

The Ombudsman for the Engie group's report 2021

The Ombudsman
FOR ENGIE GROUP

MANIFESTO

Mediation is becoming more widespread. The success of this means of reaching amicable settlements of consumer disputes is already well established. But this success is dependent on quality mediation.

Mediation that:

- **is independent,**
- works closely with **the claimants**, in complete **confidentiality**,
- listens to each party to the dispute,
- takes **the time to analyse** the issues and the point of view of each party, in complete **impartiality**,
- **ensures** that the consumer claimant is involved in the resolution of their dispute,
- **does not impose a proposed solution**, but gives **clear explanations** that enable **the parties to reach a decision**.

All this entails taking the time required to settle a dispute. The French Consumer Code gives us three months (90 days). We are not working to the commercial timeline, which processes complaints as quickly as possible, one after the other, with standard notices and letters.

A recommendation of the CECMC (the French Mediation Assessment and Control Commission) aims to widen the admissibility of cases, so that more consumers can benefit from mediation without having to wait, sometimes even in the absence of any real dispute, but due to simple dissatisfaction. While the intention is laudable, the solution is less so. Putting pressure on companies is (or would be?) probably more efficient than “inundating” the mediation services with complaints. There is a risk of overwhelming mediation entities with too many cases, which would become legally admissible, without having gone through all the complaints processes of the company (there are usually two: local customer services and a specialised nationwide complaints department).

In the ENGIE Group, Mediation has always encouraged claimants to address these two levels when making complaints, as they are provided for in their contract with ENGIE. Cases that are not admissible for mediation, because they are received

“Mediation must not become an alternative to a commercial service, but must remain an alternative to going to court.”

too early and have not been dealt with by the complaints departments, are transferred (unless the consumers disagree) to the national consumer department. The ENGIE Group must then guarantee that it has dealt with all these cases. Claimants receive a letter from Mediation indicating why their case is being transferred, and that if they are not satisfied with ENGIE's process, then they may refer the matter to the Ombudsman again. Result:

- **all cases of non-admissibility are temporary** (only a few cases are definitively inadmissible, because they have been dealt with in court, have already been dealt with by an ombudsman or are outside the scope of the ombudsman's competence, etc.).
- **100% of the requests have been processed: no consumers are left by the wayside**, even if their case was initially declared temporarily inadmissible by the ombudsman.

The mediation must continue and the pressure on the professional must be maintained. Because mediation is not intended to deal with all complaints, otherwise it becomes a customer service in itself! The alternative to the courts that mediation offers must not become an alternative to a commercial service.

Jean-Pierre Hervé

THE OMBUDSMAN FOR THE ENGIE GROUP



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2021 HIGHLIGHTS

SYMPOSIA

Intervention

4 NOVEMBER

The Ombudsman was invited to participate in a conference organised by the Law, Economics and Management Faculty of the University of Angers. The programme included a presentation by Mediation to address the role of negotiation in the amicable resolution of consumer disputes through mediation.

Presentation

13 DECEMBER

Several members of the Mediation team attended a presentation of the “Consumer Law” chair, which is the first and only one of its kind in France. It is hosted by the Cergy Paris University Foundation. Created at the end of 2019, its objective is to bring together researchers and representative actors of the consumer sector in order to constitute a national and international benchmark in consumer law.

CURRENT AFFAIRS AT MEDIATION

Home-working

2021

This year, due to the health crisis in France, Mediation continued to work from home, as it did for most of 2020, in order to continue its remote activity during this period. Since claimants can submit their claims online at www.mediateur-engie.com, Mediation’s activity was never interrupted. It should be noted that, since mid-2021, the Ombudsman has made home-working a permanent feature of its team.



Renewal of accreditation

22 FEBRUARY

The Ombudsman for the Engie Group submitted its application for renewal of its “Consumer ombudsman” accreditation to the CECMC. Its mandate was renewed for five years on 22 February 2021.

It is on the list of ombudsmen accredited by the European Commission.

TRAINING

Internal

19 MARCH AND 10 JUNE

Together with several members of its team, for the fifth time, the Ombudsman attended the “Mediation from a legal perspective” training course, organised by the Public Services Mediators’ Club.



4 MAY

The Ombudsman, together with members of its team, attended a training session on “Recent case law on consumer law”, given by Ms. Sauphanor-Brouillaud, a law professor.

External

9-10 MARCH AND 8-9 NOVEMBER

The Ombudsman and their delegate attended the training on consumer mediation for students of the Master 2 degree in Business, Trade, Retail and Consumer law at the University of Dijon.



17 MARCH

The Ombudsman took up an invitation from the organisers of the “Consumer code and consumer mediation” training course at the “École Nationale de la Magistrature” (ENM) to provide information and share its experience of consumer mediation.

MEETINGS

Enedis

18 JANUARY

Meeting of the entire Mediation team with Enedis for discussions and to share information on mediation practices and the most common issues encountered.



General Meeting

21 JANUARY

The Ombudsman took part in the 2020 ENGIE general meeting, of which he is secretary of the association (under the 1901 law) and vice-chairman in charge of the website and relations with consumer associations.

GRDF

21 JANUARY

The Mediation team met the GRDF team tasked with following up and responding to requests for information to enable Mediation to examine the cases in complete independence.



ENGIE Consumer Division

16 NOVEMBER

The Ombudsman met the national consumer department of the Consumer division (DGP) for private individuals to discuss the problem of the correct application of the 14-month billing limit. It was also an opportunity to share the associated calculation methods.



Annual report

10 JUNE

The Ombudsman presented its 2020 activity report to Catherine MacGregor, CEO of the ENGIE Group.

ADR

28-29 SEPTEMBER

Mediation participated in the second ADR (Alternative Dispute Resolution) assembly in Brussels. The assembly took the form of an interactive video conference. Nearly 300 participants attended the two-day event.

EEMG

25 NOVEMBER

Like every year, the European Energy Mediators Group (EEMG) held its annual meeting. This year, again, the meeting was held remotely due to the health situation.

The Mediators' Club

2021

Chaired by the Ombudsman, who is the Vice-Chairman of the Mediators' Club, the Management Committee of the Mediators' Club website held regular remote meetings on 25 January, 1 March, 12 May, 30 June, 14 September, 12 October, 15 November and 13 December 2021.

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For more information:
All the highlights of 2021

-41%

The number of referrals by consumers

received by the ombudsman decreased by 11% between 2020 and 2021. The number has been on the decline since 2018. However, 1,288 of the referrals received were requests for information addressed to ENGIE management and not to Mediation. From now on, referrals received by the ombudsman that contain a customer information request (such as the reception of a cheque, setting up a payment plan, etc.) for a supplier will be recorded under the heading "Referrals refused, because 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 professional's customer services department". The number of actual referrals received, as defined by the French Consumer Code, is, therefore, significantly lower than in the presentations in other annual reports, down by 41% in 2021 compared with 2020.



490

The number of processed consumer mediations

remained at a high level, up 6.5% on 2020 (vs. 460). In 78.6% of the mediation cases, the claimant's dispute was with the subsidiaries that supply energy to individual consumers.

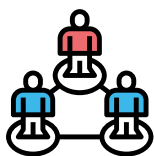
In 2021, fewer referrals, more mediations processed

In 2021, the total number of referrals to the ombudsman decreased by 11% compared to 2020, reaching 3,815 requests from individual consumers (vs. 4,289 in 2020). These referrals included 1,288 customer requests that did not pass through ENGIE's customer services. The number of referrals whose admissibility, as per Article L.612-2 of the French Consumer Code, could be examined was 2,527. At the same time, the number of referrals received that were eligible for consumer mediation increased to 401 in 2021 (+4.7% compared to 2020).

According to the CECMC's rules, the 3,815 referrals received from individual consumers in 2021 (vs. 4,289 in 2020), can be broken down into:

- 1,288 rejected referrals, because they were outside the scope of consumer mediation, as per Article L.611-3 of the French Consumer Code (vs. 1,774 in 2020);
- 2,149 inadmissible referrals (vs. 2,141 in 2020), including 2,126 from consumers who could not prove that they previously tried to resolve their dispute with the professional by means of a written complaint in accordance with the terms of their contract, and 23 for other reasons, such as "the dispute is being examined by another ombudsman" or «outside the scope of the Mombudsman's competence»;
- 378 (vs. 374 in 2020) were declared to be admissible, out of the 401 referrals eligible to mediation (vs. 383 in 2020).

This analysis does not take into account the 89 mediations from 2020 that were processed in 2021, including one inadmissible referral.



90%

of the solutions proposed by the ombudsman in 2021 were **accepted by the parties and duly implemented**, definitively settling the disputes (compared with 89% in 2020).



58 days

In 2021, to an average

of 58 days to process a mediation case. Despite the difficult period during the pandemic, this average time has decreased, since it was 63 days in 2020. This is thanks to the efforts made by the entire team, and the facilities provided by home-working.



92%

of **claimants were satisfied** with the action taken by the ENGIE Group ombudsman in 2021 (compared with 90% in 2020).

OUR MEDIATION'S ECOSYSTEM

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



VIEWS FROM THE OMBUDSMAN

Jean-Pierre Hervé



CAREER PATH

1986-2013

He worked for the Gaz de France Group and then GDF SUEZ (projects, negotiations, urban policy, external relations, solidarity policy)

2014

Appointed Ombudsman for GDF SUEZ Group

2016

Ombudsman for the ENGIE Group, notified by the Consumer Mediation Assessment and Control Commission to the European Commission

2021

Reappointed for a further five years by the same State Commission

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The Ombudsman for the ENGIE Group since 2014, Jean-Pierre Hervé was approved as one of the first independent “consumer ombudsmen” listed 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 associations, institutions, legal departments).



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

How was 2021 for Mediation?

J.-P. H.: As in previous years, 2021 saw an increase in the number of mediations. This is the case for many Ombudsmen, at least for those of the Public Service Mediators' Club, of which I am a member. This is the consequence of two factors. Firstly, consumers are increasingly familiar with this amicable form of settling disputes, which is free of charge and efficient. Secondly, this approach is an alternative to the law courts, and not an alternative to the processing of complaints, which is, unfortunately, a trend that is emerging and that is worrying for the future of the consumer mediation. We must avoid becoming "subcontractors" of companies that process complaints on a massive scale. Moreover, the context has changed a lot in the last two years, and has upset the habits of both consumers and my team. The reason is the spread of home-working. This obviously affects consumers' energy consumption. Planning the organisation of the Ombudsman's work and the workload of my team is becoming more difficult. But we are adapting: for example, we have introduced in-house home-working. We have also all received training in quality of life at work. This helped us to feel more at ease during these complicated times, and to better deal with the conflicts encountered in mediation.

Why are you afraid of becoming an alternative to "the processing of complaints"?

J.-P. H.: Mediation receives many "premature" referrals, because we are highly visible. We send the requests that arrive too early to the complaints department. Out of the 2,527 requests received for consumer mediation, there are 401 mediation cases. The inadmissibility rate is 84%. But this is not a problem, because each claimant has received a letter from me explaining the correct route for their claim to be processed. We tell them that, if they are not satisfied, then they can resort to mediation. Therefore, inadmissibility is only temporary, and the claimant can in fact refer to us again afterwards. And above all, 100% of the redirected cases were processed by ENGIE's complaints department. No one is left by the wayside: 76% find a solution with ENGIE, 12% return to Consumer Mediation for the ENGIE Group, and 12% to the national energy Ombudsman.

This system puts pressure on the ENGIE Group to find a solution for customers who make a complaint. This avoids unnecessarily overloading the Ombudsman with cases that need to be handled by the professional. If, as proposed by the Mediation control commission, the admissibility criterion were to be broadened by allowing complaints to be sent for mediation earlier, mediation would be weakened, to the benefit of companies. We would become mediation subcontractors, and less of a real alternative to the courts!

What were your key figures for 2021?

J.-P. H.: The visibility of the Mediation has been further heightened. Information about the possibility of referring to the Ombudsman for the ENGIE Group, which is an obligation

“The Ombudsman for the ENGIE Group is an independent body, due to the provisions laid down in the French Consumer Code, and is evaluated and controlled by the State Commission (CECMC) alone.”

of the ENGIE Group, is included in contracts, in gas or electricity energy bills, at the bottom of letters or emails responding to complaints sent by the company and on the suppliers' websites. The independent website developed by the Ombudsman for the ENGIE Group has also evolved significantly. A new graphic charter to improve accessibility for people with disabilities that meets the RGAA standard (General Accessibility Framework for Administrations in France) has been implemented. Despite this increase in mediation (6.5%, with 490 cases handled in 2021, compared to 460 cases handled in 2020 and almost 60 times more than in 1999), the quality of processing has been maintained at a high level. Nine out of ten mediations resulted in an agreement between the parties that was implemented. Our approval rating is 92%. On average, the time taken to process mediation cases was 58 days in 2021.

Finally, six generic recommendations for improvement have been proposed this year to the relevant ENGIE Group divisions. They are all based on an assessment of the mediation situations encountered in 2021.

What did the mediations in 2021 look like?

J.-P. H.: Most of the mediations in 2021 were related to electricity offers. There were more mediations in the field of services (ENGIE Home Services), and there were still mediations regarding problems of misunderstanding of the level of consumption, which were accentuated by the deployment of smart meters (inversion of delivery points, meters, etc.). Finally, it should be noted that the vast majority of mediations are still the result of referrals by post (56% by post and 44% using the form on the website).

DIVERSITY

working for mediation and its performance

The Ombudsman attaches particular importance to building a diverse team around him, made up of versatile and complementary profiles and driven by a strong spirit of mutual support. Their shared goal is to achieve a positive outcome for every mediation case.



The ENGIE Group's Ombudsman has a multidisciplinary team. The Ombudsman is determined to bring together all the essential skills required to deal with the wide range of disputes encountered, because mediation is not just a matter of skills in the legal field (knowledge of the French Consumer Code, or the Energy Code in our case). In the field of energy, most disputes start from a misunderstanding of a "technical" situation that needs to be understood before it is approached from a legal perspective.

The core of the team consists of highly qualified employees. They include a legal expert in the French Consumer and Energy Codes, a marketing and communication expert, technical experts in the field of energy or customer relations, and experts in project oversight. The mediation team is also a group that welcomes trainee lawyers several times a year, who have a solid theoretical legal foundation that they learn to put into practice with the constant support of the Ombudsman and their close collaborators. The mediation team also includes young people on work-study contracts who, in addition to handling mediation cases, have more specific tasks relating to the various regulations (GDPR, etc.), communication, etc. Training is the key to successful integration.

The Ombudsman organises a comprehensive 15-day training course for each new member of the team when they arrive that involves all the staff. This is an opportunity to raise their awareness of their listening skills and to

familiarise themselves with the mediation process and the legal aspects. The Ombudsman then organises meetings with the various ENGIE entities concerned by the disputes that enable everyone to understand the role of the others and the working methods that will be adopted thereafter, in complete impartiality. Finally, in order to keep everyone's skills up to date, further legal and technical training courses are held regularly throughout the year. "Working together" in the team is a key value that is essential for the smooth processing of everyone's cases. Each mediation case is the result of a collective effort and not of the Ombudsman alone. The Mediation team members can call on their diversity to help one other in different situations. Employees do not hesitate to share their questions and seek advice from those who are specialised in their problem, while remaining under the supervision of the Ombudsman.

The value of a well-trained team with a diverse range of skills allows the Ombudsman to offer every claimant the opportunity to have a single point of contact, who takes the time to listen and understand the dispute.

The result of this diversity is that the Ombudsman for the ENGIE Group finds a favourable agreement between the parties in more than 90% of cases.

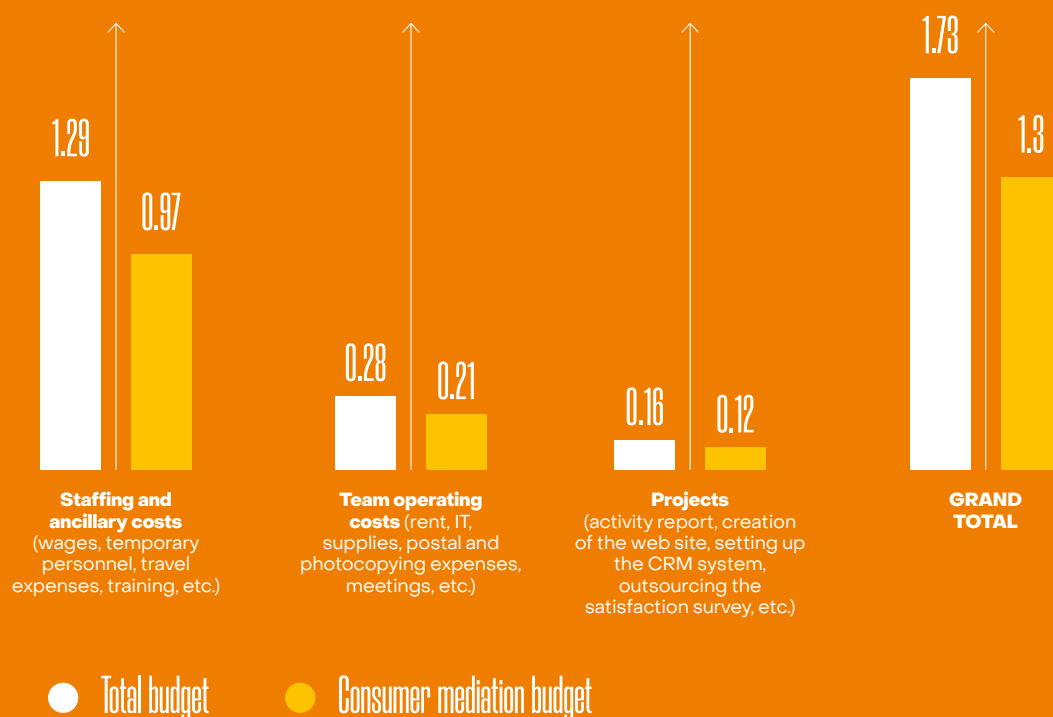
The Ombudsman resources

The Mediation budget in 2021 totalled €1.73 million, €1.3 million of which (i.e., 75%) was allocated solely to consumer mediation. The overall mediation budget is stable, after the absorption of the activity that intensified in 2019, stabilised in 2020, and then became more intensive again in late 2020 and early 2021. Activity remained stable for the rest of 2021.

In 2021, the Ombudsman continued to absorb the consequences of the increased and irregular mediation workload since 2019.

The arrival in the Mediation team of a senior lawyer, whose position was made permanent as of 1 January 2021, explains the increase in the staff budget over the last two years. In addition, spending on digitalisation and IT security continues to grow.

This is the consequence of a fundamental trend in modes of communication that has accelerated with the health crisis.



The 8 values of Mediation

What are the strengths of the ENGIE Group consumer mediation process?

Accessibility, listening and the empowerment of the parties.

An overview of the 8 values that the Ombudsman for the ENGIE Group upholds every day.



Neutrality

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

Respect

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



Listening

Balanced, accessible and personalized. The Ombudsman takes into consideration the circumstances of each person. If necessary, they restore the required balance between the parties in the dispute and endeavour 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, in particular on its independent website.



Impartiality

The Ombudsman does not take sides.



Independence

The independence of the Ombudsman is guaranteed by law, by meeting the legislative criteria, but also through an independence of spirit. In this way, status and posture complement each other.



Privacy

The content of the file (the Ombudsman's findings and the statements collected) remains confidential. The proposed solution is not confidential.

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 amicable resort, 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. After an in-depth examination of the case, a personalised solution is ultimately proposed to the claimant, verbally and then by letter.

Independence

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The role of the CECMC in mediation

Consumer mediation is subject to a legal framework governed by the French Consumer Code. In order to implement provisions that are sometimes open to interpretation, consumer mediation offers a guarantee to consumers: the Consumer Mediation Assessment and Control Commission (CECMC).

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This Commission is governed by the provisions of order No. 2015-1033 of 20 August 2015 on alternative dispute resolution. Its purpose was to transpose Directive 2013/11/EU of the European Parliament and the Council of 21 May 2013 on the out-of-court settlement of consumer disputes (known as the Out-of-Court Directive) into French law. All the provisions concerning this Commission have been incorporated in [the French Consumer Code](#).

The missions of the CECMC

The CECMC has two missions, provided for by Article L.615-1 of the French Consumer Code. One is to establish and update the list of Ombudsmen and to notify the European Commission accordingly. To this end, in a collegial manner, it makes sure that Ombudsmen meet certain requirements, and in particular that they “carry out their mission diligently and competently, in complete independence and impartiality, within the framework of a transparent, effective and fair procedure” (Article L. 613-1 of the French Consumer Code). The CECMC is also tasked with assessing and monitoring the compliance of the activity of Ombudsmen. The composition of the CECMC plays an important role in this control mission. Article L.615-1 of the French Consumer Code provides for the presence of magistrates, qualified persons, representatives of national consumer associations and representatives of professional organisations among its members. They are appointed by order of the Minister of the Economy for a renewable period

of three years (orders of 25 March 2019 and 17 December 2020). In order to carry out its missions, the CECMC is free to meet, at the initiative of its chairman, as often as necessary. However, in practice, these meetings are, in principle, monthly meetings of either the plenary or select Commission. In these meetings, the Commission points out the difficulties of mediation, reflects on improvements and makes recommendations intended to clarify certain provisions of the French Consumer Code. This work takes the form of case law information sheets and proposals that are made public.

On 26 February 2016 (first accreditation) and on 22 February 2021 (accreditation renewal process), the CECMC confirmed the independence of the Ombudsman and the Ombudsman for the ENGIE Group, by registering it on the official list of consumer ombudsmen, and notifying the European Commission.

Case law information sheets as the doctrine of the CECMC

In 2020, the CECMC established a collection of its main decisions to clarify its position of principle on new legal issues and on its interpretation of the provisions of the French Consumer Code. These decisions, which it calls “case law information sheets”, are published on [the government’s website](#) in order to make its doctrine accessible to all those involved in consumer mediation and to support ombudsmen in their mission. These actors can use the information sheets to benefit from “sufficient general knowledge of legal issues to enable them to grasp the legal

implications of the dispute, without having to be lawyers by training” (in consideration of 36 of the Directive 2013/11/EU).

They can be discussed, as long as they are not enshrined in law.

For example, the case law information sheet B04-1 entitled “Obligations before making a written complaint to the professional”, refers to the decisions of the CECMC of 17 July 2019 and 13 October 2021 to make recommendations on how to implement Article L.612-2 of the French Consumer Code dealing with the admissibility of complaints.

In addition to these recommendations, the Commission issues a progress report every two years, in which it makes a number of proposals.

The [detailed mediation process set up by the Ombudsman for the ENGIE Group](#) has been validated by this State Commission. Every two years, in addition to publishing an annual report, the Ombudsman submits an “performance report” to the CECMC, indicating the changes and improvements made to the mediation process.

Proposed changes to consumer mediation

In 2019 and 2021, the CECMC met several times to study the “weaknesses” of mediation. It noted, for example, a high rate of inadmissibility of mediation procedures, or the refusal to enter mediation by certain professionals who had joined a mediation entity. Consequently, in September 2021, it published 20 proposed changes to the legal framework of consumer mediation, classified in six subjects.

These proposals recommend several legislative and regulatory changes to improve the workings of mediation.

In particular, it made proposals intended to facilitate access for consumers, or to promote efficient and transparent mediation processes.

In the same spirit, the CECMC proposed to remove the reference to the possibility for Ombudsmen to

According to the CECMC, in 2020, on average, 50% of applications were inadmissible.

refer to the contractual terms and conditions between consumers and professionals concerning the handling of complaints ([see Activity Report 2019-2021, proposal N° 2](#)).

This proposal is subject to debate by the Ombudsman for the ENGIE Group. The processing by a Ombudsman of mediation requests following complaints that have not been answered within two months already exists in practice. However, there are cases where there is no justification for such complaints to be systematically investigated by the Ombudsman, in the very interest of the consumers. By nature, the Ombudsman should not become a complaints department. Especially when the company has an organised and visible processing structure in place. However, the Ombudsman for the ENGIE Group never leaves a consumer who has contacted it without a response, even if the request is not admissible because it arrived too early.

IS A WAITING PERIOD an advantage or a disadvantage to become an ombudsman?

The Ombudsman for the ENGIE Group considers one of the recent recommendations of the CECMC: should there be a waiting period before becoming an ombudsman?

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The role of consumer mediation is essential. It consists both of helping consumers to resolve their disputes (by being actors in the resolution of their own disputes) with the professional, and of proposing recommendations to improve the operational processes of the various departments of the company in question. Based on the ombudsman's daily observations, the objectives are to reduce, or ideally, to eliminate, sources of disputes and to regularly monitor

the company's plans to make progress.

The Ombudsman for the ENGIE Group is independent, neutral and impartial. It is not a judge and has no power to decide on the dispute in favour of one party or the other. In a word, the ombudsman is first and foremost a facilitator. Where appropriate, it proposes the solution that will suit both the consumer and the company. It is then up to them to decide. A large majority of consumers are satisfied with the mediation for the ENGIE Group (see the satisfaction survey). A fact that is also reflected by our mediation success rate.

Indeed, consumers turn to the Ombudsman, because they also have the advantage of coming

from within the company. Technical skills, the internal network and perfect knowledge of the company are guarantees of confidence, simplicity, speed and, therefore, efficiency. In the energy sector, where there is an important technical component in the Ombudsman's proposed solutions, these dimensions are particularly important. The Ombudsman must therefore possess technical skills in the field of energy, and not only legal skills in energy law or the consumer code. And, since the consumer does not usually know the ombudsman, the conditions required to have trust in the ombudsman's independence should be created.

The legal framework: the guarantee of independence

It is important to emphasise that the law provides for the conditions of independence of ombudsmen, in the means of their appointment, the resources made available, the conditions of exercise and the situation at the end of the ombudsman's mandate. In particular:

- The Ombudsman is not subject to any hierarchical or functional relations. They do not receive any directives from anyone;
- The Ombudsman has its own budget, which must be sufficient for the exercise of its mission;
- The ombudsman receives remuneration that is independent of the outcome of the mediation;
- At the end of the mandate (which may be renewed), the ombudsman must spend a waiting period of three years before being able to work in the company again, which, in practice, results in them not returning.

In addition, the law gives the CECMC the power to assess and monitor the independence of mediation.

It can de-register a ombudsman in the event of proven misconduct. In fact, it has already used

this right. And it is this independent State Commission that judges, on the basis of the evidence provided, the independence of the mediation.

A waiting period that is a danger to business mediation

However, the public authorities are proposing to introduce a waiting period before becoming a consumer ombudsman. For the reasons given above, this waiting period does not appear to be necessary, in the opinion of the Ombudsman for the ENGIE Group. Moreover, it would affect the performance of the system in its current form.

In fact, imposing a waiting period before ombudsmen take up their duties would reduce the choice of possible ombudsmen, by having to look outside the company for ombudsmen who do not have the technical and operational knowledge that makes ombudsmen from the company so special. They will not have the same capacity to involve the company's interlocutors, to get them to change their positions with a view to resolving disputes in favour of consumers, to train them in the development of action plans to eliminate or reduce the sources of disputes.

This compulsory recourse to people from outside the company, plus a reduction in the effectiveness of their action, could lead some groups to abolish the post of Ombudsman, which would be detrimental to the protection and the interests of consumers, as well as to the company for which the Ombudsman proposes actions for progress. On the other hand, there are other effective solutions that could further improve the perception of the independence of the ombudsman that the CECMC wants to assert (see text box opposite).

THE RECOMMENDATIONS OF COMPANY OMBUDSMEN

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

1 - Communicate explicitly on the status of the so-called company ombudsman:

- **The Ombudsman does not report to the company;**
- **Ombudsmen reports on their activities to the CECMC alone, and more generally to the public, notably through their annual reports, which are made public;**
- **The company must provide the ombudsman with the financial and human resources to enable them to carry out their mission in complete independence. The company must also refrain from assigning any other duties to them at the end of their term(s) of office for a period of three years.**

2 - The mediation process could be covered by an agreement between the company and the ombudsman in order to make the break in the hierarchical or functional link with the company visible, in addition to what is already provided for by the law. How? In particular, by describing the status of the ombudsman, their role and principles of action (independence, impartiality and neutrality), and by 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 associations in the designation 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 associations. The joint collegiate body that appoints the ombudsman, provided for in the order of 7 December 2015, gives consumer associations representation equivalent to that of the company. These associations act as a regulatory force in terms of independence, as they are particularly demanding in this respect. In addition, the ombudsman's annual reports could be presented systematically in plenary meetings in this same configuration, extended, if necessary, to include other representative associations.

These proposals would create this necessary "break" much more effectively than a waiting period.

Should admissibility be broadened, at the risk of transforming mediation into a service for handling complaints in companies?

The Ombudsman for the ENGIE group has blown the whistle on the CECMC's proposal to extend the admissibility of referrals to the ombudsman to include written complaints made by consumers against professionals that have not received a satisfactory answer after two months, regardless of the department to which these complaints are addressed.

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This proposed change to the legal framework of consumer mediation is included in the CECMC's 2019-2021 activity report on the basis of the recommendations in the CCSF's (the French consultative committee of the financial sector) 2021 report on mediation in banking and insurance. The Ombudsman for the ENGIE Group has indicated that he does not agree with the proposal to extend the admissibility of referrals to the ombudsman to include written complaints from consumers to

professionals that have not received a satisfactory answer after two months, due to the risk of degrading, or even "flooding", the mediation process with complaints.

If it were to be applied, it would weaken mediation, to the detriment of efficiency. This is not a step forward or an improvement, for either consumers or businesses. On the contrary, it incurs a high risk to the existence of this alternative method of settling disputes, which has proved its effectiveness in the interest of consumers.

A risky proposal for mediation

The recommendation to widen admissibility is based on the, unexplained, observation that there are too many small mediation cases in the banking sector, and on the assumption, which is not corroborated by the activity indicators, that "company" ombudsmen are less independent or less effective than other Ombudsmen.

However, this proposal does not respond to the problems raised elsewhere regarding the number of small consumer mediation cases, the absence of possible recourse to mediation in certain sectors of trade and very small businesses, or the refusal to enter into mediation, which concerns certain sectoral mediation processes, but never company mediation cases.

Conversely, this recommendation poses a risk to the continuation of close mediation, which personalises each response to the claimant. Still with the same objective of facilitating the settlement of disputes as quickly as possible, at no cost to the consumer and in complete independence and impartiality.

Case-by-case assessment: a tried and tested method

In the vast majority of cases, claimants find a solution with the professional, who is strongly encouraged by the ombudsman to deal with these cases as quickly as possible. Because pressure must always be put on the companies, not the ombudsmen. Only 10 to 20% of the complaints that are not admissible for mediation, and are redirected by the ombudsmen to the competent complaints departments, are returned to the ombudsman again. Giving the consumer and the trader a last chance to talk to each other is very positive, since failures should not call into question a system that works in the vast majority of cases. In addition, each redirected applicant is informed that they can return to mediation if they are not

Broadening admissibility to reduce the rate of inadmissibility rate: a bad good idea

In an effort to improve the inadmissibility rate (the number of admissible cases out of the number of cases received), in addition to the checks in the complaints handling process and checks of the clarity of the information provided by professionals to their customers, the ombudsman continually strives to draw attention to the need to first follow this complaints procedure. Above all, “inadmissibility” due to the fact that the ombudsman was engaged too early, never amounts to depriving the consumer of any other means of recourse. Rather than extending admissibility, would it not be more appropriate to ask the company for a table that tracks the processing of its complaints? And this is where attention should focus: the Ombudsman for the ENGIE Group checks and monitors this point. As a result, 100% of redirected cases are processed. Each claimant concerned is informed at the same time that they may refer the matter to the relevant mediations again. The result for ENGIE: 76% of the consumers concerned find a solution with ENGIE, and 12% return to the Ombudsman for the ENGIE Group, and 12% to the national energy ombudsman (source: ENGIE Particuliers domestic customers division). This is why the system is really efficient, because it prevents all the complaints from going to mediation, while maintaining the pressure for quality on the company.

satisfied with the professional's response. Ombudsmen currently have neither the mission nor the means to directly process, and without prior filtering by the customer department and then the national consumer department (the latter of which enables the company to give consistent responses to complaints on a nationwide scale), any requests for mediation that have not been preceded by a complaint or complaints that have not been dealt with in less than 2 months.

The preliminary complaint process: a key stage

It should be remembered that in order to express their dissatisfaction, customers must go through the “preliminary complaints process”, which can sometimes last too long, due to the company, but to customers too. This is an important stage that always takes place before entering mediation. Professionals are responsible for defining how they deal with their customer complaints. In large companies, there are usually two levels of complaints, with the first level acting as a filter for the second level, which handles complaints that require more expertise or more time to be processed. These conditions are specified in their respective contractual terms and conditions. Every year the ombudsman for the ENGIE Group checks that the company's management informs each of its customers of these possibilities in a visible and simple manner.

1. Article L.612-2-1° of the French Consumer Code refers to these contractual terms and conditions.

REVIEW OF “COMPLAINTS”

- **Many ‘complaints’ are not complaints at all, such as requests for information or questions about the state of progress of a case or a procedure.**
- **Some consumers make several complaints over a short period, which may explain why it takes longer to respond.**
- **Many complaints are sent to non-existent departments or to the wrong address. In these cases, the ombudsman directs the consumer to the right department at the right address, thereby satisfying the customer without having to process their complaint. Unlike in the law courts, inadmissibility is only temporary.**
- **When referrals to the ombudsman are unclear or poorly explained, they often require a preliminary examination by the professional, who may be better placed to solve the problem.**

THE SPECIFICS

of mediation

for ENGIE Group

Mediation is a method used to amicably settle conflicts, by which people who are in dispute try to reach a solution.

For the ENGIE Group, consumer mediation meets the requirements of the mediation process by integrating its own specific techniques that can be used to reach a successful conclusion. The intervention of the ombudsman, with the support of a team of several mediation officers, upholds the principles of respect, confidentiality, neutrality and independence.

These values are applied throughout the mediation process, both in the relationship established with the claimant and in the investigation of their situation, as well as in the definition of the solution. Teamwork is the key to success.

A personalised relationship

Mediation for the ENGIE Group includes a personalised dimension. In the mediation process, each mediation officer manages their own portfolio of cases. The claimant benefits from a preferential, single and dedicated point of contact throughout the dispute settlement procedure. The accessibility of the mediation officer and the continuity of the exchanges are fundamental components of the success of the mediation process. They make it possible to establish a relationship of

trust, to facilitate the claimant's understanding of the situation and to guarantee that their case is processed efficiently.

A reiteration of the eight values marks the start of the mediation process. This is the first direct contact between the mediation officer and the claimant. It is an opportunity to discuss the complaint and to review the situation by considering their grievances, their feelings and any particular expectations they have of the ombudsman. The mediation officer explains the steps of the mediation process and answers the claimant's questions.

Analysis and understanding of the dispute

The Consumer Mediation team for the ENGIE Group conducts a precise analysis of each situation referred to it. Its main strength lies in the time it is allowed to process each request. The legal deadline for mediation is 3 months. The observed time taken to complete a mediation process is 58 days, or about 2 months. This period allows the mediation officer to search for all the input necessary for the settlement of the dispute and to carry out a genuine investigation of the case. In order to understand and to reach a fair and equitable amicable solution, the mediation officer questions all the parties involved in the source of the dispute. The subsidiaries are questioned as many times as necessary and provide the answers requested by the mediation officer. In each subsidiary, the mediation

92%

of claimants in 2021 said they are satisfied with the quality of exchanges during the investigation of the case (compared to 90% in 2020). Teamwork is the key to successful mediation.

officer in turn addresses a single point of contact, who is responsible for the cases that have been mediated and follows up each complaint.

Throughout the investigation phase of the case, the mediation officer is available to the claimant to answer any questions.

They also inform the claimant of the state of progress of the case and may also forward any documents that they consider to be relevant, or reiterate any aspect of the case that they consider to be important.

Several means of communication with the claimant are available. The claimant can contact the mediation officer by e-mail and on their direct telephone line. This possibility allows for dialogue at all times. The pace of the exchanges is not determined by the requirements of the mediation officer, but by the needs of the claimant and the capacity of the entities to provide the requested input. This status as a single point of contact is essential to the quality of understanding, since all the information is transmitted directly by the claimant, without any intermediaries, thereby preventing any leaks or losses. All these conditions allow the consumer to play a role in the construction of the solution.

An interactive solution

In mediation, the development of the proposed solution is also specific, because it involves the various actors concerned by the dispute. In fact, when the mediation officer has all the information required to investigate the case, they research and analyse the most appropriate solution themselves. However, suggestions for solutions can also be made by entities and claimants who can play a proactive role.

Under the supervision of the Ombudsman, the mediation officer negotiates the proposals with each party, while remaining objective and impartial, and without disadvantaging either one of them. The mediation officer remains receptive to everyone's requests, but through different prisms: that of the legal adviser when certain regulations come in question, that of the energy expert when it is a question of explaining how energy works or of identifying anomalies in the actions taken or the documents produced by the entities; and finally that of the Ombudsman.

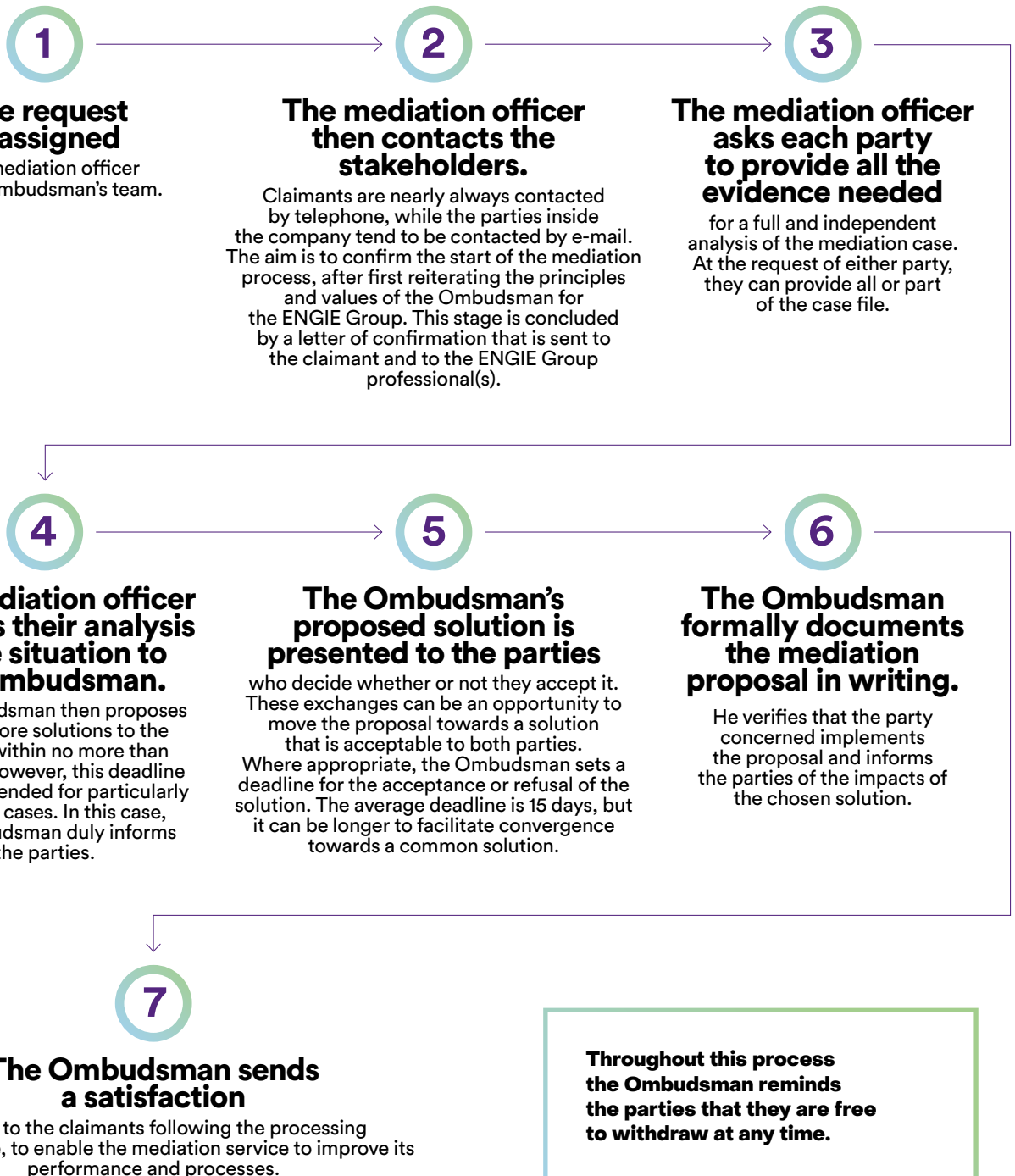
This external expert perspective helps to find

a balance and to gain a better understanding for the parties. Subsequently, when the mediation officer drafts the proposed solution and submits it to the Ombudsman for the ENGIE Group for analysis, its acceptance is facilitated because it was developed collectively, and takes account of all the exchanges that may have taken place.

“The specific and personalised approach adopted by the ombudsman for the ENGIE Group produces excellent results, since 90% of the proposed solutions are accepted and implemented.”

Flexibility serving alternative dispute resolution

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



Performance

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“Customer satisfaction and loyalty demand that as many of our complaints as possible be handled by the supplier’s complaints department”

The point of view of Florence Fouquet, Director of the private consumers market at ENGIE.



Florence Fouquet

DIRECTOR OF THE PRIVATE CONSUMERS MARKET AT ENGIE

At ENGIE, the Consumer Division (DGP) designs and markets energy contract offers (gas and electricity), as well as associated energy services, for private domestic customers. Our teams manage a portfolio of over 8 million contracts and service 5.5 million customers.

As part of our missions, we have been working for almost four years to improve the quality of our processes. We are particularly committed to customer satisfaction with all our services and actions.

But with millions of interactions every year, there are inevitably some cases that do not go as planned, which may be cases of one-off or more substantial dissatisfaction. We have a structured and efficient system for dealing with all the complaints we receive, through all channels. On the front line, our complaints department centralises and processes all the cases.

In the second instance, if the customer is not satisfied with our response, our consumer services

department takes over.

Sometimes, in some particularly complex situations that may involve several parties, the proposals made by our services are not sufficient. It is therefore important to us that the customer can ultimately have recourse to mediation.

The ombudsman is a neutral third party between the customer and our departments, who helps to find the most balanced solution for every case. In our field, if the consumer is not satisfied with our first two levels of response, they can turn to either the Ombudsman for the ENGIE Group or the energy ombudsman. These two ombudsmen are highly complementary. It is fortunate for us that a group like ENGIE has an

independent ombudsman, dedicated to the problems concerning ENGIE, and who covers all the activities of the ENGIE Group (gas or electricity energy contracts, services, renewable energies, etc.). Their scope of intervention is therefore very broad and not only focused on energy contracts. While our consumer services department cooperates very well with the Ombudsman for the ENGIE Group, it is essential that this mediation solution remains a “last resort”, after all the other avenues have failed to find a solution. It must not become the rule for a majority of cases, as this would amount to bypassing our departments and turning the Mediation into a complaints processing centre. Dealing with these complaints is essential to holding the supplier accountable and to ensuring that they make progress. If the supplier fails to do this, then the penalty is almost immediate anyway: customers can terminate their contract free of charge at any time, and the various stakeholders can communicate about the poor quality of the supplier, which is particularly damaging. France, and particularly the energy sector, has a highly advanced mediation system, which is undeniably successful and is growing every year. This is fortunate for our consumers and for us. It is important to maintain the balance that has been achieved in France, more than 15 years after the markets were opened up.

THE QUALITY of mediation is always high

Despite a high number of mediation cases, the quality of their processing has been maintained. Review of the figures of the Ombudsman for the ENGIE Group activity in 2021.

When the Ombudsman for the ENGIE Group receives a referral, he initially examines it to check that it falls within his remit. Remember that, as required by the French Consumer Code (article L.616-2), and more precisely by the contractual provisions between ENGIE and its customers, the Ombudsman intervenes in instances where:

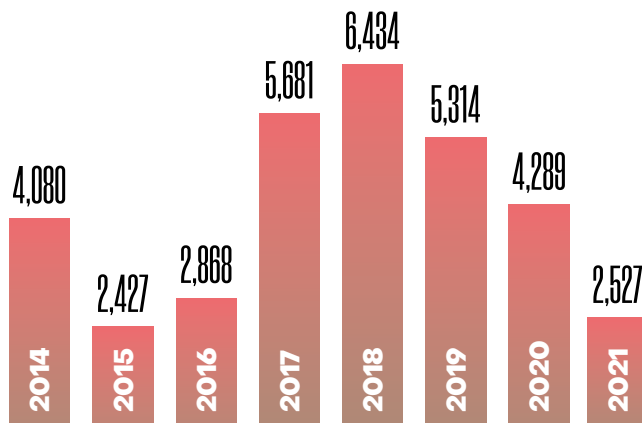
- the customer services department (level 1)

56%
of applicants contacted the Ombudsman by letter in 2021

- and the national consumer department (level 2) have responded to the complaint by replying to the customer (in writing), or they have failed to reply within two months;
 - the customer is dissatisfied with the reply (in which case a dispute arises);
 - the claimant requests mediation with a view to achieving an amicable resolution to the dispute as a last resort.
- Within 48 hours on average, a letter is sent to the claimant confirming that his request has been received and qualifies for mediation (on the basis of the available information). If the claimant sent his request to the wrong

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Annual number of consumer referrals received in 2021



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

From now on, referrals received by the Ombudsman that contain a customer information request (such as the reception of a cheque, setting up a payment plan, etc.) for a supplier will be recorded under the heading "Referrals refused, because 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 professional's customer services department". In 2021, the Ombudsman received 1,288 referrals considered to be customer requests (vs. 1,774 in 2020). The 2,527 referrals received (which fall within the scope of consumer mediation according to articles L.611-3 and L.611-4) and analysed for admissibility by the Ombudsman included 2,126 referrals that were "temporarily" inadmissible and 401 referrals that were eligible, at this stage, for mediation. The Ombudsman's procedure for these referrals is maintained and consists of sending them to the supplier to be processed. The number of actual referrals received, as defined by the French Consumer Code, is, therefore, significantly lower than in the presentations in other annual reports, down by 41% in 2021 compared with 2020.

body, a letter informs the claimant, on the basis of the information at the disposal of the Ombudsman, 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" on page 22.

In most cases, it is the customer who refers the matter directly to the Ombudsman for the ENGIE Group. 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. Remember this important principle in mediation: mediation should not process situations that should be dealt with beforehand by the company's complaints department!

Fewer referrals, more mediation cases

In 2021, the total number of referrals to the Ombudsman decreased by 11%, compared with 2020, to 3,815 requests from individual consumers

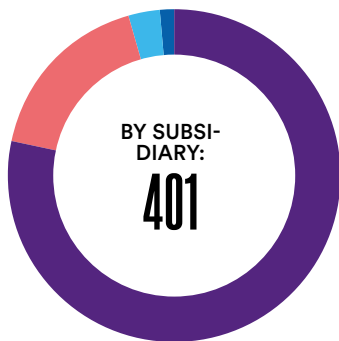
(vs. 4,289 in 2020). These referrals included 1,288 customer requests that did not pass through ENGIE's customer services. The number of referrals whose admissibility, as per Article L.612-2 of the French Consumer Code, could be examined was 2,527. Accordingly, the number of referrals received that were eligible for consumer mediation increased, with 401 eligible applications in 2021 (+4.7% compared to 2020). In 2021, the Ombudsman also handled 89 mediation cases that were received in 2020.

ENGIE energy supply: 78.5% of consumer mediation cases

The ENGIE energy supply subsidiaries (with the regulated tariff offer, regulated tariff division - DTR, or the market offer, the consumers division - DGP, or ENGIE Happ-e for low-cost offers) manage several million customers and energy contracts. They are widely referred to: 78.5% of consumer mediation cases received by the Ombudsman concern them. The remaining 21.5% are mainly divided between the ENGIE Home Services and FideloConso subsidiaries (see graph below).

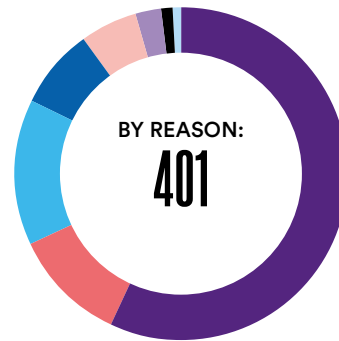
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Eligible requests for consumer mediation



- 78.5% ENGIE Fourniture d'énergie Particuliers*
- 17.2% ENGIE Home Services
- 3% ENGIE Entreprises & Collectivités (FideloConso offer)
- 1.3% GRDF, ENEDIS, TEKSIAL, ENGIE Professionnels, ENGIE Solutions

* (Including Happ-e)



- 57.1% Billing & Consumption
- 11% Payment
- 14.2% Energy equipment
- 8% Contract
- 5.5% Energy offer
- 2.5% Technical distribution
- 1% Complaint follow-up
- 0.7% Reception, advice, guidance

SUCCESSES

90%
of claimants

**accepted the solution proposed
by the Ombudsman.**

Invoicing and payment problems

Like in 2020, the mediation cases predominantly concern billing or payment problems (68.1% in 2021, compared to 66.8% in 2020), due to a poor understanding of gas and electricity consumption levels and metering problems. As last year, electricity-related cases predominate.

The “energy equipment” category, which concern particular requests about the installation, repair or maintenance of individual boilers, heat pumps or photovoltaic panels, increased by more than 2 points (14.2% in 2021, compared with 11.8% in 2020).

On the other hand, all other grounds for mediation stagnated or declined in 2021.

The FideloConso offer, which is marketed by ENGIE Entreprises & Collectivités, is a cause of disputes that appeared in 2015, and was still a source of complaints that were stable in 2021, with only 12 mediation cases (the same as in 2020), compared with 16 in 2016.

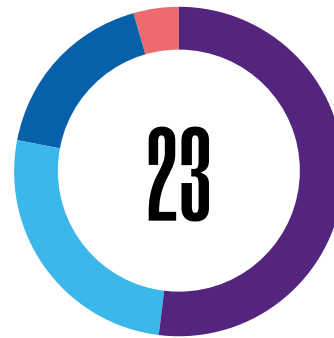
This offer consists of individualizing heating and hot water costs for dwellings with collective heating by natural gas. For this offer, since 2015 the Ombudsman for the ENGIE Group has made a number of general recommendations that continue to bear fruit.

Concerning the mediation cases of the ENGIE Particuliers supplier (DTR, DGP or Happ-e), most of the reasons for referrals to the Ombudsman were the same as those in 2020: disputed consumption, inversion of supply points, faulty meters or incorrect meter readings, and finally problems concerning the payment of energy efficiency certificate premiums. In 2021, the Ombudsman again noted a levelling off of mediation cases (69 in 2021 vs. 68 in 2020) concerning the ENGIE Home Services subsidiary, which provides boiler maintenance services for individual consumers.

Consistently high standards of mediation in 2021

In 2021 the Ombudsman maintained the high standards of treatment of cases that it set in December 2014. 56% of cases were processed within two months of receiving the request, even when the case files are incomplete.

**Inadmissible requests
for consumer mediation**



- Sent to the National Energy Mediator (NEM) by the Ombudsman: 12
- Outside the remit of the Ombudsman/ the Ombudsman refused to mediate: 6
- The claimant chose the NEM: 4
- The claimant refused mediation: 1

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In 2021, of the 401 referrals received from consumers that were eligible to mediation¹, 378 (vs. 374 in 2020) were mediated and 23 (vs. 9 in 2020) were not “admissible”. In 2021, the Ombudsman for the ENGIE Group also handled 89 mediation cases concerning referrals received at the end of 2020, one of which was not admissible. Therefore, in 2021 the Ombudsman for the ENGIE Group handled 466 mediation cases², or 3% more than in 2020 (451 mediation cases). These cases can be broken down as follows:

- 418 admissible mediation cases closed:
 - of which 416 were completed with a response from the claimant:
 - 376 with the acceptance of the solution by the parties (vs. 317 in 2020)
 - 40 with the refusal of the solution by one of the parties (vs. 38 in 2020)
 - of which two mediation cases were not completed.
- 48 mediation cases were still being investigated at the beginning of 2022 and received at the end of 2021.

The proportion of “dismissed” consumer referrals for mediation in 2021 was up on 2020 (6% in 2021, compared with 2% in 2020). The reasons for rejection of these 23 referrals, summarized in the graph above, are as follows:

- 6 referrals outside the Ombudsman’s field of competence, such as identity theft, a dispute already handled by the law

1. See the corresponding criterion in the table entitled “Quality criteria of decree 2015-1382 dated 30 October 2015”, p. 28.
2. 490 taking into account the inadmissible mediation cases.

courts and four disputes involving two suppliers or another company;

- 1 referral with a refusal to mediate by the claimant during the mediation phone call;
- 12 referrals sent to the national energy mediator (NEM), according to the agreement signed with the Ombudsman for the ENGIE Group in 2015;
- 4 referrals, for which the claimant chose the National Energy Mediator, after referring simultaneously to both ombudsmen.

In 2021, one mediation received in 2020 was closed in 2021 as inadmissible for mediation, on the grounds that the claimant could not be reached.

Two mediation cases were interrupted in 2021, which represent 0.5% of the accepted requests for mediation (vs 1.4% in 2020). In the end, these mediation cases were beyond the remit of the Ombudsman for the ENGIE Group. The average mediation case processing time was 58 days in 2021. 56% of mediation cases were settled in under 60 days and 86% in under 90 days (the most complex ones). Despite the difficult period related to the COVID-19 pandemic, the average duration has dropped to 58 days in 2021 vs. 63 in 2020. Remember that the processing deadline laid down by the French Consumer Code is 90 days.

The starting point for this deadline is, for the Ombudsman for the ENGIE Group, 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, distributors and the Ombudsman.

The percentage of disputes settled amicably last year was 90% (compared with 89% in 2020).

This continued high level of quality can be explained in two ways. The strong commitment of the entire ENGIE Group Mediation team to finding a just, fair and legal agreement between the two parties, but also 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 with refusals of the solution fell slightly in 2021 to 10% (versus 11% in 2020). The average amount granted and actually awarded to consumers requesting mediation was €721.

In 2021, the referrals of 56% of mediation

2
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Quality criteria of the decree No. 2015-1382 of 30 October 2015 on the mediation of disputes regarding consumer consumption

Criteria	Definitions	Value/ 2021 Rate
a/ The number of disputes referred for mediation and the reason for the dispute	Number of mediation cases and reasons (type of complaint)	401
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” outside his remit/ Total mediation requests received	1.5%
d/ The percentage of interrupted mediation processes and the main reasons for such interruption	% of mediation cases interrupted = Aborted/processed mediation cases	0.5%
e/ The average time required to resolve disputes in days	Average dispute resolution time	58
h/ For ombudsmen paid or employed exclusively by a professional, 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 NEM - Refusals by the subsidiary)/(mediation cases accepted and rejected)	97.8%
	% of solutions in favour of the claimant = % satisfied with the Ombudsman for the ENGIE Group’s intervention	92%
	% of disputes resolved amicably = mediation cases accepted / (mediation cases accepted and rejected)	90%

Claimant satisfaction is an issue at the heart of Mediation

Every year since 2009 the Ombudsman for the ENGIE Group 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 64% response rate, 202 responses out of 317 requests), we were able to analyse their degree of satisfaction concerning:

- the time taken to process the complaint: **86% in 2021 (compared to 82% in 2020);**
- their understanding of the dispute: **93% in 2021 (compared to 91% in 2020);**
- the quality of the dialogue during the investigation of the case: **92% in 2021 (compared to 90% in 2020);**
- the quality of the solution put forward to resolve the dispute: **78% in 2021 (compared to 77% in 2020).**

Overall, the rate of satisfaction with the Ombudsman's intervention is still high and stable compared with 2020. **92% of claimants were satisfied with the ombudsman's intervention (compared to 90% in 2020, 86% in 2019, 84% in 2018, 85% in 2017 and 75% in 2016).** The improvement in satisfaction was mainly due to the commitment shown by the Mediation team to resolving the requests, while claimants were more demanding. Lastly, **87% of claimants (compared with 86% in 2020, 74% in 2019 and 76% in 2018) said they would recommend the Ombudsman to their family circle.**

This level of demands on the Ombudsman explains why 90% of claimants accepted the proposed solution to their dispute.

cases were made by e-mail (vs. 52% in 2020), 4% from an e-mail in the name of the Ombudsman for the ENGIE Group and 40% from the Internet form. The percentage of solutions proposed by the Ombudsman for the ENGIE Group in favour of the claimant was stable at 97.8% (compared with 95.5% in 2020). 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 nine cases in which the solution was not adopted in 2021.

They correspond to applicants who disagree with the solution and either abandon their referral or turn to the NEM.

The ENGIE entities applied 100% of the solutions proposed by the Ombudsman.

On the other hand, if one considers that the percentage of solutions proposed in favour of the claimant reflects

86%

of mediation cases were processed in under 3 months in 2021

satisfaction in the Ombudsman's work, the percentage is 92%. (see 2021 satisfaction survey of Ombudsman for the ENGIE Group). This is the reason why the Ombudsman suggests that this percentage should be defined more precisely and standardized in a future version of the 2015 decree.

100%

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

A convention that is respected

As provided for by the agreement signed between the national energy mediator (NEM) and the Ombudsman for the ENGIE Group, an assessment was made of its operational implementation, as is done every year since it was signed (16 March 2022).

The agreement's provisions included:

- 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;
- carry out an annual assessment of the agreement and publish the assessment in each Ombudsman's annual report.

All these criteria have been met, since:

> Concerning the highlighting of their respective contact details:

- both Ombudsmen for the ENGIE Group refer to one another on their web sites;

- both Ombudsmen for the ENGIE Group have put the signed agreement online;
- the Ombudsman for the ENGIE Group has, moreover, informed the claimants who refer to him, both in his letters and in his replies by e-mail, that if the proposed solution is refused, they can appeal to the NEM.

> Concerning transfers, fewer than last year:

- the Ombudsmen have transferred cases outside their remit to the other Ombudsman;
- they have also queried each other, and transferred the case where relevant, when claimants have submitted their case to both of them simultaneously;
- lastly, and as also provided for by the French Energy Code (article L. 122-1), the MNE has handled the cases of claimants who applied to it, because they disagreed with the amicable solution proposed by the Ombudsman for the ENGIE Group.

More specifically, the following cases were transferred in 2021 (Source: Ombudsman for the ENGIE Group):

Transfers	Outside remit/competence	Claimants who applied to two Ombudsmen in parallel or whose case was first submitted to the NEM	Claimants submitting their case to the NEM after mediation by ENGIE
From the Ombudsman for the ENGIE Group to the NEM	12 (switching suppliers or another supplier involved)	5 (of which 4 BtoC)	9
From the NEM to the Ombudsman for the ENGIE Group	3 (source: NEM)	0	

Perseverance

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In 2021, the recommendations were properly implemented

The discussions conducted by the Ombudsman throughout the year with the ENGIE Group divisions and consumer organisations defined the areas where the company can progress. The outcomes of measures based on the recommendations made by the Ombudsman for the ENGIE Group's team in 2020 were very encouraging, as all the divisions concerned stated that they intended to follow them.

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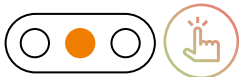


- 87% of the recommendations made in 2020 have already been applied
- 13% of the recommendations made in 2020 are in the process of being implemented

FRANCE PARTICULIERS*

BILLING AND CONSUMPTION

“Make it easier for customers to read the ENGIE Ma conso supplier service.”



CONTRACT

“Take account of the date of dispatch to check the deadlines.”



FRANCE PARTICULIERS*

BILLING AND CONSUMPTION

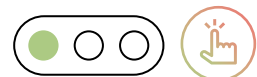
“For disputes with a complex billing situation, insert a detailed account situation in the response to requests for mediation.”



FRANCE PARTICULIERS*

CUSTOMER CARE, ADVICE AND GUIDANCE, COMPLAINTS PROCESSING

“Explanation of the inversion of a delivery point (DP).”



BILLING AND CONSUMPTION

“Improve the application of the energy transition law, in particular by charging a consumption adjustment from the distributor GRDF without waiting for the next bill.”

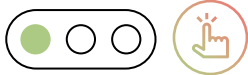


* France Particuliers covers the subsidiaries that offer energy supply contracts for consumers: DGP (Consumer division), DTR (Regulated tariffs division) and Happ-e.

FRANCE PARTICULIERS*

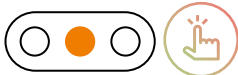
ENERGY-SAVING PREMIUM

“Indicate the conditions for the rejection of an application for an energy-saving premium application in a more visible way.”



CONTRACT

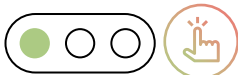
“When adding a joint holder to an energy supply contract, the supplier must seek the agreement of the joint holder.”



GRDF

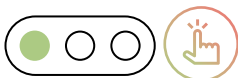
CUSTOMER CARE, ADVICE AND GUIDANCE, COMPLAINTS PROCESSING

“When a weather-related gas cut occurs, the distributor must inform the customer.”



BILLING AND CONSUMPTION

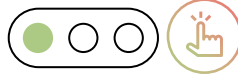
“In the event of a prolonged failure of a Gazpar meter, and in particular the functionality to transmit readings, put in place a procedure that produces real readings to enable billing.”



ENEDIS

CUSTOMER RELATIONS

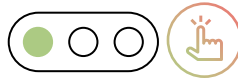
“In the case of an incoherent consumption meter reading, Enedis should alert the customer before correcting the reading.”



ENGIE SOLUTIONS

CUSTOMER CARE, ADVICE AND GUIDANCE, COMPLAINTS PROCESSING

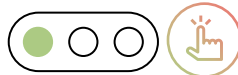
“Better information on the ENGIE Solutions website about the complaints process and the possibility of referring to the Ombudsman for the ENGIE Group.”



ALL DIVISIONS

CUSTOMER CARE, ADVICE AND GUIDANCE, COMPLAINTS PROCESSING

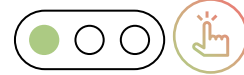
“Improve the processing of complaints by professionals, so that the Ombudsman does not have to replace a complaints department.”



ENGIE HOME SERVICES

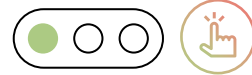
CUSTOMER CARE, ADVICE AND GUIDANCE, COMPLAINTS PROCESSING

“Reduce the time taken to implement Mediation solutions accepted by claimants.”



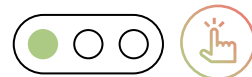
CONTRACT

“Contractualise the correspondence address of customer who rents accommodation to a third party.”



CONTRACT

“Make the service and maintenance offer better known to professionals for rented accommodation.”



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recommendations on consumption were made in 2021.

Targeted and relevant recommendations

In 2021 most of the reasons for cases concerning out-of-court resolution of disputes for ENGIE supplier cases were the same as those in 2020. Overview of the recommendations inspired by the cases encountered by the Ombudsman in 2021.

CONTRACT

ENERGY-SAVING PREMIUMS

Consumer division (DGP)

“Verify the existence of proof of subscription to an energy contract concluded by cold calling.”

Observations

In certain cases, such as cold calling, the ENGIE supplier cannot provide proof of the signature of a contract, by hand or electronically. This lack of evidence may create a contentious contractual situation, requiring a declaration of non-conclusion of the contract.

Recommendation

The DGP supplier must make sure that its processes are in place when concluding an energy contract by cold calling, and that proof of subscription through this subscription channel is available. Since April 2020, the DGP has been sending e-mails during the outgoing call that enables the customer to validate the subscription. The customer then receives a confirmation e-mail. If the customer is not available, a second call is scheduled by sending a text message. If the customer is still not available, then they can contact customer services and a proposal in duplicate is sent to them. The contract will only take effect after confirmation by the customer. A reminder of this procedure will be issued in 2022.



Consumer division (DGP)

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

Observations

There is a procedure that formalizes any change of ownership.

Recommendation

The procedure should be followed by all advisers: a reminder of this procedure is proposed.



Consumer division (DGP)

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

Observations

The Ombudsman notes that energy efficiency certificate cases referred to mediation are incomplete and inaccurate, requiring numerous round trips for processing. The dispute often stems from a failure to pay the premium for incomplete files or completion of the file after the deadline. In practice, the delays are due to the complexity of the energy efficiency certificate files.

Recommendation

The Ombudsman recommends that customers receive better guidance at the outset, that the completeness of the files be checked quickly and that additional requests be explained (e.g., a maximum deadline of one month). In the event of a complex case, an accumulation errors, etc., schedule a telephone call before sending the additional application in order to check mutual understanding and to take account of the difficulties encountered by the parties.



BILLING AND CONSUMPTION

CUSTOMER CARE,
ADVICE AND GUIDANCE,
COMPLAINTS
PROCESSING

Consumer division
(DGP), Happ-e

“Systematically apply the energy transition law and the corresponding wording in the adjustment invoice.”

Observations

The supplier may take time to settle a billing situation. When a supplier has to settle a bill over several years, it must systematically check with the national consumer department whether the energy transition law applies, and if so, apply it. Its implementation should be explained, when or before the invoice is sent, if possible, in writing. The wording “trade discount” is not explicit.

Recommendation

The supplier could set up a warning system to avoid having to go back over several years. It should systematically check whether the energy transition law applies, and if so, apply it when making adjustments, while making sure that the calculation is correct. On the invoice, the supplier should use explicit wording, not just “trade discount”. It should send an explanatory letter/e-mail before the customer receives the bill or with the bill. Finally, the supplier should make sure that the adjustment and explanations appear on the customer web pages as well. Note: the application of the energy transition law has been visible on customer bills since the beginning of February 2022. From now on, invoices indicate: “Energy transition law electricity deduction” or “Energy transition law gas deduction”. In addition, a pop-up alerts the DGP in the event of an invoice being unblocked for more than 14 months (08/02/2022), to allow for adjustment before the new invoice is issued.



Consumer division
(DGP), Happ-e

“Sharing a method of applying the energy transition law between energy suppliers and the Mediation team.”

Observations

The Ombudsman has dealt with a significant number of cases involving the application of law No. 2015-992 of 17 August 2015 pertaining to the energy transition. Some cases have revealed different approaches between the Ombudsman and the consumer department in the application of this provision of the law, which lengthens the time taken to resolve disputes.

Recommendation

The supplier must make sure that the invoiced consumption complies with the application of the energy transition law. Consequently, the Ombudsman for the ENGIE Group has developed a calculation method, that is shared with the energy suppliers of the ENGIE Group, to avoid any inconsistencies in the application and to process the mediation cases more quickly.



Consumer energy
supplier

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

Observations

The Ombudsman deals with a large number of requests for consumer mediation, which in fact are complaints.

Recommendation

Energy suppliers need to improve their complaints processes to prevent referrals being made on the basis of complaints, without any evidence of a prior attempt to resolve them, or due to the failure to respond to written complaints within two months. For example, by being proactive by directly referring complaints that may have gone back and forth in customer services department, and then offering to hand over the case to the experts in the national consumer department to resolve the situation. In fact, the national consumer department at ENGIE definitively settles nearly 80% of the requests that are sent to the Ombudsman too early, and are then returned to it.



The Energy Transition Law (LTE)

Sharing a method of application of the energy transition law between energy suppliers and the Mediation team

The legislative and regulatory framework of the energy transition law

Law No. 2015-992 of 17 August 2015 on the energy transition for green growth, promulgated on 18 August 2015, now prohibits the billing of consumption that dates back more than 14 months, with some exceptions.

In accordance with article L.224-11 of the new French Consumer Code: **“No electricity or natural gas consumed more than 14 months before the last reading or automatic reading may be billed,** except when the meter cannot be accessed, when the consumer fails to provide a reading of their actual consumption, after the network operator has sent the customer a registered letter with acknowledgement of receipt, or in the event of fraud.”

The purpose of the energy transition law

The aim of the energy transition law is to protect consumers by prohibiting adjustments to the consumption of electricity or natural gas dating back more than 14 months. In practice, the energy transition law is mainly concerned with two types of situations:

- Customers who have not been billed for consumption for more than 14 months;
- Customers who are billed periodically for their consumption, but whose billing period between two actual readings exceeds 14 months. For example, for customers billed annually, between two invoices issued on the basis of an actual reading, the supplier produces an invoice with an underestimated index.

How to use the method to apply the energy transition law developed by the Ombudsman for the ENGIE Group

The supplier must make sure that the invoiced consumption complies with the application of the energy transition law. Consequently, the Ombudsman for the ENGIE Group has developed a calculation method, that is shared

with the energy suppliers, to avoid disputes related to the method of estimating the refunds to be applied. This method is described in detail in the example below.

This method makes it possible to check that the invoice issued by the supplier, for consumption billed on the basis of an actual reading, does not include consumption dating back more than 14 months (the so-called energy transition law period). In fact, a clear distinction must be made in the analysis between the consumption “billed” by the supplier and the consumption that is “billable” under the energy transition law.

To summarise, and under the terms of the energy transition law, this analysis can be used to compare:

- **The billed consumption: the consumption for which the supplier demands the payment of a bill based on the actual reading. This bill settles the situation, but it must obey the rules of the energy transition law;**
- **And the billable consumption: the consumption that the supplier can actually bill in application of the energy transition law. This consumption is calculated over 14 months and is based on the last actual reading published by the distributor before the date of issue of the bill.**



For more about the energy transition law

Determine the date of application of the energy transition law (i.e., the date before which consumption can no longer be billed)

- Identify the bill issued by the supplier on the basis of an actual reading, which may include consumption over too long a period;
- Then, using the distributor's readings, identify the date of the last actual reading before or equal to the date of issue of the bill, and then go back 14 months (i.e., 425 days). These 14 months constitute the energy transition law period.

STEP TWO

Calculate the billable consumption (i.e., the consumption that the supplier should have billed) under the energy transition, so it can be compared with the billed consumption

- In the absence of an actual reading on the day of the energy transition law, the billable consumption (that the supplier would have billed, if it had applied the limitation to the energy transition law period) is calculated pro rata temporis on the basis of the distributor's history of actual readings. The chosen readings must represent one year of consumption.

STEP THREE

Compare the billable consumption with the consumption billed by the supplier to identify any adjustments that must be cancelled.



Interview with Sophie Brejon

Head of the national consumer department (SNC) of ENGIE's Consumer division (DGP)

How does the national consumer department deal with customers in relation to the energy transition law?

All our employees check whether an energy transition law is applicable to the customers whose claims they are handling (level 2). If this is the case, they explain this during the telephone conversation and point it out in the written reply, if necessary. A calculator is available for advisers to determine the amount to be deducted.

To what extent is the energy transition law curve used?

The use of the energy transition law curve is being deployed in the consumer department. It will visually show our customers that an energy transition law is to be applied. Feedback will be given on both the perception of our customers and the use of this curve by the consumer department staff members.

How does the national consumer department implement this process?

As soon as an energy transition law is applicable, the curve will be attached to the reply letter/e-mail sent to the customer with an explanation.

Illustration of the method used to apply the energy transition law with an example

To illustrate the method in a practical way, let's take the example of a customer who is invoiced once a year. The supplier raises a bill, F2, with an (under)estimated reading between two bills, F1 and F3, which are based on actual readings (i.e., a reading taken by an employee, a self-reading, a remote-reading or a reading transmitted by a meter). There may therefore be an adjustment of the consumption on the last bill issued with an actual reading, F3, due to the underestimation of the bill F2. The estimated bill F2 is for consumption dating back fewer than 14 months.

Step one

A bill is raised on 13/07/2021, based on an actual reading taken on 06/07/2021. The distributor's last real reading, before or on 13/07/2021, was taken on 06/07/2021.




Then the application date of the energy transition law is (06/07/2021 - 425 days =) 07/05/2020.


Step two

The supplier calculates the billable consumption as follows:

- Selection of a one-year period with two actual readings by the distributor on 14/01/2020 and 07/01/2021, i.e. 359 days;
- The consumption from 14/01/2020 to 07/01/2021 was 10,162 (=13,996 - 3,834) kWh;
- The average observed daily consumption is 28.3 kWh/day (= 10,162 / 359);
- The billable consumption between 07/05/2020 and 06/07/2021 is 12,030 kWh (= 425 days * 28.3 kWh/day);
- The reading on the date of the energy transition law was 6,923 kWh (= 18,953 [actual billed reading] - 12,030 [billable consumption]).

This table summarises the various items of information: readings billed and taken (the distributor's reading is in orange in the table):

Meter	F1  532			F2  532			F3  532	
Type of reading	A	A	Energy transition law	E	A	A	A	
Date of the bill	06/01/2020			15/07/2020			13/07/2021	
Date of the reading	19/12/2019	14/01/2020	07/05/2020	12/06/2020	10/07/2020	07/01/2021	06/07/2021	
Actual kWh reading Distributor	2,996	3,834	6,923		8,577	13,996	18,953	
kWh reading invoiced by the supplier	2,996			4,925			18,953	
Billed consumption in kWh				1,929			14,028	

 : Bill
A : Actual
E : Estimated

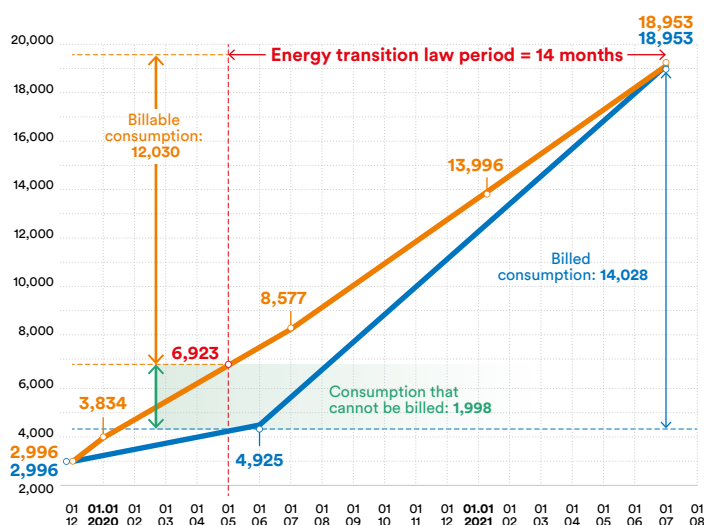
Step three

The customer was billed 1,998 kWh too much

(= 14,028 [billed consumption] - 12,030 [billable consumption]). This is an adjustment of the consumption dating back more than 14 months and therefore cannot be billed (see explanatory graph below). The consumption of 1,998 kWh should therefore be deducted from the bill.

Energy transition law curve

This curve shows the quantities invoiced and read during the energy transition law analysis period, with the data used in this example.



Forecasts

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The Public Service Mediators' Club

The strength of collective action for ever higher quality mediation

The Ombudsman for the ENGIE Group is a member of the CMSP (Public Service Mediators' Club). He is the vice-chairman in charge of the website and relations with consumer associations. He is also the secretary of this non-profit organisation (under the law of 1901).

The Public Service Mediators' Club is celebrating its 20th anniversary this year. Created on 1 April 2002 by 13 ombudsmen (including the Ombudsman for the ENGIE Group), it now has 28 ombudsmen from various organisations, such as company mediators, institutional mediators from administrations, public or sectoral mediators, or mediators from federations, local authorities, etc. These [mediators share three common values](#): independence, neutrality and impartiality.

They are committed to principles applicable to the mediation process: fairness, transparency, free of charge, confidentiality and efficiency. This diversity between consumer mediators and institutional mediators is a real advantage for the Club. The diversity of the fields of intervention and working methods, as well as the opportunity for members to discuss best practices is a real bonus. It allows for a response to the specific issues of each mediation process, in accordance with the provisions of the Club's charter. This charter, which the Club adopted in 2004, reiterates the above-mentioned values and principles and constitutes an ethical benchmark for the mediation practices of the members. It was adapted in early 2011.

Today, the Club is the only organisation in France that brings together mediators from both institutional and consumer mediation. The Club is at the origin of many advances in the field of mediation, by promoting rules and making proposals for quality mediation. The Club is an open player in the field of mediation. It is in regular contact with public authorities, consumer associations, European bodies and mediation organisations that are not members of the Club.

Finally, the Club intends to continue the process of professionalisation by developing, in partnership with the French institute of public management and economic development (IGPDE), new training courses, organised in targeted modules. These modules are adapted to the different types of mediation, namely institutional mediation, consumer mediation and finally company mediation.

Website

Use effective online tools

The Ombudsman for the ENGIE Group intervenes as a last amicable resort to settle disputes between consumers who are customers of the ENGIE Group and of companies in the ENGIE Group, if an amicable settlement to the dispute cannot be found by the existing procedure for complaints. The Ombudsman's main tool for making this possibility known and for being contacted is the website, which contains the online referral form.

Much more than just a regulatory obligation, the Ombudsman's web site is a genuine tool to guide consumers on their journey. It sheds light on the mediation process and answers many questions about disputes. This website is subject to constant attention and regular updates. It serves several purposes: to make it easier for consumers to navigate on the site, to improve access for all audiences, to update and diversify the content according to the subjects of disputes dealt with by the Ombudsman, to make the information produced easier to read, to strengthen the site's IT security or encourage online referrals and make them as well qualified as possible.

In 2020, we worked mainly on:

- The identity of the site, with a logo and a charter specific to the Ombudsman for the ENGIE Group that emphasises his independence even more clearly;
- Updating the content, especially in the FAQ section;
- And making further improvements to the form.

In 2021, the following major projects took place:

- The hosting of the referral form was separated from that of the website, to allow for independent developments and to strengthen the security of the data passing through the referral form;
- The technical platform was changed and the latest version of the editor was introduced to strengthen the site's security, improve its referencing, maintenance, cybersecurity and ease of use, with much better graphic possibilities than before and a faster display;
- As part of this development, compliance with the RGAA (the general accessibility framework for administrations in France) regulation on digital accessibility for people with disabilities was taken into account.



EEMG

EEMG Annual Seminar: trends and news

The European Energy Mediators Group (EEMG) held its annual meeting on 25 November in an online format again, due to the health situation.

This group of European energy mediators shares the best practices of its members in order to contribute to the professionalisation of mediation and to make proposals for progress to the European Commission. On the agenda: key figures for 2020, trends observed in 2020-2021 and an important topic around the revision of the ADR Directive, presented by the European Commission at its forum on 28 and 29 September.

Figures and trends

- Of the 57 million consumers covered by the eight EEMG member companies, the number of requests was stable, at about 12,500. Of this figure, 88% were requests for consumer mediation, the rest for professionals or companies.
- 3,475 were eligible and 230 were processed in mediation cases.
- The success rate of the mediation cases was 73%.

Message to the European Commission

The EEMG Mediators sent messages to the European Commission with regard to the revision of the ADR Directive. Among them, one key issue:

- The effectiveness of mediation lies in the fact that it is an instance of last resort, once the conventional complaints process has failed, as an alternative to the courts of law. Mediation can only be effective if it deals with exceptional cases, in limited numbers, allowing for the individual investigation of complex cases. It can in no way compensate for the inefficiency of the claims departments in companies, and must not be considered as a subcontractor of these departments, in the event of failure. Companies must remain responsible for their complaints departments and for their customer relations.



Read the 2021 EEMG in detail

Communication

Further training

In order to maintain and constantly improve the quality of the services provided, the Ombudsman for the ENGIE Group is strongly committed to training, both initial and ongoing. Training is an essential tool for mediation that determines the pace of each employee's career.

In energy mediation, further training is necessary to build up the mediation officers' capability to question and to keep up to date with the legal situation. It takes multiple forms and covers multiple subjects, because mediation is not just a simple technical or legal process, it also has a human dimension. Finally, further education is partly collective: sharing knowledge and experience is essential to formulate legal and fair proposals, when the professional has not been able to find a solution. All the members of the ENGIE Group mediation team are trained, first when they join the team and then, as and when the need arises, according to the possibilities.

On arrival:

When an employee joins the Mediation team, they benefit from an intensive two-week immersion period, with comprehensive training in:

- Mediation: definition, understanding its spirit, values, principles, processes, etc.;
- The energy market: the challenges and trends, how it works;
- Technical notions about gas, electricity and energy services.

In the course of their career

Then, every year, additional subjects are proposed, either collectively or individually. For example, in 2021:

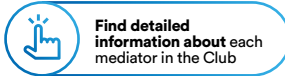
- The entire team completed an e-learning course on cybersecurity. Cybersecurity is an increasingly sensitive issue for the mediation business.
- The entire mediation team followed an e-learning course on quality of life at work. This subject has always been a concern for the team, as much for its own well-being, as for its performance!



More about further education



CLUB DES MÉDIATEURS DE SERVICES AU PUBLIC



Find detailed
information about each
mediator in the Club



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Le Président de l'Association des médiateurs des collectivités territoriales

Christian Leyrit,
AFD - 43, rue Duguay-Trouin
75006 Paris

The Ombudsman

FOR ENGIE GROUP

To write to the Ombudsman for the ENGIE Group:

- On the Internet by filling out the form available on www.mediateur-engie.com

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

OR

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