2021: disputed consumption, inversion of supply points, faulty meters or incorrect meter readings, and finally problems concerning the payment of energy efficiency certificate (EEC) bonuses.

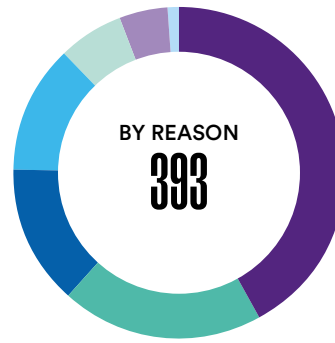
In 2022, the Mediation team noted a four-point reduction in mediation cases concerning the subsidiary ENGIE Home Services, which provides boiler maintenance services for residential customers (13.5% in 2022 vs 17.2% in 2021), falling from 69 mediation cases to 53. This is the result of improved handling of complaints and mediation cases in the subsidiary (see pp. 30–31).

**Eligible requests for consumer mediation**



- 80,2% ENGIE energy supply for households\*
- 13,5% ENGIE Home Services
- 3,6% ENGIE Entreprises & Collectivités customers (FideloConso offer)
- 2,7% TEKSIAL, ENGIE Solutions, My Power, Certinergy

\* (including Happ-e)



- 42,2% Consumption
- 19,6% Payment and billing
- 13,7% Contract
- 12,5% Energy equipment
- 6,4% Energy efficiency certificate offer
- 4,6% Technical distribution
- 1% Customer care, advice, guidance

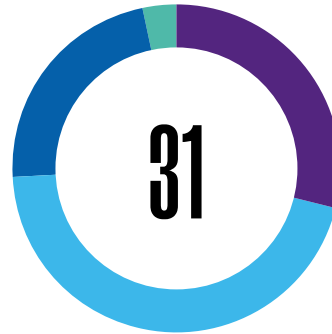
### Consistently high standards of mediation in 2022

In 2022 the Ombudsman maintained the high standards of case handling set in December 2014. His ambition is to seek a positive solution for each party. 54% of cases were processed within two months of receiving the request, even when the case files were incomplete.

In 2022, of the 393 referrals received from consumers that were eligible for mediation, 362 (vs 378 in 2021) were mediated and 31 (vs 23 in 2021) were not “admissible”. In 2022, the ENGIE Group’s Mediation team also handled 48 mediation cases concerning referrals received at the end of 2021, one of which was not admissible. Therefore, in 2022, the ENGIE Group’s Consumer Ombudsman handled 409 mediation cases, or 12% fewer than in 2021 (466 mediation cases). These cases can be broken down as follows:

- 341 admissible mediation cases closed:
  - of which 340 were completed with a response from the claimant:
    - 294 with the solution accepted by the parties (vs 376 in 2021)
    - 46 with the solution refused by one of the parties (vs 40 in 2021)
  - 1 mediation process was not completed, which represents 0.3% of mediation cases admitted (vs 0.5% in 2021); this mediation process was ended because the claimant withdrew.

### Inadmissible requests for consumer mediation



- Sent to the MNE by the Ombudsman: 9
- Outside the remit of the Ombudsman/the Ombudsman refused to mediate: 14
- The claimant chose the MNE: 7
- Customer in legal proceedings: 1

### Satisfaction, a key issue for Mediation

Every year since 2009 the ENGIE Group Consumer Ombudsman has polled claimants to measure their degree of satisfaction with the handling of their cases. Here are the main results.

For claimants whose requests were processed (a 56% response rate, 147 responses out of 376 requests), we were able to analyse their degree of satisfaction concerning:

- processing time: 91% in 2022 (vs 86% in 2021);
- comprehension of their dispute: 86% in 2022 (vs 93% in 2021);
- the quality of discussions while their case was being examined: 89% in 2022 (vs 92% in 2021);
- the quality of the solution put forward to resolve the dispute: 65% in 2022 (vs 78% in 2021).

Overall, satisfaction with the Ombudsman’s work remains high and steady compared with 2021. 91% of claimants were satisfied with the Ombudsman’s work, vs 92 % in 2021, 90% in 2020, 86% in 2019, 84% in 2018 and 85% in 2017. This improvement in satisfaction is mainly due to the Mediation team’s strong commitment to resolving the requests they handle, despite claimants becoming more demanding.

Lastly, 82% of claimants (compared with 87% in 2021, 86% in 2020, 74% in 2019 and 76% in 2018) said they would recommend the Ombudsman to their friends and family.

This level of demand on the Ombudsman explains why **87% of claimants accepted the proposed solution to their dispute.**

● 68 mediation cases received at the end of 2022 and still under investigation at the beginning of 2023

The proportion of consumer referrals for mediation that were dismissed in 2022 was up compared to 2021 (8% in 2022 vs 6% in 2021). The reasons for rejection of these 31 referrals, summarised in the graph on p. 23, are as follows:

- 14 referrals outside the remit of the Ombudsman, including 11 disputes involving two suppliers or another company and 3 outside ENGIE's scope;
- seven referrals sent to the National Energy Ombudsman (MNE), according to the agreement signed with the ENGIE Group's Ombudsman in 2015;
- nine referrals where the claimant chose the NME after simultaneously contacting both ombudsmen;
- one referral already dealt with by the courts.

Furthermore, in 2022, one mediation case received in 2021 was closed as inadmissible for mediation as it did not fall within ENGIE's scope.

The average time to process a mediation case was 58.7 days in 2022. 54% of mediation cases were resolved in under 60 days and 86% in under 90 days (the most complex ones). In spite of the energy crisis and the broadening of admissibility to include the complex case where disputes were passed back and forth within the customer service department, the average lead time remained almost identical to the 58 days

**86%**

**of mediation cases were processed in under 3 months in 2022**

reached in 2021 (vs 63 in 2020). Remember that the processing deadline laid down by the French Consumer Code is 90 days. For the ENGIE Group Consumer Mediation service, the starting point for this period is the date of receipt of the request, even if the case file is far from complete.

It should be noted that the vast majority of cases received for mediation were complex, with several simultaneous issues, which considerably extends the length of the investigation, both for suppliers or distributors and the Ombudsman.

The percentage of disputes resolved amicably in 2022 was 87% (vs 90% in 2021). Despite a slight fall from the previous year, a high level of quality was maintained. This steady level is due first and foremost to the unwavering commitment of the ENGIE Group's whole Mediation team to finding a just, fair and lawful agreement between the two parties. This result is also due to the mediation process itself. This process requires close collaboration with every claimant. First of all, by listening closely to the claimant and taking into account their real expectations, but also by making each claimant take responsibility for resolving their own dispute, by "questioning them, so that they can question themselves". Mediation cases in which solutions were refused rose slightly in 2022 to 13.5% (vs 10% in 2021).

In 2022, 64% of mediation cases were referred by e-mail (vs 56% in 2021), 6% via an e-mail in the name of the ENGIE Group Consumer Ombudsman and 30% from the online form.

The percentage of solutions proposed by the

## Quality criteria in decree no. 2015-1382 of 30 October 2015 on consumer dispute mediation

| % of disputes resolved amicably = mediation cases accepted/ (mediation cases accepted and rejected)  | Definitions   | Value/2022 Rate |
|--|---|-----------------|
| a/ The number of disputes referred for mediation and the reason for the dispute  | Number of mediation cases and reasons (type of complaint)   | 393             |
| c/ The proportion of disputes refused for mediation and an assessment (expressed as a percentage) of the different reasons for refusal   | % of mediation cases rejected = requests not referred to mediation, "refused by the Ombudsman" as outside his remit/total mediation requests received                         | 3,6%            |
| d/ The percentage of interrupted mediation processes and the main reasons for such interruption  | % of mediation cases interrupted = Aborted/processed mediation cases  | 0,3%            |
| e/ The average time required to resolve disputes in days   | Average dispute resolution time   | 58,7            |
| h/ For ombudsmen paid or employed exclusively by a business, the percentage of solutions proposed in favour of the consumer or business, and the percentage of disputes resolved with an amicable solution | % of solutions in favour of the claimant = (mediation cases accepted and rejected – referral to the MNE – refusals by the subsidiary)/(mediation cases accepted and rejected) | 96,8%           |
|  | % of solutions in favour of the claimant = % satisfied with the ENGIE Group's Ombudsman's intervention  | 91%             |
|  | % of disputes resolved amicably = mediation cases accepted/(mediation cases accepted and rejected)  | 87%             |

# 100%

**of the solutions proposed by the Ombudsman were implemented by the ENGIE entities**

ENGIE Group Ombudsman in favour of the claimant was almost entirely stable at 96.8% (vs 97.8% in 2021). This percentage is consistent with the reasoning set out in the 2015 activity report as presented in February 2016 to the Consumer Mediation Assessment and Control Commission. When the claimant and supplier accept the solution proposed by the Ombudsman, it is adopted in most cases. There were only 11 cases in which the solution was not adopted in 2022. They concerned claimants who disagreed with the solution, who either abandoned their request or referred it to the MNE, but without achieving a different conclusion to their dispute. The ENGIE entities applied 100% of the solutions proposed by the Ombudsman. However, if one considers that the percentage of solutions proposed in favour of the claimant reflects satisfaction in the Ombudsman's work, the percentage is 91%, according to the ENGIE Group Mediation service's 2022 satisfaction survey. This is the reason why the Ombudsman suggests that this percentage should be defined more precisely and standardised in a future version of the 2015 decree.

1. See the corresponding criterion in the table entitled "Quality criteria of decree 2015-1382 dated 30 October 2015" on p. 24.  
2. 441 taking into account mediation cases that were judged inadmissible.

## A convention that is respected

In 2015, the National Energy Ombudsman (MNE) and the ENGIE Group Consumer Ombudsman signed an agreement. A review of its operational implementation has been carried out, just like every year since it was signed, as provided for in the agreement itself. The agreement's provisions include:

- each Ombudsman highlighting the contact details of the others to inform consumers of their possible options of recourse and choose their Ombudsman;
- reciprocal transfers of cases they cannot handle because they fall outside their remit;
- an annual assessment of the agreement and publication of the assessment in each ombudsman's annual report.

All these criteria have been met, as:

> Concerning the highlighting of their respective contact details:

- both Ombudsmen refer to one another on their websites;

- they have put the signed agreement online;
- in addition, the ENGIE Group Consumer Ombudsman informs claimants of the possibility of recourse to the MNE, both in his letters and in his e-mail responses, if the proposed solution is refused.

> For transfers (the number of which is comparable to last year):

- the ombudsmen have referred cases outside their remit to the other ombudsman;
- they also assess the situation when they are simultaneously contacted for the same request, and potentially hand the case over where necessary;
- lastly, and as also provided for by the French Energy Code (Article L.122-1), the MNE has handled the cases of claimants who appealed to it because they disagreed with the amicable solution proposed by the ENGIE Group's Consumer Ombudsman.

More specifically, the following cases were transferred in 2022 (source: the ENGIE Group Consumer Ombudsman):

| Transfers                           | Outside remit/competence                             | Claimants who applied to two ombudsmen in parallel or whose case was first submitted to the MNE | Claimants submitting their case to the MNE after mediation by ENGIE |
|-------------------------------------|--|---|---|
| From the ENGIE Ombudsman to the MNE | 9 (switching suppliers or another supplier involved) | 7   | 11  |
| From the MNE to the ENGIE Ombudsman | 1 (source: MNE)                                      | 0   |   |

# influence

# Recommendations properly implemented in 2022

The discussions conducted by the Ombudsman throughout the year with ENGIE Group’s divisions and consumer organisations highlighted areas where the company can progress. The review of the implementation of the six recommendations made by the ENGIE Group Mediation team in 2021 is encouraging. All the divisions concerned have stated their intention to follow these recommendations.e.

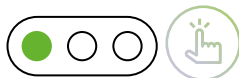


- 2/3 of the recommendations made in 2021 have already been implemented
- 1/3 of the recommendations made in 2021 are in the process of being implemented

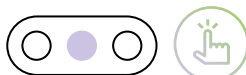
## CONSUMER DIVISION (DGP)

### CONTRACT

**“Check the existence of proof of subscription to an energy contract concluded by cold calling”**



**“Pay particular attention to changes to the names on the contracts.”**



## CONSUMER DIVISION (DGP)

### ENERGY-SAVING BONUS

**“Energy efficiency certificates, guide the customer, clarify requests and make them explicit, deal with them quickly and be consistent in the requests that are made.”**



## CONSUMER DIVISION (DGP), HAPP-E

### BILLING AND CONSUMPTION

**“Ensure the energy transition law is always applied and that the corresponding wording is featured in the adjustment bill.”**



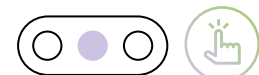
**“Share a method of applying the energy transition law between energy suppliers and the Ombudsman”**



## CONSUMER ENERGY SUPPLIERS

### CUSTOMER CARE, ADVICE AND GUIDANCE, COMPLAINTS PROCESSING

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



# Precise and targeted recommendations

The ENGIE Group Consumer Mediation service has used the referrals it received in 2022 as the basis for several recommendations.

## CONSUMPTION

### Consumer division (DGP)

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

#### Observation

In the customer space on the supplier’s website, consumption data may be inaccessible for several weeks. Increasingly digitalised processes among suppliers will increase the number of problems of this type, even though customers increasingly want to limit their energy use, which is impossible without access to their consumption data.

#### Recommendation

Where customers who have agreed to the electronic management process cannot manage their consumption data in their online customer space, this is inconsistent with the Energy Code and Article D224-26 of the Consumer Code. This is the Mediation team’s conclusion. The supplier could create a dedicated support channel for advisors to quickly identify the cause of the problem, centralise requests and improve the training of advisors so they are better able to address such issues and speed up their resolution.



## THE MEDIATION PROCESS

### Consumer energy suppliers

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

#### Observation

The Mediation service processes a large number of referrals for consumer mediation that in fact are complaints. However, it proposed extending its admissibility criteria with the aim of providing factual information on the proper functioning of ENGIE divisions’ complaint processes. In 2022, out of the 393 mediation cases received for residential customers, one third were cases that had gone two months without reply from customer or consumer services and cases that bounced back and forth within customer services without a proposed solution. This represents 2 FTEs in the Mediation team.

#### Recommendation

Energy suppliers need to improve their complaints management processes to prevent referrals being made on the basis of complaints, without any evidence of a prior attempt to resolve them, due to a failure to respond to written complaints within two months, or due to customer requests being bounced back and forth for two months. For example, this could involve being proactive by directly referring complaints that may have gone back and forth in within the customer services department, and then offering to hand over the case to the experts in the national consumer services department to resolve the situation.



### GRDF

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

#### Observation

Sometimes the distributor suspects fraud on a case that has been accepted for mediation. It may decide to launch a judicial investigation. This will, by its nature, take longer than the mediation process would take. The Mediation team conducts its analysis independently and proposes a solution in accordance with the law.

#### Recommendation

Allegations of fraud require evidence. In the face of possible fraud involving a claimant, the distributor must take a position as soon as mediation begins, regardless of whether legal proceedings are continued. If it chooses to proceed via the courts, there can be no mediation. If GRDF chooses to enter into mediation, the consequence of this will be the application of the proposed solution found at the end of the mediation process, including dropping all proceedings and dismissing the notion of a potential fraud attempt.



BILLING AND PAYMENT

Happ-e

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

Observation

On the customer bill, information may be missing or inaccurate following malfunctions in the supplier's computers: the nature of the meter readings may not reflect reality; elements related to meter removal/installation may be faulty.

Recommendation

The supplier must put in place the means to issue customers with bills that meet all the requirements of the NOR EFIC1124216A decree of 18 April 2012, known as the “billing decree”. In particular, it must specify the exact nature of the readings and the elements related to the services performed and must also carry out a systematic verification process.



Consumer division (DGP)

“Consistently verify that the energy transition law is applied for unusually high bills based on estimated readings.”

Observation

Where annual bills are underestimated, the annual adjustment bill for the following year may prove to be significant. In the event that readings for a given year N could only be estimated and no readings (or self-readings) took place, the billing for year N+1 cannot include more than 14 months of actual consumption.

Recommendation

When the bill is unusually high and the readings have been estimated, there is a strong presumption that the bill is covered by the Energy Transition Law. It would be useful for the supplier to consistently verify that the Energy Transition Law is applied.



Consumer energy suppliers

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

Observation

To correct certain errors, the supplier may be required to carry out a complex accounting operation requiring bills to be cancelled, then reissued. The customer therefore receives several documents at the same time, making it difficult to understand the final billing. These situations require written and oral support for the customer to avoid transferring the explanation process to the Mediation team.

Recommendation

An explanatory letter from the supplier, as mentioned in Article 10 of the billing decree, would be appropriate and relevant, as already indicated in a recommendation from the Mediation team. Ideally, a detailed account overview is expected. The consumer service department could draw up this accounting overview. As a minimum, the customer service department should send a letter identifying in particular the reasons for this complex billing and the order in which bills sent simultaneously should be read. Finally, calling the customers concerned would also be valuable as an addition to the explanatory letter.



CONTRAT

Consumer division (DGP)

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

Observation

According to Article L.224-3 of the Consumer Code, “the supply of electricity or natural gas shall specify, in clear and comprehensible terms, the prices of these products and services at the date of the offer and, where applicable, the conditions under which these prices may change, including the means by which the updated information on all applicable tariffs is made available”. Questions can be asked about whether there is sufficient clarity around the indexation to the regulated tariff and the times at which prices are revised.

Recommendation

The supplier could expand on the clause describing the indexation to the regulated tariff and, in particular, clearly specify these aspects, which are essential for understanding the indexation mechanism and therefore price changes.



CUSTOMER CARE, ADVICE AND GUIDANCE, COMPLAINTS PROCESSING

Consumer division (DGP)

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

Observation

Sometimes, the supplier debits the account of an over-indebted customer by the amount stated in the over-indebtedness plan, while

the Banque de France's Over-indebtedness Commission has recommended that the supplier cancel the debt and a legal ruling has given force to that recommendation. ENGIE has duly identified the debt amount but has not updated its computerised accounting processes.

Recommendation

The supplier should change the automated accounting reconciliation rules as applied to settlement plans in the event of over-indebtedness.



# Improving complaints handling, a virtuous circle

Mediation requests made by claimants are closely linked to the handling of complaints. It is essential to continually improve how they are handled to prevent Mediation from becoming a subcontractor for customer services.

In the previous annual report, the ENGIE Group Consumer Ombudsman highlighted CECMC proposal no. 2. This was aimed at broadening the admissibility of referrals to the Ombudsman when a response from customer service was unsatisfactory, without having to go through the national consumer service department, as provided for in ENGIE's energy contracts.

The existence of two levels of treatment – one “local”, through customer service, the other “national”, through national consumer service – ensures that all customers receive equal treatment and remains very highly efficient. Creating more than two levels may seem to be a barrier to accessing consumer mediation.

However, complaints should not come to the Mediation team too early. The strength of the Mediation team lies in the fact that they do not handle complaints in the company's place. This prevents companies from being relieved of their duties and stops the Mediation team from becoming a subcontractor for customer services. If this were the case, the process would no longer be beneficial: it could encourage companies not to improve their complaints handling approach, which must remain the primary objective for customers. For consumer mediation to remain the exception rather than the rule, and for it to remain an alternative to the courts and not to complaints handling, the improvement process led by the Mediation team also aims to improve the complaints handling mechanisms.

**The ENGIE Group's Mediation team has decided that each year, it will dedicate a chapter to improving ENGIE's Divisions' complaints handling processes by sharing its vision while incorporating the vision of the Division or distributor. This will allow regular insights into the progress made in these processes and their effectiveness.**

Examples from Enedis and ENGIE Home Services show the effectiveness of this approach.

## Case study: Enedis

Complaints made to Enedis in 2022 fell sharply compared to previous years, indicating to the ENGIE Group Consumer Mediation team that Enedis's progress measures have achieved their goal. This progress is also linked to the widespread rollout of smart meters, which now provides better reliability. Commissioning issues are resolved in bulk and, in general, problems are detected and resolved more quickly. Previously, they were monitored every six months, as meters were read by technicians. Having technicians manually read hundreds of meters per day could result in errors: meter dials hidden by dust, lack of visibility of the dials, manual transcription errors on devices, etc.

**The result was a 15% reduction in the number of mediation cases concerning ENGIE electricity contracts, and a 30% reduction in the number of referrals received concerning electricity. There is a direct link between the**

### level of quality in complaints handling and the number of mediation cases.

#### Case study: ENGIE Home Services

This case study shows that constant progress in customer relations and customer satisfaction rates ultimately reduces the number of mediation cases. The ENGIE Home Services Department (EHS) has set up two levels of complaints handling. The first level is for common complaints arriving via customer platforms, the website or digital channels, or via technicians working at the customer's premises. The second level is the national consumer service department, where specialised customer managers provide solutions in the most complex cases.

The actions taken by the EHS Department in 2022 resulted in:

- a 19.6% decrease in the total number of claims received by EHS;
- a significant improvement in the lead times for claims handling and processing (a 14-day reduction).

This has led to **an NPS (Net Promoter Score) of 63.3%**. This is an excellent score, according to a study by the international firm Bain & Company, which reports that the best-performing companies have scores between 50% and 80%. The result was a decrease of more than 44% in the number of EHS-related referrals and a 23% fall in the number of mediation cases for this subsidiary.

#### A relevant model

This demonstrates that having **two levels of complaints handling with mediation as the subsequent step in the event that these levels fail makes for a successful overall process.**

If excessive numbers of referrals are made to mediation when they should have been dealt with by the national consumer service, this is an issue.

**The Mediation team proposed extending its admissibility criteria in order to be able to provide factual information on the proper functioning of ENGIE subsidiaries' complaint processes.**

**As such, beyond the admissibility criteria provided for by the French Consumer Code (L.642.3), a case is admissible if:**

- **regardless of the level contacted (customer service or national consumer service), the business did not provide a response two months after the complaint was filed;**
- **the claimant stated in their referral that they contacted customer service at least three times without obtaining a satisfactory response. The business should have sent the case to its national consumer service on its own initiative.**

**Expanding the admissibility criteria has led to a 1/3 increase in cases received by the Mediation team. This demonstrates the need, as explained, to continue raising awareness among ENGIE's subsidiaries to ensure that the "escalation" mechanism within the complaints process works properly. We will now present the commitments made by ENGIE and its subsidiaries to improve their processes.**

#### Increasing visibility

Let us conclude by recalling that reducing the visibility of mediation will not lead to lower mediation case numbers. On the contrary, the Mediation service for the ENGIE Group works to increase its visibility: it is included on all energy bills (in accordance with the "billing decree"), in contracts, at the bottom of all responses to complaints, on ENGIE subsidiaries' websites, etc. This will inevitably lead to premature referrals, but the ENGIE Group Mediation team will send them back to the relevant ENGIE entities while also informing claimants in writing. Performance also involves establishing high visibility for the Mediation team.

# Improvements in complaints handling: public statements

## CONSUMER DIVISION — WORKS AND EEC

In response to the energy crisis, ENGIE has developed a number of services such as the Upgrade Pathway to enable residential customers to reduce their homes' energy consumption and increase their energy efficiency. This pathway leads to the awarding of the ENGIE energy saving bonus, which is designed to finance part of the work to improve energy performance. This bonus is part of the Energy Efficiency Certificates (EECs). To obtain approval of an EEC application by the National Energy Certificates Centre, ENGIE must meet multiple criteria, which require strict verification. Preparing these applications is complex and sometimes leads to misunderstandings related to technical and administrative requirements. Our customers do not always know that it is not ENGIE that sets these rules. To make the application process easier, ENGIE has made advice and information available, which has already reduced the level of complaints to less than 0.5%.

In 2022, the leading cause of complaints was having an estimate that was signed on a date prior to the date of application for the bonus. To avoid this problem, several alert messages are now included throughout the registration process. An automated payment system has also been set up to guarantee quick payment of the bonus within 48 hours.

At the end of the year, ENGIE organised a "Live Advice" program to tell residential customers about key areas to focus on to ensure their EEC



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### Erwan Morvan

HEAD OF THE WORKS  
AND EEC DIVISION



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### Alexandre Dohy

MARKET MANAGER, WORKS  
AND EEC DIVISION

application is successful first time round. It will also be made available to watch on-demand on the website. In 2023, we made major changes to the registration process, which will be sequenced in order to increase residential customers' awareness, in particular of the date of registration in relation to the date of engagement with their chosen professional. As for the supporting documents, they may be sent online (except for the sworn statement, in line with the rules laid down by the public authorities). We are also working on a simplified complaints management process, making a form available to ENGIE's internal entities.

## GRDF



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### Thierry Foix

CUSTOMER RELATIONS  
DIRECTOR

Customer satisfaction is a major challenge for GRDF. For several years now, we have been committed to improving the customer experience and reducing the number of complaints.

To do this, we have implemented a Promises process.

This involves analysing and listing major customer irritants, highlighting priority expectations, and adapting and improving our processes and services to achieve greater satisfaction at the key moments in the relationship between GRDF and its customers. Several "promises" have been identified: improving appointments and offering shorter slots, proactively informing customers in the event of a network outage, providing reliable data to track consumption, etc.

Another major action undertaken by GRDF in its desire for continuous improvement is the call-back system whereby customers are contacted

## CONSUMER DIVISION – CONSUMER SERVICE

**C**ustomer satisfaction is a key focus for ENGIE's Consumer division. We constantly adapt our processes to continuously improve.

When we receive complaints, we process the request and propose appropriate solutions. We make every effort to

ensure that our customers are completely satisfied at the first level of complaints.

This is handled by our customer service team. In order to resolve disputes quickly and to assist our advisors in certain decision-making processes, the entire customer service team can directly contact the consumer service team. We remind our advisors that this method is open to them, allowing them to resolve complaints in the first instance. Since the end of 2022, we have seen an increase in these requests to consumer service. This avoids customers escalating their complaints to the second level (consumer service), or even directly to Mediation. We issue frequent reminders about



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MEDIATION  
MANAGER

this process and will continue to do so this year.

Beyond this provision, the consumer service department is undergoing profound change. It will soon be possible to contact us directly on the ENGIE website ([particuliers.engie.fr](http://particuliers.engie.fr)). The aim is to improve the customer experience and, above all, to facilitate our customers' access to consumer service. With this new solution, we believe that our customers will be able to contact us more easily.

within three days of stating that they are "not at all satisfied" during the satisfaction surveys sent following our work. In 2022, almost 7,000 customers, who agreed to waive their anonymity, were contacted by telephone. Thanks to these calls:

- the reasons for dissatisfaction have been identified,
- explanations have been provided,
- remedial measures have been implemented where possible,
- changes to our processes have been put in place.

Customers feel positively about this call-back initiative and demonstrate their satisfaction following this new interaction.

## ENEDIS

**C**ustomer satisfaction is at the heart of Enedis's business and human approach. We're committed to making our customers' lives easier and providing them with better service. All the teams at Enedis share these commitments in line with our public service mission.

Improving complaints handling is one of the topics on which all Enedis's businesses have been very active. In 2022, thanks to the beneficial effects of the Linky smart meter and the actions we implemented to improve customer satisfaction, the volume of complaints fell by 37% compared to 2021. The volume of referrals received from energy ombudsmen decreased by 25%.

With more than 36 million smart



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### ENEDIS NATIONAL CONSUMER SERVICE

meters installed to date, the number of disputes arising from work requests or estimated meter reading billing has significantly decreased.

Similarly, the sharp drop in connection times, driven by Enedis's ambition to halve connection times by the end of

2022, has significantly reduced the number of disputes in this area. For 2023 and the coming years, Enedis is committed to pursuing this improvement to better serve its customers.

# trust

# The diversity of CMSP ombudsmen is a source of high-quality training for all

The *Public Services Ombudsmen's Club* (CMSP) aims to share best practices, particularly through training. These training programmes benefit from the range of fields in which the Club works, covering a broad scope of Mediation: nearly 126,000 cases, including 45,500 for institutional ombudsmen and 81,000 for consumer ombudsmen.

The CMSP is a non-profit organisation that brings together 30 ombudsmen. The ENGIE Group's Ombudsman acts as vice-chairman in charge of the website and relations with consumer organisations and is also Club secretary. This Club is the only group in France to bring together ombudsmen from a wide range of

sectors, such as institutional mediation, consumer mediation and company mediation. Diversity and sharing are part of the Club's DNA. In concrete terms, in 2022, this resulted in the organisation of training programmes and workshops to develop practices on issues related to mediation. The Club continues to develop this activity by offering – along with the *Institute of*

*Public Management and Economic Development* (IGPDE), its partner since January 2020 – a dozen training courses ranging from awareness-raising to mediation training leading to qualifications, as well as running practice analysis groups. The Mediation team for the ENGIE Group uses these workshops to continue to learn and make progress in its practice.

## Working to create a secure, comprehensive and easy-to-access website

Since its launch in 2016, the Mediation website has been constantly evolving to meet the essential criteria of a website: security, user-oriented ergonomics, a focus on content, inclusive and accessible design, etc.

The Mediation team for the ENGIE Group applies Article L.614-1 of the French Consumer Code, which states that “all consumer ombudsmen shall establish a website that is dedicated to mediation and that provides direct access to information relating to the mediation process.” Its site, [mediateur-engie.com](https://mediateur-engie.com), is easy to access, secure and completely separate from that of ENGIE, which is also evident in its graphic design.

The site offers a form that allows consumers to submit an online mediation request. In addition to the key figures and news from the Mediation team, it also provides practical and informative answers to the major questions that web users often ask about their consumption, bills, smart meters, terminating a contract, etc. This FAQ page is one of the most successful on the site.

In 2022, in response to the proliferation of cyberattacks in France, the Mediation team strengthened the security of its site. The aim was to ensure total security of both the site and user data, an essential point for Mediation, where confidentiality is one of its foundations. In addition, the entire Mediation team for the ENGIE Group undergoes training in cybersecurity and data protection every year. All of these measures have been successful, resulting in a score of 800/900 from the specialist company Bitsight, which indicates strong performance in terms of cybersecurity. The statistical tool has been changed to meet GDPR standards, and improvements (both technical and graphic) have been made to claimants' accounts, which allow them to monitor the progress of their mediation.

Making its website a secure, comprehensive and easy-to-use tool remains a key focus for the Mediation team.

# EEMG ANNUAL SEMINAR: trends and news

[The annual meeting of the EEMG](#) (European Energy Ombudsmen Group) was held in Rome at EDISON's premises on 16 and 17 June 2022. It was an opportunity for its members to meet face-to-face to share developments to their practices after two years of remote meetings.

**T**he EEMG brings together the mediation bodies of major European energy companies: EDF (France and Italy), ENGIE (France, Belgium and Italy), EDISON (Italy), Vattenfall (Sweden), EDP Group (Portugal) and Framatome (Germany). The meeting also welcomed mediation teams from ENI Plenitude, EON and A2A this year. Each member presented the key figures of their activity, the types of disputes handled, as well as the major trends and highlights for 2021.

## Figures and trends

- In total, **13,800 mediation** requests were received (up versus 2020), **87%** of which were from consumers.
- More than **4,500 disputes** eligible for mediation were handled (up versus 2020), with a resolution rate of **93%**, compared with 73% in 2020, proving its effectiveness.
- With rising energy prices, consumers are increasingly attentive to their energy consumption and bills.
- There are an increasing number of disputes concerning photovoltaic installations.
- In total, 49 recommendations for improvement were issued by ombudsmen to energy suppliers and distributors or energy-related service providers involved in disputes.

The discussions at this annual meeting focused in particular on vulnerable customers, with concrete examples of actions taken in Italy to combat fuel poverty. Digitalisation was also discussed with the example of the new Digital Customer Service information system implemented by the Portuguese distributor E-Redes and its interface with the



mediation services to speed up the investigation of disputes. In view of the current situation, measures taken across Europe with regard to the rise in energy prices were shared.

## Review of the ADR directive

Two members of the EEMG were interviewed by the European Commission's DG Justice, within the framework of the study launched to assess the effectiveness of consumer mediation mechanisms resulting from the transposition of the 2013 European ADR (Alternative Dispute Resolution) directive ahead of its possible review. This interview included a focus on the importance of preserving the diversity of mediation mechanisms in place in the Member States, which have proven their effectiveness. Particular emphasis was placed on the specific contribution of business ombudsmen, and the importance of encouraging the use of digital technology to improve efficiency while preserving the human contact inherent in any mediation process.

The members of the EEMG were able to confirm their position on this possible review.



Read the 2021 EEMG  
in detail

# CONTINUOUS TRAINING

## in Mediation

As it does every year, the Mediation team for the ENGIE Group offers a training programme to all members of the team. The objective is to be able to make progress, individually and collectively, in the practice of mediation on a daily basis: learning to grow, growing to learn.

**T**raining is an essential pillar of working as an independent mediation entity. In the field of energy, the ENGIE Group Consumer Mediation service benefits from training on technical, legal and organisational topics to ensure the safety and well-being of a team that is a listening ear for its claimants each and every day. The energy sector is evolving, which requires regular updates on technical, regulatory and commercial aspects, all the more so in the context of an energy crisis that has brought price increases, and

a tariff shield that is not always understandable for claimants.

In 2022, the team completed the following courses:

- Two workshops offered by the *Public Services Ombudsmen's Club* (CMSP) on the subject of contract law, led by Mr Benoit Chaffois, lecturer at CY Cergy Paris University, on non-performance of contracts and damages.
- Mediation from a legal point of view, proposed annually by the CMSP.
- A visit to electricity distributor Enedis's showroom to monitor the progress made in the rollout of the Linky smart meter and its impacts, and to discuss the calculation of a "catch-up" in the event a double tariff (peak hours/off-peak hours) is not correctly applied.
- Meeting with GRDF to better understand how the gas distributor is organised, how it works and its responsibilities, as well as the organisation and processes used to facilitate effective mediation.
- Training at the ENGIE Home Services technical centre, allowing mediation officers to better understand its organisation (installation, servicing, maintenance, operation of appliances) and to better understand possible breakdowns.
- Training specific to the Ombudsman's website administration tool, as well as image rights and GDPR, as every year.

- Training in occupational health and safety, ethics and cybersecurity, which are mandatory modules taken by the entire team. To develop the safety culture, "safety minute" meetings are organised each week to share everyone's reactions to and awareness about the risks of accidents or near-misses at work, be it on site or at home, and during journeys. These meetings promote accountability and solidarity.
- Workshops on World Mental Health Day and International Women's Day (dealing with emotions, mental loads, preventing sexism at work), etc.

In addition to these continuous training courses, all new staff members on the Mediation team undertake an intensive 15-day training course focusing in particular on:

- mediation: the spirit of mediation and its definition, values, principles and process;
- the energy market: the challenges, how it works and how it is changing;
- technical concepts related to electricity, gas and energy services, contracts, consumption monitoring and billing;
- regulations relating to mediation, the consumer code;
- the CRM and process tools for handling mediation cases.

For the ENGIE Group's Mediation service, training takes place constantly and on an everyday basis, as each mediation case is an opportunity to ask questions and learn. It operates as a learning company with, among other things, a shared digital knowledge base to which everyone contributes. Sharing experiences, best practices and difficulties – whether technical, legal or human when interacting with claimants – allows everyone to progress at their own pace in a spirit of "giving and receiving", which enables the team to grow as a whole. It is also within the spirit of Mediation: growing by finding solutions together.



Find detailed information about each ombudsman in the Club



CLUB DES MÉDIATEURS DE SERVICES AU PUBLIC



**The Ombudsman of the Services and Payment Agency**  
Francis Lambert  
[asp-public.fr/engagements/mediation](http://asp-public.fr/engagements/mediation)



**The Water Ombudsman**  
Bernard Douglain  
[mediation-eau.fr/](http://mediation-eau.fr/)



**The French Banking Federation Ombudsman**  
Marie-Christine Caffet  
[lemediateur.fbf.fr/](http://lemediateur.fbf.fr/)



**The AMF (Financial Markets Authority) Ombudsman**  
Marielle Cohen-Branche  
[amf-france.org/fr/le-mediateur](http://amf-france.org/fr/le-mediateur)



**The Ombudsman of State Secondary and Higher Education**  
Catherine Becchetti-Bizot  
[education.gouv.fr/le-mediateur-de-l-education-nationale-et-de-l-enseignement-superieur-41528](http://education.gouv.fr/le-mediateur-de-l-education-nationale-et-de-l-enseignement-superieur-41528)



**The Ombudsman for the Caisse des Dépôts Group**  
Anne Guillaumat de Blignières  
[caissedesdepots.fr/mediation](http://caissedesdepots.fr/mediation)



**The Ombudsman of the French Association of Financial Companies**  
Armand Pujal  
<http://www.asf-france.com/mediation/>



**The Ombudsman for Agricultural Higher Education**  
Mohamed Aarabi  
[educagri.fr/mediateur-ea](http://educagri.fr/mediateur-ea)



**The Ombudsman for the EDF Group**  
Bénédicte Gendry  
[mediateur.edf.fr/mediation](http://mediateur.edf.fr/mediation)



**The Insurance Ombudsman**  
Arnaud Chneiweiss  
[mediation-assurance.org/](http://mediation-assurance.org/)



**The Business Ombudsman**  
Pierre Pelouzet  
[economie.gouv.fr/mediateur-des-entreprises](http://economie.gouv.fr/mediateur-des-entreprises)



**The Ombudsman for the ENGIE Group**  
Jean-Pierre Hervé  
[mediateur-engie.com/](http://mediateur-engie.com/)



**The Ombudsman for Electronic Communications**  
Valérie Alvarez  
[mediation-telecom.org/](http://mediation-telecom.org/)



**The FEVAD Ombudsman for e-commerce** (Federation for e-commerce and distance selling) de la Fevad  
Jacques Cosnefroy  
[mediateurfevad.fr/](http://mediateurfevad.fr/)



**The Ombudsman for the La Poste Group and La Banque Postale**  
Éric Moitié  
[mediateur.groupelaposte.com/](http://mediateur.groupelaposte.com/)

## 2 3

### The Ombudsman for France 2 and France 3 News

Jérôme Cathala and Gérald Pruffer  
[francetelevisions.fr/et-vous/aide-et-contact/les-mediateurs](http://francetelevisions.fr/et-vous/aide-et-contact/les-mediateurs)



### The Ombudsman for the Ministries of Economy and Finance

Christophe Baulinet  
[economie.gouv.fr/mediateur](http://economie.gouv.fr/mediateur)



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

Jean-Marie Marx  
[msa.fr/lfp/le-mediateur-de-la-msa](http://msa.fr/lfp/le-mediateur-de-la-msa)



### The National Energy Ombudsman

Olivier Challan Belval  
[energie-mediateur.fr/](http://energie-mediateur.fr/)



### The National Ombudsman of Pôle Emploi

(the French state-funded job centre)  
Jean-Louis Walter  
[pole-emploi.fr/employeur/vos-droits-vis-a-vis-de-pole-emploi/le-mediateur-de-pole-emploi.html](http://pole-emploi.fr/employeur/vos-droits-vis-a-vis-de-pole-emploi/le-mediateur-de-pole-emploi.html)



### The National Ombudsman of Lawyers

Carole Pascarel  
[mediateur-consommation-avocat.fr/qui-est-le-mediateur/](http://mediateur-consommation-avocat.fr/qui-est-le-mediateur/)



### The Ombudsman for the Notarial Profession

Christian Lefebvre  
[mediateur-notariat.notaires.fr/](http://mediateur-notariat.notaires.fr/)



### The Ombudsman for the RATP

Emmanuelle Guyavarch  
[ratp.fr/mediateur/](http://ratp.fr/mediateur/)



### The Ombudsman of the Île-de-France Regional Council

Laurent Batsch  
[iledefrance.fr/saisir-le-mediateur-de-la-region-ile-de-france](http://iledefrance.fr/saisir-le-mediateur-de-la-region-ile-de-france)



### The Ombudsman for Agricultural Commercial Relations

Thierry Dahan  
[agriculture.gouv.fr/le-mediateur-des-relations-commerciales-agricoles](http://agriculture.gouv.fr/le-mediateur-des-relations-commerciales-agricoles)



### The Ombudsman for SNCF Voyageurs

Henriette Chaubon  
[mediation.sncf-voyageurs.com/la-mediation/](http://mediation.sncf-voyageurs.com/la-mediation/)



### Tourism and Travel Ombudsman

Jean-Pierre Teyssier,  
président du Club  
[mtv.travel/](http://mtv.travel/)



### The Chairman of the Banking Ombudsmen's Circle

Éric Moitié, Médiateur du Groupe  
La Poste – La Banque Postale  
<https://cerclemediateursbancaires.fr/>



### The President of the association of Ombudsmen for local and regional authorities

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



### Representative of the Defender of Rights

Daniel Agacinski  
By freepost; no postage required  
Défenseur des droits  
Libre réponse 71 120  
75 342 Paris cedex 07

## The Ombudsman FOR ENGIE GROUP

### To write to the Ombudsman for the ENGIE Group:

- Via the Internet, complete the form available at [www.mediateur-engie.com](http://www.mediateur-engie.com)

It's easy, free of charge and quick. You can attach all the supporting evidence required for your case.

OR

- By post,  
ENGIE  
COURRIER DU MÉDIATEUR  
TSA 27601  
59973 TOURCOING Cedex