



The 2015 annual report of  
**the ENGIE Mediator**





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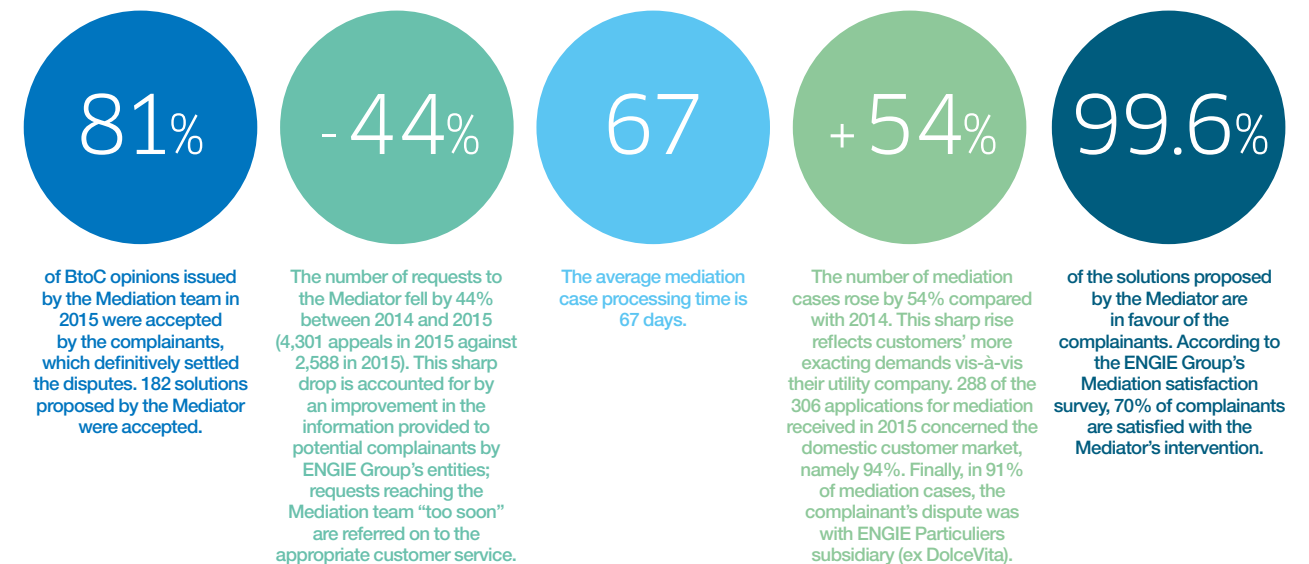


# MEDIATION: ENGIE is committed

The fruit of consultations between consumer organizations and the ENGIE Group, the ENGIE Mediation team has since 1999 worked to embody the last resort of amicable dispute resolution in the Group for all customers, suppliers and partners of the Group's different companies.

The ENGIE Group's mediation system is an effective alternative to legal proceedings, complementing existing complaints handling systems. The Mediator offers complainants independent, swift and impartial treatment of their disputes when they consider that the responses to their complaints are unsatisfactory.

## THE FIGURES for 2015



## THE MEDIATOR'S MESSAGE

# Jean-Pierre Hervé

ENGIE Group's Mediator since July 2014, Jean-Pierre Hervé has considerable experience in the energy industry and in mediation. After introducing his own efficiency control mechanisms, he now submits his assessment of 2015.



Ultimately, the mediator is responsible for helping stakeholders to improve consumer confidence in the energy market."

**I**n 2015, the number of mediation cases handled by the ENGIE Group increased once again: 54% compared with 2014. At the same time, the number of requests fell sharply, down from 4,301 in 2014 to 2,588 in 2015. The increase in the number of mediation cases should be correlated with customers' more exacting demands vis-à-vis their utility company. This phenomenon is all the more sensitive against a backdrop of changes in the energy sector, in which new offers and services are constantly appearing.

Hence the fall in the number of requests. Be that as it may, mediation is a new concept, it still has high potential for improvement in our society. Our fellow citizens express an increasing attachment to this process, whereas it has now existed for more than 16 years in the ENGIE Group.

2015 was also the year that saw significant developments in the regulatory framework of the Mediation team, reported by many media. The Group's customers are now more familiar with the ENGIE Group's Mediation team and potential complainants have received better information about the principles governing this alternative dispute resolution method. The information provided by operating entities (in invoices, contracts or on their websites) helps complainants refer their case to me at the right time, i.e. after appealing to the customer services and complaints departments of the commercial entities, as provided for by the

Once again this year, most of the requests I have received concern customers' comprehension of invoices, regularization amounts further to incorrect meter readings or adjustments to meter readings further to meter failures. I have also noted the emergence of complaints about new services and their related contracts. This is more particularly the case for services concerning boilers and renewable energies. Furthermore, a great many mediation cases concern the sale of distributed gas (Fidelo Conso), which led me make a number of special recommendations. Nonetheless, the fact remains that the need as stated last year to offer customers wishing to invest in energy efficiency a comprehensive assessment of their buildings is still very pressing. So I am renewing this recommendation for 2016; as the new energy transition law should facilitate its operational implementation.

The effectiveness of the ENGIE Group's mediation process, tried and tested for many years, has been maintained this year despite the sharp rise in the number of mediation cases to be handled by the same number of staff. Indeed I would like to thank all my staff for their unfailing commitment, efficiency and receptiveness to customers' concerns. I would also like to thank the internal entities who have helped make a success of mediation cases.

81% of the 226 opinions concerning consumer mediation rendered by the ENGIE Group's Mediation team in 2015 were accepted by the complainants and definitively resolved their disputes. In terms of handling time, 68% of mediation cases were settled in under 60 days (and 95% in under 90 days). Lastly, 99.6% of the proposed solutions were in favour of the complainants. Regarding the special cases the Mediation team dealt with in its one year of existence, it made fitting recommendations that were discussed with the entities concerned in order to guarantee the swiftest possible implementation.

This year of 2015 also saw major changes in the ENGIE Group's Mediation system: the creation of a new CRM (customer relationship management) tool, the online launch of a new website, a new work organization, reinforcement of my team of staff and the involvement of new ENGIE entities in the mediation process. We will maintain this momentum and will introduce an outsourced mediation correspondence scanning service in 2016.

Finally, 2015 will be remembered as an emblematic year for mediation: the order of 20 August 2015 offered a regulatory framework for consumer mediation by transposing the directive of May 2013 concerning alternative dispute resolution. And on 25 February 2016 ENGIE's mediation system was approved by the Mediation Assessment and Regulation Commission, the Consumer Mediator and was listed as such on the European Union's list. A distinction that confirms compliance with all the criteria of independence and efficiency laid down by these new texts. The qualities of ENGIE's company mediation, inter alia its independence and impartiality, have therefore once again been acknowledged.

## 2015 - highlights

**27 January 2015:** marked the first annual meeting of consumer organizations with the Mediator.

**9 & 10 June 2015:** the Mediator met its counterparts from the European Energy Mediators Group (EEMG), a group of consumer mediators for energy companies in Europe. This was an opportunity for all the participants to share their good practices and promote company mediation.

**24 June 2015:** the second annual meeting of consumer organizations with the Mediator.

**21 August 2015:** order no. 2015-1033 of 20 August 2015 was published in the Journal Officiel (French government publication).

This marked the start of widespread implementation of mediation in all consumer sectors. This aims to facilitate consumers' use of alternative resolution methods for disputes they have with professionals.

**22 October 2015:** marked the third

annual meeting of consumer organizations with the Mediator, in the presence of Gérard Mestrallet.

**15 December 2015:** the Mediator's new website went online. It offers more intuitive and quicker case referral.

**18 December 2015:** the ENGIE Group's Mediator filed an application with the Mediation Assessment and Regulation Commission to be approved as consumer mediator.

listed as a consumer mediator by the European Commission.

**25 February 2016:** the ENGIE Group's Mediator was officially

# MEDIATION: a rapidly developing legal context

The publication of the order of 21 August 2015 transposing the European directive of 21 May 2013 marks the start of the widespread implementation of mediation in the consumer sector. The aim: boost consumer confidence.

**E**laborated after wide-ranging consultations with all parties concerned, the order of 21 August 2015 seeks to facilitate consumers' use of alternative resolution methods for disputes they have with professionals (companies, retailers, craftsman, etc.).

Among other things, these new regulatory requirements require professionals to inform their customers that they have the option of referring their case to a mediator free of charge in the event of a dispute. Where applicable, the mediation process must be completed within 90 days. The complainant still has the option of taking the case to the courts after mediation.

## A LEGAL FRAMEWORK UNDERPINNED BY THREE PILLARS

### ⊙ Mediation concerns all sectors

The legal framework of mediation covers all professional sectors. It guarantees the intelligibility of existing mechanism while offering the consumer a wide range of mediation options (public mediation, sector-based mediation, company mediation or even mediation proposed by any other consumer mediator).

### ⊙ Quality criteria

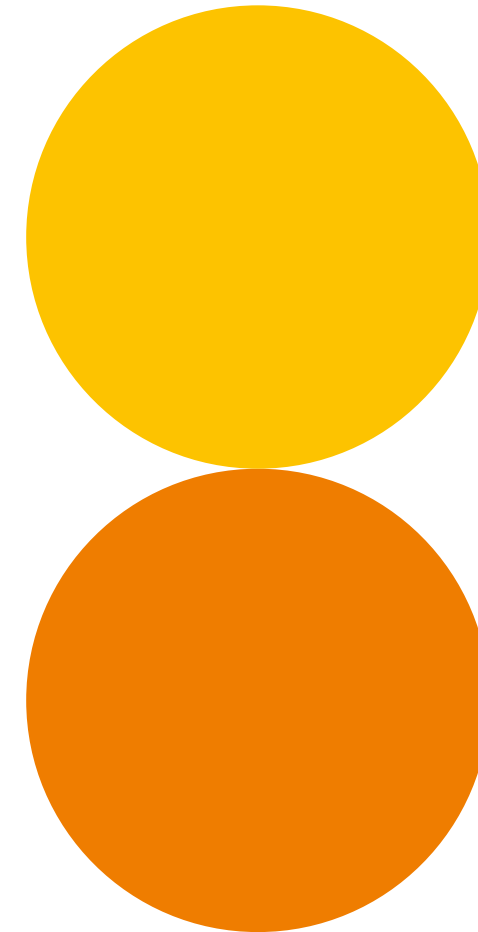
The quality criteria that consumer mediators must meet aim to ensure that they fulfil their remit with due care and competence, with complete independence and impartiality, within the framework of free, easily accessible, transparent, effective and fair procedures.

### ⊙ Control and assessment of mediators

The Consumer Mediation Assessment and Regulation Commission, attached to the minister in charge of the economy, comprises magistrates, qualified personalities and representatives of consumers and professionals. Its remit is threefold: draw up a list of consumer mediators who meet the aforesaid criteria, send this list to the European Commission and assess over time the activity of mediators approved as consumer mediators.

### THE ENGIE GROUP'S APPROVED MEDIATOR

Jean-Pierre Hervé, ENGIE Group's Mediator since 1<sup>st</sup> July 2014, filed his application with the consumer mediation assessment and regulation commission on 18 December 2015. He was officially listed as a consumer mediator on 25 February 2016.



# confidence

The socioeconomic context more than ever requires measures aimed at building confidence between service providers and their customers. That is the crux of the order of 20 August 2015, which paves the way for mediation in consumer matters. The ENGIE Group's Mediator, who conducts alternative dispute resolution with complete independence, was approved as mediator for consumers at the beginning of 2016.

**70%**  
of complainants say they are satisfied  
with the Mediator's intervention.



# Sixteen years' experience serving mediation

**In 2015, consumer mediation was enacted in French law.** Although it already met most regulations already in force, the ENGIE Group's Mediation team made a few adjustments to ensure its work fully complies with the new law.

**T**he fruit of consultations with consumer organizations, the ENGIE Group's Mediation team has since its inception in 1999 been the last resort for out-of-court settlement for all customers, suppliers and partners of the Group's companies, primarily in France, irrespective of their line of business. In this context, the ENGIE Group's Mediation team is now pursuing its activity by factoring in a specific context. Firstly, the economic and social crisis is exacerbating customers' sensitivity, generating growing demands in terms of quality of service, advice and guidance on the part of their service providers. Moreover, the regulatory framework is changing. The transposition of the Alternative Dispute Resolution (ADR) into French law further prioritizes the need to reach out-of-court settlements for disputes between a company and a consumer. In 2014 the ENGIE Group Chairman therefore decided to renew the company mediation process to better address the challenges facing the company during its transformation.

**Independence of the Mediator: an asserted wish served by an organization fit for purpose**  
The ENGIE Group's Mediator very quickly complied with the criteria set out in the ADR Directive as transposed into French law by the August 2015 order, which came into force on

1<sup>st</sup> January 2016. This process of anticipation initially focuses on the criterion of independence. Independence is an asserted willingness of the Group. It finds expression in the fact that the Mediator reports to the ENGIE Chairman but has no hierarchical relationship with him. Historically, the Mediator is indeed appointed by the Chairman and CEO himself. Also, the Mediator cannot be removed from office for the duration of his term. He is issued no directives regarding his remit or the way he fulfils his duties. The Mediator keeps the Group Chairman and CEO informed of his work and publishes his annual report in French and English, in accordance with his Charter and the order of 20 August 2015.

Every year the Mediation team is allocated a dedicated budget separate from ENGIE general budget. It is optimally managed by the Mediator to carry out his mediation duties throughout the year. Neither the Mediator's pay nor his budget are correlated to the mediation solutions settling disputes, or to the budgets of the Group's divisions and subsidiaries. The Mediator's budget is all-inclusive and in particular includes the rental of premises, operating expenses (heating, upkeep, etc.), any renovation work and IT (hardware and software) and logistics expenses (see p.14). He has his own information systems for managing case files. Finally, his budget includes his staffing costs, exclusively dedicated to Group's Mediation, even though this is no longer required under the order of 20 August 2015.

The Mediator, Jean-Pierre Hervé, was appointed by the Group Chairman and CEO on 1 July 2014. In accordance with the order of 21 August 2015, his appointment was unanimously confirmed by a joint appointment body (consumer organizations and ENGIE Group's members) that convened on 11 December 2015. Also in accordance with the Consumer Code, his 5-year term is renewable. His mandate is unrelated to Group developments and the outcomes of his work. Finally, he complies with the rule preventing him from working for any of the Group's companies: his contract of employment has been amended to that effect.

## independent

The budget allocated to the Mediation team every year is separate from the other budgets of the ENGIE Group; it thus has the resources that match its ambitions. This requirement strengthens the Mediator's neutrality and independence.

### A newly approved Mediator

In order to guarantee concrete implementation of mediation procedures, the new statutory regulations impose regulation of consumer mediators by a state authority and implementation of the required procedures. In France, the Commission d'Evaluation et de Contrôle de la Médiation de la Consommation (Consumer Mediation Assessment and Regulation Commission) is tasked with drawing up a list of mediators who meet these requirements and sending it to the European Commission. Instituted by the ministerial decree of 15 December 2015, this regulatory body must also assess the activity of mediators and ascertain the legality thereof. Its members include a councillor from the Court of Cassation (Final Court of Appeal), a member of the Council of State, qualified personalities, representatives of nationally approved consumer organizations and representatives of professional bodies (Consumer Code, art. L. 155-1).

The law of 20 August 2015 offers the possibility of several types of mediation. In particular, and in accordance with the 2013 European ADR directive, a professional can set up his own mediation system. This is what ENGIE has opted for, by instituting a company mediation system alongside a public mediator. This provision also lays down the principle whereby a dispute can only be the subject of one mediation process, with the exception of energy-related disputes. The National Energy Ombudsman, who has agreed, and the ENGIE Group's Mediator have signed an agreement governing their method of operation. This agreement is available for consultation on the ENGIE Group Mediator's website. The ENGIE Group's Mediator filed his application with the Consumer Mediation Assessment and Regulation Commission on 18 December 2015 and was approved as consumer mediator on 25 February 2016.

### The Mediator's duties and priorities

When the Mediator arrived in July 2014, he set himself two priority assignments:  
– Embodiment of the operational Mediator in France for individuals and entities in dispute with the Group, both for consumer disputes and for inter-company disputes (BtoB, suppliers, contractors, etc.);

– Embodiment of the referral Mediator for ENGIE Group's entities in other countries where the Group operates, more particularly in Europe, to develop the concept of out-of-court dispute resolution in all branches of industry.

### Embodying the operational Mediator in France

Consumers, the self-employed, companies, local authorities, consumer organizations, state departments, professional bodies... In conjunction with all the stakeholders, the ENGIE Group's Mediation team promotes alternative dispute resolution throughout the Group as a credible alternative to redress through the courts. Regarding applications for mediation from domestic customers, within the framework of the order of 20 August 2015 the ENGIE Group's Mediator ensures that all the Group's subsidiaries and divisions that have domestic customers scrupulously meet the requirements of the new regulations. For example, they have to inform their customers of the complaints handling process and of the existence of a mediator. Most of them have chosen the ENGIE Group's Mediator. Others have chosen another approved mediator in line with their business activities. The entities thus complied with the order on 1<sup>st</sup> January 2016. Agreements will

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**UNDER THE ORDER OF 20 AUGUST 2015, THE MEDIATOR SEES TO IT THAT ALL HIS SUBSIDIARIES AND DIVISIONS HAVING DOMESTIC CUSTOMERS SCRUPULOUSLY ADHERE TO THE REQUIREMENTS OF THE NEW REGULATIONS."**

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## charter

**In 2015 the ENGIE Group's Mediation Charter changes!**

Read the new version at [http://www.mediateur-engie.com/wp-content/uploads/2015/11/CHARTRE-DE-LA-MEDIATION-DU-GROUPE-ENGIE\\_final.pdf](http://www.mediateur-engie.com/wp-content/uploads/2015/11/CHARTRE-DE-LA-MEDIATION-DU-GROUPE-ENGIE_final.pdf)

## The Mediator's aims

- 1. Handle complaints of the ENGIE Group's different French entities and subsidiaries in the last instance before litigation.**  
The bulk of the Mediator's work concerns disputes with domestic customers about the supply of gas, electricity and related services.
- 2. Develop recourse to mediation in other service entities,** when all levels in charge of complaints have responded and their responses still do not satisfy the complainant. In 2015 the Mediator clarified the customer experience regarding the handling of complaints for the various divisions concerned.
- 3. Promote and develop the concept of alternative dispute resolution**  
The ENGIE Group's Mediation team actively exchanges views with all stakeholders, such as consumer organizations, which are key players in the process. It is also a member of the Club of Mediators of Services to the Public, which aims to raise public awareness of the alternative dispute resolution method (in particular on its website <https://clubdesmediateurs.fr/en/>).



## remit

To find out the exact remit of the Mediator, go to <http://www.mediateur-engie.com/qui-sommes-nous/les-champs-de-competences-du-mediateur/>

# 22 million

the number of contracts managed by ENGIE Group's subsidiaries affected by the transposition of the RELC directive on BtoC markets (consumers), BtoB markets (businesses) and BtoBtoC markets.

## consultation

The ENGIE Group's Mediation team is the fruit of consultations with consumer organizations. The Mediator maintains close and special relations with the latter throughout the year.

☉☉☉ subsequently be signed with new consumer mediators operating in sectors concerning the ENGIE Group's activities (energy-saving improvements, etc.).

### — Embodying the referral Mediator for international entities

The ENGIE Group wants to ensure that its European subsidiaries comply with the ADR directive and its local transpositions. For most of these subsidiaries, the ENGIE Group's Mediator provides functional support for managers, both in implementing alternative dispute resolution and in the choice of a mediator or mediation body (when local legislation so permits).

In Europe, most of the ENGIE Group's subsidiaries affected by the transposition of the ADR Directive are located in Italy, Hungary, Romania, Belgium, Germany and the Netherlands. With France they handle more than 22 million contracts on BtoC, BtoB and BtoBtoC markets.

Concerning Europe, for consumers the solution offered by the subsidiaries must be adapted (among other things in the field of energy sales offers and customer services) to the framework set up by the country to transpose the European RELC directive. In this respect, the ENGIE Group's Mediator has helped subsidiaries needing to comply with the RELC Directive and its local transposition. The purpose of this assignment was to check implementation of an effective complaints handling process, that:

- informs consumer of the various appeal bodies in case of disagreement on the responses to a dispute,
- inform customers through all existing channels (general terms of sale, invoices, web site, correspondence, etc.) of the possibility of appealing to the Mediation team (or mediation systems) in the field of energy that will be approved in the country, including company mediation if possible.

In accordance with decree 2015-1382 of 30 October 2015 on mediation of consumer disputes, any consumer, even not resident in France, can also file a complaint to the ENGIE Group's Mediator. If services have been subscribed for on the Internet, appeals can also be filed on the Online Dispute Resolution platform as provided for by regulation (EU) 524/2013 of the European Parliament and of the Council dated 21 May 2013 on online dispute resolution for consumer disputes. For other ENGIE Group's companies in Europe and the rest of the world, the Mediator helps company directors set up and develop dispute resolution. In most cases, appealing to the ENGIE Group's Mediator is inappropriate in such areas; local mediators should be contacted, and they can seek the support of the ENGIE Group's Mediator.

When requests concern a dispute outside France in a country where the ENGIE Group operates, the Mediation team contacts ENGIE's country manager to put in place a process matching the spirit of out-of-court settlement of the dispute with the complainant. If necessary, the ENGIE Group's Mediation team can intervene directly in support of the subsidiaries to resolve the dispute. ●

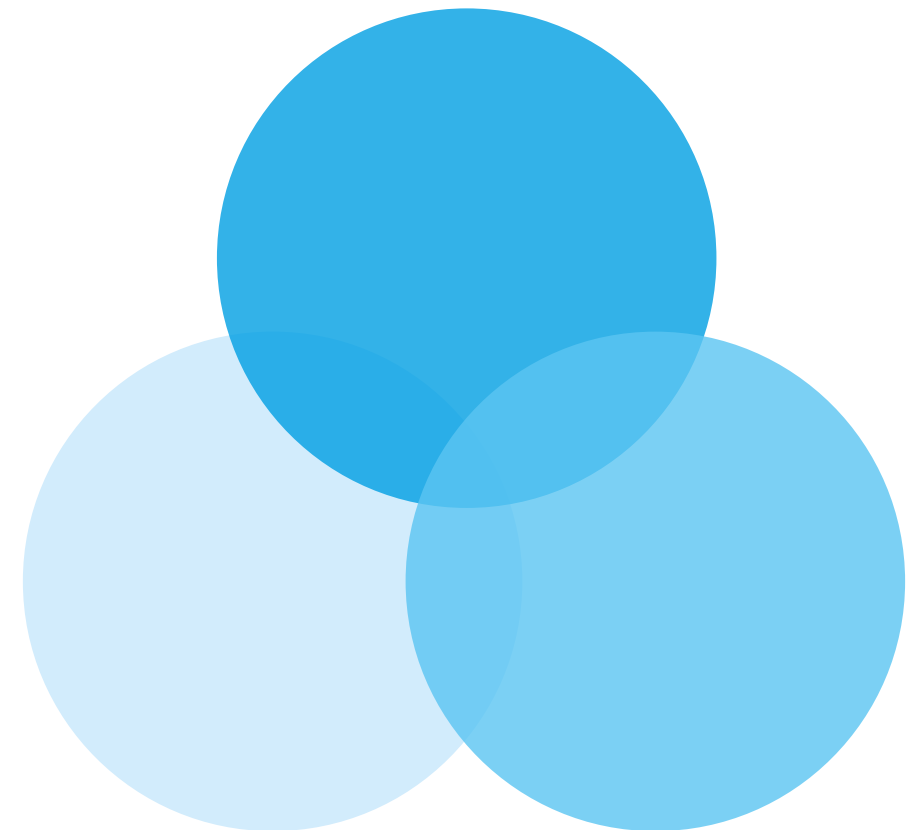
### An independent web site for referring a case to the Mediator



The Mediator can be contacted directly and easily on his web site: <http://www.mediateur-engie.com>  
You will recall that all requests are

examined to ascertain that they meet the conditions of eligibility for mediation. This is because clause L. 152-2 of the Consumer Code states that the following applications are not admissible for mediation:

- Those for which the customer cannot prove that he or she has already attempted to resolve the dispute directly with the company or department concerned in the Group, in accordance with the contract. In such cases, the Mediator redirects the complaint to the appropriate department and ascertains that the latter responds in such a way as to satisfy the complainant.
- Those that are clearly unfounded or unjustified.
- Those that have already been handled or are currently being handled by another mediator, particularly the National Energy Ombudsman, or by a court.
- Those for which over a year has elapsed since the last complaint was made to the supplier.



# t r a n s p a r e n c y

Central to the 8 values of the Mediation Charter, transparency is essential to the effectiveness of the approach. The publication of the Mediator's annual report helps sustain this key value of the ENGIE Group.

## 1.65 million euros

The ENGIE Group's Mediator has a budget of 1.65 million euros in 2015 to carry out all his duties (BtoC and BtoB markets, France and international)



t r a n s p a r e n c y

# A consumer-centric approach

**The Mediator pursues a prime objective:** meet complainants' expectations as best he can, to that end, he has to act and communicate with complete transparency. To go even further, the ENGIE Mediation team maintains close relations with consumer organizations.

**E**very year the Mediator publishes a report in two languages (French and English) presenting an assessment of its activity, results and recommendations. The Mediator's annual reports are available for consultation on his website.

### — The values of the ENGIE Mediation team

In his daily work the Mediator abides by, implements and promotes the following eight following values: listening, scrupulous respect for individuals, willingness to identify amicable solutions, fairness, impartiality, a hearing for all parties, confidentiality, transparency.

These values underpin the work of the Mediator and his team. They are implemented in their daily dealings with the stakeholders

and within the framework of each mediation case they take on. The ENGIE Group's Mediation team carefully informs each complainant of the Mediator's role, processes and principles

that will apply from the first contact. The Mediation team's endorsement of these "8 values" is confirmed by the Mediator in a special letter sent to the parties.

### — Transparent processes for the complainants

Transparency primarily aims at giving the complainant the right information. The request handling process is therefore clearly explained during the admission process (Internet link to the graph). Requests that do not fall within the Mediator's remit are immediately referred on to the relevant departments or mediators. When a request is admissible for mediation, the Mediator processes the case in stages:

- 1 He assigns the case to one of the mediation officers in his team.
- 2 The latter contacts the parties (the complainant and the latter's opposing party, i.e. most of the time the complainant and the representative of the company the dispute concerns). This stage more often than not takes place on the phone, to confirm that the parties fully understand the principles and values of mediation and that they share them.



**WE WANT TO GIVE ALL ENGIE GROUP CUSTOMERS IN ALL MARKETS MORE INFORMATION ABOUT THE EXISTENCE OF OUR MEDIATION TEAM AND CONTINUE OUR IN-DEPTH DIALOGUE WITH THE CONSUMER ORGANIZATIONS."**

3 The mediation officer asks each party to send him all the evidence needed for a full and independent analysis of the mediation case. At the request of either party, he can send on all or part of the case file.

4 The mediation officer submits his thoughts to the Mediator together with the supporting documents. The Mediator then proposes one or more solutions. As provided for by article R. 152-5 of the Consumer Code, he undertakes to settle mediation cases

within no more than 90 days. However, this deadline may be extended for particularly complex cases. In which case the Mediator duly informs the parties that the deadline has been extended.

## value

The 8 values of the Mediator are presented in his Charter and available for consultation at <https://www.engie.com/wp-content/uploads/2012/04/les-huit-valeurs-de-la-mediation-dengie.pdf>



t r a n s p a r e n c y

- 5 The Mediator's proposed solution is presented to the parties who decide whether or not they accept it. These exchanges may bring about some changes in the solution. The Mediator sets a deadline of roughly two weeks for the complainant to accept or reject the solution. However, on a case-by-case basis and at the request of the complainant, this deadline can be extended to facilitate convergence towards a shared solution.
- 6 The Mediator then ratifies the mediation solution. If necessary, he ensures that it is duly followed by the party concerned.
- 7 The Mediator organizes a complainants satisfaction survey following the handling of their complaint.

Throughout this process the Mediator reminds the parties that they are free to withdraw at any time.

### — Flexibility serving alternative dispute resolution

Mediation is free for the consumer. The parties can access mediation without needing to engage an adviser. They may however be represented by a lawyer or assisted by anyone of their choosing at any stage of the process. They can also seek independent advice on the dispute: if they seek independent advice, notably that of an assessor, the parties so doing bear the cost thereof. For joint complaints, the costs may be shared by both parties.

If either party engages a third party (for instance a lawyer, legal aid, consumer organization, etc.), several scenarios are possible:

- the mediation officer deals only with the third party, and the latter informs the complainant of the Mediator's proposals. Then the third party in return informs the Mediation team of the complainant's decision;
- the mediation officer deals directly with the complainant, who regularly seeks advice from the third party, before accepting or rejecting the Mediator's proposals;
- the mediation officer deals directly with the complainant, copying all exchanges to the third party, in particular the proposed mediation solutions, so that the third party can act effectively in an advisory capacity.

Before mediation begins, and also at the end of the process, the Mediator reminds the parties that:

- they are free to accept or reject the proposed solution;
- participation in the mediation process does not rule out the possibility of taking the matter to court;
- the solution may be different from a decision handed down by a judge;
- the Mediator informs the complainant of the



the Mediator's team.

the 2015 annual report of the ENGIE Mediator

consequences of accepting or rejecting the mediation solution.

### — The ENGIE Group's Mediation team

The ENGIE Group's Mediator, Jean-Pierre Hervé, has considerable experience in the energy industry, more specifically in BtoC markets (domestic customers). Furthermore, in 2014 he completed a training course on the Fundamentals of Mediation at the IGPDE (Institute for Public Administration and Economic Development), and also has legal skills, more particularly in the field of mass markets. He and his team are assisted by lawyers, customer relations specialists, seniors and experienced juniors. In October 2015 the Mediator also attended a training day on "Law and Mediation" organized by the Club of Mediators of Services to the Public.

### — A Mediator working closely with consumer organizations

In the ENGIE Group, the Mediation team is the result of a process of construction. It was set up with consumer organizations that signed the founding agreement. This dialogue continues today through discussions with any stakeholders who so wish and on any subjects on which the Mediation team is consulted, particularly on the recommendations presented every year in its annual report (see Progress p.19 to 26).

The consumer organizations remain the key players. Every year they are invited to three or four plenary meetings in the presence ☺☺☺





## transparency

# 55%

The proportion of the Mediator's budget (roughly €910,000) devoted to consumer mediation in 2015.

## annual reports

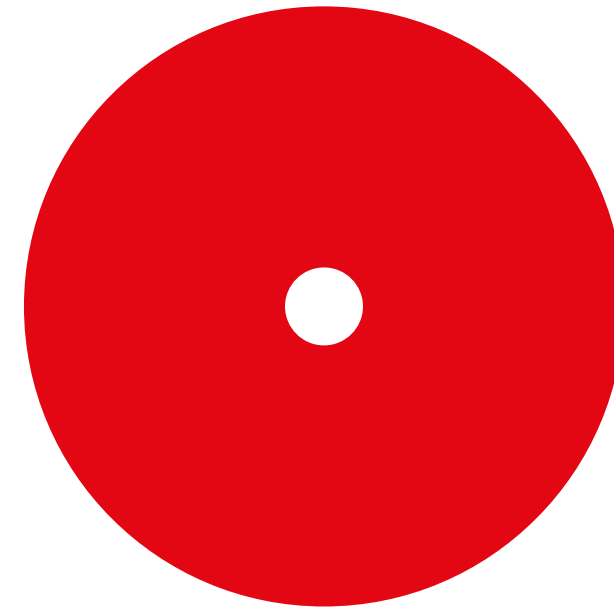
The Mediator's annual reports are available to all at <http://www.mediateur-engie.com/qui-sommes-nous/le-rapport-dactivite-du-mediateur/>

of the Group's entities concerned according to the subject. Once a year the Group Chairman and CEO Gérard Mestrallet meets the consumer organizations' representatives. The aim: address their requests regarding mediation-related subjects and discuss current developments in the energy sector. On the occasion of his 2015 intervention, the Chairman reasserted the importance for economic agents of having a diversified and active consumerist movement and of the ability to understand and find areas of joint action in the interests of consumers. Other topics raised by Gérard Mestrallet included developments in the energy sector, the ENGIE Group's directions and its involvement in the French debate on energy transition. In these periods of transformation, mediation helps protect complainants and consumers. The points of view expressed by consumer organizations during these meetings are essential for the Mediator. Their views enable him to compare his conception of the needs of consumers, perceived only through the re-

### Promoting the Mediation team in law schools

The Mediator intervenes in French law schools. In 2015 the Mediator went to meet students on Masters' 2 course in Le Mans, Dijon and Nantes. These interventions are an opportunity to present to future law professionals the benefits of mediation, its strengths and limitations, and share with them the methods used through case studies. This awareness-raising work, which supplements the students' work on theory, also explains the efficacy of the Mediation team's responses to consumer expectations.

quests he receives, with the wider insight provided by the organizations representing them. These insights help clarify or complement the recommendations he makes.



## efficiency

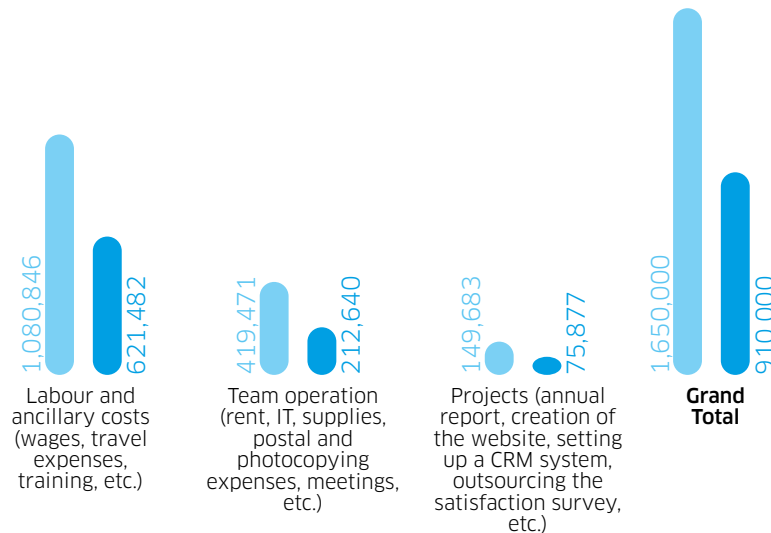
When the Mediator arrived in 2014, he set up his own internal control mechanisms to monitor the performance of the mediation process. Results: a high acceptance rate for the proposed solutions, and complainants by and large satisfied in a context of higher volumes being handled.

**+54%**  
more mediation cases received compared with 2014.

## The Mediator's resources itemized

The Mediation team's 2015 budget totalled 1.65 million euros. Up 14% on 2014, it reflects the increase in the volume of mediation cases handled. This has been made possible by the financial independence of the ENGIE Group's Mediation team, which manages its budget autonomously. Most of this amount comprises staff costs.

● Total amount  
● "Consumer mediation" amount





# An efficient process that satisfies

**Number of requests, the profile of complainants, handling times and satisfaction of complainants: a review of the ENGIE Group's Mediation team's activity in 2015.**

**W**hen the Mediator receives a request, he initially examines it to check that it falls within his remit. You will recall that the Mediator intervenes, in accordance with the Consumer Code, when:

- customer services (level 1) or national consumer services (level 2) have responded to the complaint (on a durable medium) and replied to the customer,
- the customer is dissatisfied with the response (in which case a dispute arises),
- the complainant files an application with the Mediation team for an in-house last form of amicable resolution.

As a general rule, the complainant receives a letter confirming receipt of the complaint within 48 hours; the letter also specifies the entity that will respond if the complainant has contacted the wrong body. The precise stages of the process and the different cases that arise are presented in the section headed "The admissibility process of the ENGIE Group's Mediation team" p.20. In most cases, it is the customer who directly appeals to the Mediator. However, if ENGIE Group's companies are at deadlock with the complainant, they can also refer the matter to the Mediator. That notwithstanding, the consumer's agreement must always be sought if the case is submitted for mediation.

**Fewer requests, more applications for mediation**

In 2015, the number of requests to the Mediator fell sharply (down 44% compared with 2014). Correlatively, the number of requests for medi-

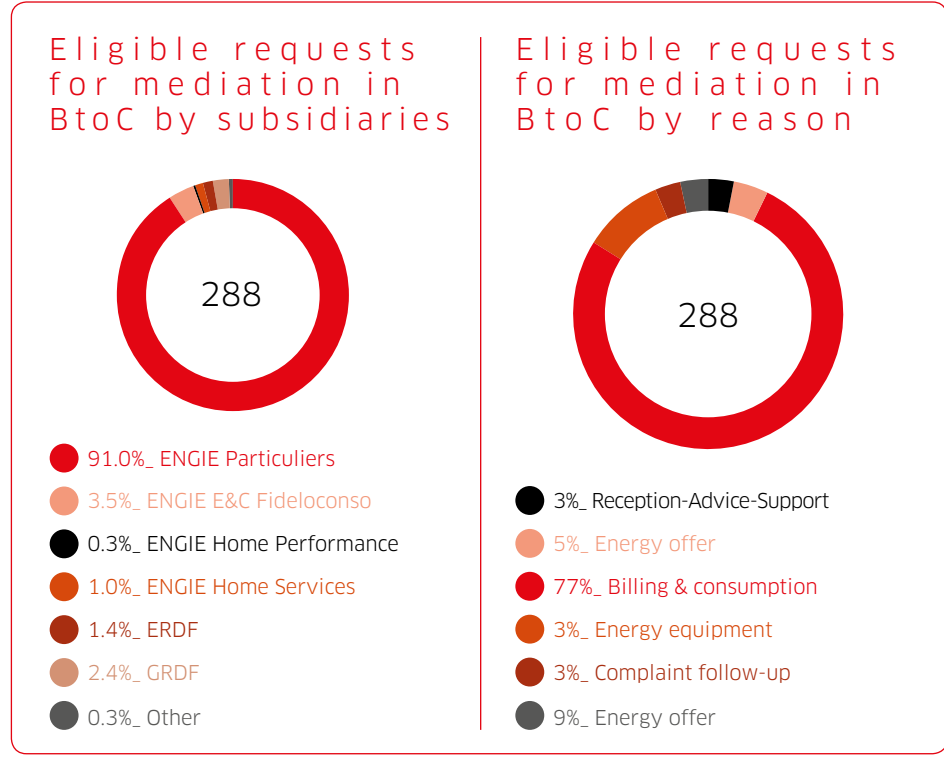
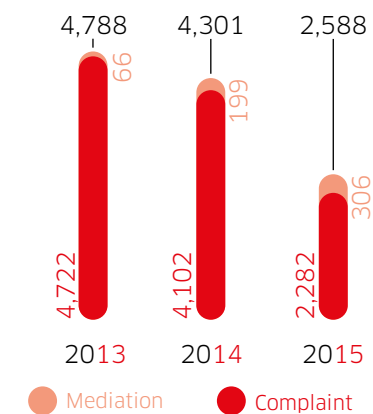
ation rose significantly (up 54% compared with 2014), totalling 306 eligible applications at the end of the year. This trend is the result of two changes:

- **The widespread referral of cases to the Mediator** ENGIE Group entities further to the Mediator's action with all divisions of the Group's BtoC market in France,
- **The gradual simplification of the Mediator referral process** and better information for complainants from ENGIE Group's entities, in accordance with the Mediator's past recommendations.

**Typology of requests, and the subsidiaries concerned**

The ENGIE Group's "energy supply" (96%), and more particularly the ENGIE Particuliers, ENGIE Pro and ENGIE Energies France brands, are the offers most subject to disputes. Only 2% of requests refer to "energy services" (Cofely Services, Cofely Inéo, ENGIE Home Services, ENGIE Home Performance, Panosol, Energia). Lastly, 2% also concern "energy distribution" (GRDF and

Annual number of requests by type



ERDF), with complainants still having a contract with ENGIE.

**Applications for mediation in BtoC**

This year, the Mediator has worked hard with Group's entities to promote recourse to Mediation. Despite a diverse range of mediation cases, most complainants are still domestic customers (94%, or 288 of the 306 requests received). Professionals come second (4%). The ENGIE Particuliers subsidiary is often mentioned, and is the subject of 91% of BtoC mediation cases received by the Mediator. The remaining 9% concern the following entities: ENGIE E&C FideloConso, ERDF, GRDF, ENGIE Home Services, ENGIE Home Performance, etc. (see graph below).

**The reasons for mediation applications in BtoC**

Mediation applications predominantly concern invoicing or payment problems (72% in 2015 against 90% in 2014) relating to level of consumption of gas and electricity (including metering problems). Disputes concerning customer care and information are up 8% (from 1% in 2014 to 9% in 2015). The "energy offer" category concerns claims in connection with the content of the offer, pricing in particular, energy taxes... Finally, a new subject of dispute is clearly emerg-

ing: FideloConso, an offer that individualizes heating and hot water charges for natural gas-fired group heating systems. Most of the reasons for requests concerning the ENGIE Particuliers supplier (ex DolceVita) are the same as those in 2014. They concern:

- contested supplies consumed,
- faulty meters, meter reading errors,
- and to a lesser extent, payment problems, payment methods, more particularly in connection with the companies switching to the SEPA (Single European Payments Area) system.

**"BEING EXEMPLARY IN OUR CUSTOMER RELATIONS"**



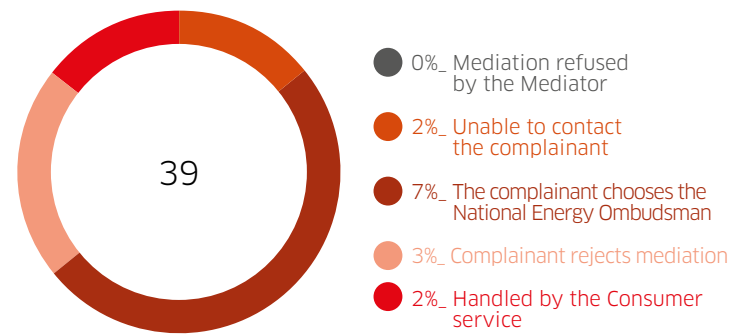
**Céline Forest**  
Director of Customer Marketing at Cofely Services (BtoB market)

"We absolutely have to listen to our customers, we have a lot to learn from

them! Thanks to their feedback in the bi-annual satisfaction surveys, our customers have helped us improve our complaints handling process. They have put their finger on potential sources of improvement both in the handling of cases and in processing times. Consequently we decided to provide them with two additional channels for referring their complaints: a national toll-free number

and an online platform. We have also recast our customer engagements by introducing new response times: calling back within 48 hours and responding within 15 days. A last form of amicable resolution also enables us to establish our customer focus and demonstrate if need be our willingness to be exemplary in our relations with customers."

### Requests for BtoC mediation rejected (14%)



#### — BtoC mediation handling times and quality

Despite the sharp rise in mediation requests in 2015, the Mediator has maintained quality levels he set himself in terms of handling and completion times, namely processing virtually all cases within two months of receiving complaints (not of obtaining all the relevant documents).

In 2015, out of the **288 requests for BtoC mediation received<sup>(1)</sup>**, 249 (against 184 in 2014) went to mediation and 39 (against 15 in 2014) were dismissed. In 2015 the ENGIE Group's Mediation team also handled 19 mediation cases concerning requests received in 2014. So in 2015, **the ENGIE Group's Mediation team handled 268 mediation cases<sup>(2)</sup>**, 46.4% more than in 2014 (183), which break down as follows:

#### ⊙ 237 mediation cases closed:

- including **226 with a response to the complainant:**

- 182 with acceptance of the solution (against 133 in 2014)

- 44 with rejection of the solution (against 12 in 2014)

- including **11 aborted mediation cases.**

⊙ **31** mediation cases still being dealt with at the beginning of 2016.

The number of "rejected" BtoC mediation requests (39 in 2015 against 15 in 2014) rose slightly compared with 2014 (14% received in 2015 against 8% in 2014). These figures highlight the different reasons for "rejection", which are shown in the above graph. "Rejection of mediation by the complainant" notably concern withdrawals of applications for mediation by the complainant on

the 1<sup>st</sup> phone call from the Mediation team. The proportion of **disputes rejected<sup>(1)</sup> by the ENGIE Group's Mediator** was 0% in 2015.

**Aborted mediation cases represented 4%<sup>(1)</sup>** (against 5% in 2014), namely 11 cases. Reasons:

- **the case was dropped** (9 cases): 4 mediation cases remain unanswered regarding the proposed solution, despite numerous reminders, 2 because the complainants doubted the Mediator's independence, 3 with refusal to continue mediation, including 2 by the complainant (disappointment with the outlined solution) and 1 by the Mediator (for a complainant already dealt with during a previous referral who appealed for the same reason).

- **after analysis, the complaint falls outside the mediator's remit** (2 cases): one was a matter for another supplier, and one was unrelated to the sale of energy and services.

**The average resolution time for a mediation case<sup>(1)</sup> was 67 days** in 2015. 68% of mediation cases were settled in under 60 days and 95% in under 90 days for the most complex ones. The complexity of the latter was due among other things to:

- technical difficulties requiring independent appraisal (requests for thermal diagnosis for instance, legal appraisal),
- persona problems requiring third-party intervention, like a social worker for instance. Certain complainants also wanted to wait for the next bill to see whether the problems had been resolved and/or whether the technical situation had been regularized (due to the customer's loss of confidence in the supplier or distributor).

The **rate of disputes settled amicably<sup>(1)</sup>** this year was **81 %** (against 92% in 2014). This decrease is explained in particular by complainants going back on their initial decision to accept mediation. Mediation cases with **rejected solutions** increased in 2015 (to 19%, against 8% in 2014).

**Mediator solutions in favour of the complainant<sup>(1)</sup> rose to 99.6%** (against 99% in 2014). When the complainant and supplier accept the solution proposed by the Mediator, it is adhered to in most cases. In 2015 there were only 5 cases of complainants who disagreed with the solution and escalated the case to the MNE (National Energy Ombudsman). For 4 of them, the MNE reached the same conclusions as the Mediation, and for the fifth case the MNE secured €25 of additional compensation. As for ENGIE entities, they apply 100% of the solutions proposed by the Mediator: that reflects one of the key benefits of independent company mediation.

(1) See table entitled "Quality criteria of decree 2015-1382 dated 30 October 2015"  
 (2) In 2015 the Mediation team handled 249 requests received in 2015 and 19 appeals received in 2014

#### — A handling process that guarantees satisfaction of the complainant

Every year since 2009 the ENGIE Group's Mediation team has polled complainants to measure their degree of satisfaction both about the company's complaints service after appealing to the Mediator and about the handling of their cases. This year the poll's response rate was 34% against 32% in 2014.

**Complainants appealing to the Mediator and whose requests were referred on and handled by commercial entities (customer services or consumer services).**

Customer satisfaction is on the increase:

- 59% of those polled are satisfied with the handling time of their cases by customer services (against 49% in 2014 and 23% in 2013),
- 51% are satisfied with the response to their dispute (against 50% in 2014 and 33% in 2013),
- 39% wish to pursue the mediation process.

These percentages reflect an improvement in the quality of suppliers' complaint services. Furthermore, the polls show an improvement in the information given to complainants about their means of obtaining redress in the event of a dispute.

**Complainants whose requests were handled by the Mediation team.**

Regarding complainants whose cases went to mediation, we noted a decrease in satisfaction concerning:

- comprehension of their dispute: 61% in 2015 (against 73% in 2014),
- the quality of discussions while their case was being examined: 70% in 2014 (against 72% in 2014),
- the quality of the solution put forward to resolve the dispute: 58% in 2014 (against 63% in 2014).

Overall, **the rate of satisfaction with the Mediator's intervention** is still high; in 2015, **70% of complainants were satisfied with the mediator's intervention** (against 84% in 2014). This is accounted for by the types of claims referred for Mediation and by complainants having more exacting demands. For instance, when a complainant is convinced that a bill is too high because he has not used so much and that the Mediator concludes in a fully transparent and fair manner that the bill is correct and its amount payable, the complainant is still dissatisfied, even if he accepts the solution.

Nonetheless, the fact remains that **81% of complainants accepted the solution offered to them**. We need to make a distinction between the complainant's final satisfaction and the successful outcome of the mediation process.

**31%**  
 of complainants were contacted by the Mediator thanks to an ENGIE letter or e-mail following their complaint.

**95%**  
 of requests requests for mediation were handled in under 3 months .

### Decree no. 2015-1382 of 30 October 2015 on consumer dispute mediation (BtoC)

Criteria	Definitions	Value/Rate
a) The number of disputes referred for mediation and their subject:	Number of mediation cases and reasons (type of complaint)	288
c) The proportion of disputes rejected for mediation and an evaluation (expressed as a percentage) of the different reasons for refusal:	% of mediation cases rejected = Requests not referred to mediation "Mediation refused by the Mediator" / Total mediation applications received	0%
d) The percentage of interrupted mediation cases and the main reasons for interruption:	% of mediation cases interrupted = Aborted/processed mediation cases	4%
e) The average time required to settle disputes:	Average dispute resolution time.	67 days 68% of mediation cases were settled in under 60 days and 95% in under 90 days for the most complex ones
h) In cases where mediators that are remunerated or employed exclusively by a professional, the percentage of solutions in favour of the consumer or professional, and the percentage of disputes resolved with an amicable solution.	% of solutions in favour of the complainant = (mediation cases accepted + rejected - referral to the MNE - Refusals by the subsidiary) / (mediation cases accepted + rejected)	99.6%
	% of disputes resolved amicably = mediation cases accepted / (mediation cases accepted and rejected)	81%

#### And tomorrow?

The ENGIE Group's Mediation team develops tools to improve and make reliable its activity. These include:

- a satisfaction survey of all stakeholders, and outsourcing satisfaction surveys and the detection of dissatisfied complainants,
- improved processing of complainants cases,
- outsourcing the scanning of paper documents received,
- simplified response letters,
- a website facilitating requests to the ENGIE Group's Mediator, which went online in December 2015.

So, after appealing to the ENGIE customer service concerned and in the event of dissatisfaction, the complainant can contact the Mediator by filing in the form provided on <http://www.mediateur-engie.com>  
 It's easy, free of charge and quick!

# THE PROCESS

## of admissibility of the ENGIE Group's Mediation team

**COMPLAINANT**  
Consumer, professional, industrialist, contractor...



**THE MEDIATION TEAM**

- Receives requests
- Identifies the department(s) concerned by the complaint.
- Assesses the best approach through an initial analysis of the customer experience.

**CASE NOT ADMISSIBLE**  
The complainant did not contact customer services before writing to the Mediator

**CASE NEEDS TO BE RE-EXAMINED**  
The complainant is dissatisfied with the response from the entity's 1<sup>st</sup> level of response (customer services in most cases) and did not make use of all internal forms of resolution as specified in the contract (the consumer service or the customer manager, depending on the company)

**CASE SUBJECT TO MEDIATION**  
The complainant is still dissatisfied after the ENGIE Group's last form of amicable resolution or has not receive a written reply to their request for more than two months

Written information sent to the customer outlining the terms for resolving their case (target: 80% within two business days)

- Case forwarded to the department concerned and followed up by the Mediation team
- Quality control (customer satisfaction)

- Forwarded to the department concerned
- Personalized follow-up by the Mediation team
- Quality control (customer satisfaction, response times, response, etc.)

- Dialogue with the parties involved
- A lawful and fair solution is worked out
- Quality control (deadlines, etc.)/satisfaction survey

**Analysis of the customer experience and of recurring problems. Preparation of the Mediator's recommendations.**

⊙ If the customer is still dissatisfied or rejects mediation: the case is referred to the National Energy Ombudsman (MNE), for disputes within his remit

\*Except for complaints from complainants who have not received a written reply from entities for over two months.



# progress

The knowledge of the Group's entities combined with an understanding of consumer expectations enables the Mediator to make relevant and effective recommendations. The aim: contribute to the company's improvement process.

Nearly **100%**  
of the recommendations made by the Mediator are followed by the Group's divisions.

# A virtuous continual improvement process

From what he observes on a daily basis and his discussions with consumer organizations, every year the Mediator makes recommendations intended for ENGIE Group's commercial entities. He then ensures that they are duly followed.

## > 2014 RECOMMENDATIONS BY AND LARGE DULY HEEDED

All year long the Mediator discusses with the ENGIE Group's divisions and consumer organizations to define areas for improvement of the company. That notwithstanding, it should be recalled that the Mediator has no remit to recommend improvements on areas in which he has not been consulted. The assessment of the 10 recommendations made by the ENGIE Mediation team in 2014 is very positive. Roundup of the initiatives taken by the Group's divisions.

### RECOMMENDATION 1: "Handling of the absence of meter readings"

- ⊙ **Assessment: GRDF adapts its procedures**
  - In 2015 GRDF continued the operation initiated in 2014 to reduce the number of cases of long absence of meter readings. The priority once again this year is the absence of meter readings for more than 3 years for domestic customers and for more than one and a half years for small business customers.
  - The 3<sup>rd</sup> four-month period of 2015 was also an opportunity to devote thinking to the new provisions of the energy transition law (article 220). These new provisions, which will come into force in July 2016, should help reduce cases of repeated absences of meter readings for customers.

### RECOMMENDATION 2: "Application of a time limit for adjustments further to a meter or remote metering fault"

- ⊙ **Assessment: GRDF continues to adapt its tools**
  - Systematic application of the time limit in situations requiring it greatly improved in 2015. And yet, despite the introduction of telephone lines dedicated to consumers to provide explanations, certain customers still have difficulty understanding the adjustment mechanism.
  - At the end of 2015, we noted a distinct improvement in the tools that highlight the reference periods of use that are taken into account.

### RECOMMENDATION 3: "Anticipation of meter and remote metering problems to avoid belated adjustments"

- ⊙ **Assessment: GRDF is thinking about a mechanism**
  - There too improvements in the rapid detection of abnormal situations are also expected. The overhaul of the processes, initiated in 2015, should lead to improvements by mid-2016.

### RECOMMENDATION 4: "Continuing improvement of the tracking of technical action at customers"

- ⊙ **Assessment: GRDF offers an online module that lets customers enter their meter readings**
  - ENGIE's Mediation team intends to encourage customers to send in their meter readings. This process is supported by mechanisms and contractual provisions at the network administrator and at suppliers'. It completes the tracking of GRDF operations and will help settle any disputes more quickly.
  - The Internet module on the site of distributor GRDF lets customers enter their meter readings at any time, even outside periods set for biannual collection. GRDF still needs to provide customers with more information on meter

changes, even if the customer is not required to attend.

### RECOMMENDATION 5: "Personal instructional and support initiatives aimed at customers"

- ⊙ **Assessment: ENGIE Particuliers adapts its procedures and tools**
  - In the autumn of 2015, the supplier improved the wording of many standard customer response e-mail templates. Furthermore, 300 consumer advisers completed a training course enabling them to better personalize their responses to customers. This meets the major recommendations of the Mediation team.
  - The information procedure accompanying the sending of "old bills", which was frozen for several months in the IT system, has been improved with an additional attempt to contact the customer and offer an explanation by telephone.
  - 2 experiments are planned for mid-2016 concerning the new interactive tools providing customers with personalized explanations of their bills.

### RECOMMENDATION 6: "Initiatives relating to billing, pricing advice and payment collection"

- ⊙ **Assessment: ENGIE Particuliers facilitates the use of the "M@ relève service"**
  - The FAQ section on the ENGIE customer site was modified in April 2015, placing at the top of the list a question and answer explaining to customers how to send in their meter readings (and exclusion conditions).
  - The customer site was overhauled twice, once in February and once in October. Currently, the ergonomics of the "M@ relève" page have been improved, in particular to reduce the risk of errors in entering meter readings.

### Assessment: ENGIE Particuliers keeps track of simulations carried out on behalf of customers

- Since the end of 2014, with the "OUEST" consumption simulator (Outil d'ESTimation du bon tarif - tool for estimating the right tariff), ENGIE consumer advisers can store a simulation of a customer's energy consumption and the underlying assumptions.

### Assessment: ENGIE Particuliers develops initiatives designed to improve the quality of relations with payment collection services

- ENGIE started modifying the payment collection system in 2015, among other things to

better factor in the customer's historical data; it remains to be seen what improvements this will make in the future.

- Payment collection firms are also continuously monitored by remote monitoring systems. It has been specified once again that results must meet the quality requirements set out in ENGIE's mission statement.

### RECOMMENDATION 7: "Early action required in the absence of meter readings or billing adjustments"

- ⊙ **Assessment: supplier ENGIE Particuliers has not taken any follow-up action** vis-à-vis customers pending implementation of the provisions of the energy transition law (14-month adjustment period). The ENGIE Mediation team had recommended that the supplier should inform the customer after 2 consecutive absences of actual meter readings, unless it exposed itself in recommendations made for mediation cases to partial acceptance of the amounts not to be billed to the customer.

### RECOMMENDATION 8: "New recommendations not made in previous years": improved experience for vulnerable customers and assistance for customers in matters of energy efficiency.

- ⊙ **Assessment: ENGIE Particuliers takes initiatives aimed at vulnerable customers**
  - A special channel has been successfully put in place with the ENGIE Group's Mediator, in accordance with its recommendation, to expedite the handling of cases referred to it. The number of requests from vulnerable customers fell in 2015.
  - Reminder: a customer relations unit for the "deaf and hard of hearing" was maintained in 2015.

### Assessment: ENGIE Particuliers develops tools to facilitate the management of energy efficiency initiatives:

- On 1<sup>st</sup> April 2015 a new system for collecting energy efficiency certificates and "selfcare" premium payments saw the light. The aim: ensure greater fluidity and responsiveness regarding customer complaints. This ensures that such complaints are tracked, which will facilitate the handling of disputes.
- Information on the "CapEcoConso" tool, an estimator gains that consumers can make by carrying out planned energy efficiency works, which is still a free service that domestic customers can consult. Finance services with the SOLFEA bank are proposed by the advisers.

## Consumers

A good understanding of consumers' requirements, acquired on a daily basis by the Mediation team and consolidated by its regular meetings with consumer organizations, enables the Mediator to make effective recommendations.



**72%**  
of requests to the Mediator concern disputes about invoicing and consumption.

— **RECOMMENDATION 9:**  
“Develop an improvement process to improve customer satisfaction”

⊙ **Assessment: ENGIE Home Services has developed a concerted action plan**

- **Launch of a national satisfaction survey, following the intervention of a technician:** roll-out of the survey after each intervention, for over a year (1,700,000 surveys in 2015, or 54% of the interventions).
- **Set up centralized complaints in July 2015:** ENGIE Home Services put in place national hypervision of complaints (Consumer Service), the complaints being handled by the local agencies. This organization will guarantee better visibility of the Mediation system.
- **Provide easier telephone access for customers wishing to contact the company for a complaint at consumer service level, the previous level being customer services and provide information on the proposed levels of appeal:** show the contact details of a preferred contact and of the appeal bodies, including the ENGIE Group's Mediation team, in the page footer of each response sent to customers and on a dedicated web page on the website.
- **Develop the accessibility of customers who complain:**
  - o Changes on the website made in November 2015:
    - “Alert use” button on the home page
    - a chat feature for complainants
  - o These changes will enhance the quality of service rendered to consumers.

— **RECOMMENDATION 10:**  
“In BtoB develop a customer relationship management solution to enhance the quality of service”

- ⊙ **Assessment: ENGIE Cofély Réseaux is introducing a complaints centralizing system** modelled on the process already engaged by ENGIE Entreprises and Collectivités:
  - **Level 1:** local (Agency),
  - **Level 2:** national (a structure with 5 staff),
  - **Level 3:** the ENGIE Group's Mediation team,
  - **Tools to manage and monitor complaints:** customer relationship management (CRM).

> **2015 RECOMMENDATIONS INCORPORATING NEW PROPOSALS**

In 2015 most of the reasons for appeals to the Mediator are the same as those in 2014:

- 72% for disputed bills and supplies consumed (including meter reading problems),
- 9% for the technical problems of distributors (GRDF, ERDF): faulty meters, incorrect meter readings,
- 4% for the energy offer (price, contractual terms),
- 4% for complaint follow-up,
- 3% for customer care, advice and guidance,
- 3% for energy equipment (installations and after-sales service).

The Mediator's recommendations should address the stated concerns. Six categories of recommendations by reason have thus been identified.

— **RECOMMENDATION 1: ⊕**  
“Continue improving explanations about consumption adjustment rules when meters are jammed”

⊙ **Observation:** When adjusting incorrect consumption, GRDF gives the customer a worksheet explaining how the proposed adjustment is calculated. The response to the customer is not explained clearly enough; so it is the Mediation team that has to provide the explanations if the complainant refers to them.

⊙ **Recommendation:** In addition to assistance arrangements (by telephone) put in place by the distributor, providing an explanatory note with the calculation to clarify the rules and proposed calculations. For instance: on the back of the sheet sent to the customer, give a definition of the terms and units used, the calculation and consumption adjustment rules, the principles used, etc.

- ⊙ **Addressee: GRDF**
- ⊙ **Reason: Billing & consumption**

— **RECOMMENDATION 2: ⊕**  
“Propose a form to be given to the consumer, explaining the procedure further to an accident on the network”

⊙ **Observation:** When an accident occurs on the natural gas network beyond the meter (e.g.: a pipe severed by a customer in his garden), the complainant is not properly informed of the procedure at the time of the accident report (the parties' responsibilities, an estimate of the repairs, what is payable by the consumer, etc.)

⊙ **Recommendation:** To make it easier for the customer to understand the situation, provide more explicit information on the parties' liability, just like car accident reports. The customer should be informed of the drawbacks and possible expenses in the short term, when the parties sign the accident report.

- ⊙ **Addressee: GRDF**
- ⊙ **Reason: Technical distribution**

— **RECOMMENDATION 3: ⊕**  
“Reduce ERDF's response time in the mediation process”

⊙ **Observation:** During the mediation process involving distributor ERDF, a request for facts is sent to it to allow the complainant's case to be examined. It is only when the facts are received that the case can be examined, along with facts sent by the customer. For 1/3 of cases, ERDF's average response time is 30 to 40 days. Furthermore, in certain cases the response is incomplete. It does not fully explain the root cause of the problem and the parties' respective responsibilities. Such situations nearly always require one or more follow-up questions, whereas the ENGIE Group's Mediation team undertakes to respond within 2 months of the referral of the complainant's case.

⊙ **Recommendation:** Further to a discussion on 15 February 2016, the ENGIE Group's Mediation team and ERDF proposed launching an improvement process to better present issues to the distributor and to alert it if the quality of its responses was unsatisfactory.

- ⊙ **Addressee: ERDF**
- ⊙ **Reason: Complaint follow-up**

— **RECOMMENDATION 4:**  
“Adapt the amount of ERDF compensation to the loss suffered by the complainant”

⊙ **Observation:** When estimating the amount of compensation proposed by ERDF in certain mediation cases, the said amount is by no means commensurate with the loss suffered by the customer. The amount of compensation seems to be based on a standard table and not sufficiently adapted to real-life cases, whereas the ENGIE Group's Mediation team considers that each situation is a special case and should be analysed and compensated on a case-by-case basis.

⊙ **Recommendation:** The Mediation team indicates the response made by ERDF. The

distributor states that it treats each dispute referred for mediation as a special case; there is no standard table of compensation. ERDF proposes to the Mediation team an appropriate solution if its liability is incurred. The solution consists firstly in finding that the customer is within his rights (including compensation for the loss) and secondly in offering financial compensation commensurate with the inconvenience. The Mediation team duly notes this intention for 2016.

- ⊙ **Addressee: ERDF**
- ⊙ **Reason: Complaint follow-up**

— **RECOMMENDATION 5: ⊕**  
“Refund damaged electrical appliances at their value as new if ERDF is found to be liable”

⊙ **Observation:** An incident on the ERDF grid can damage electrical appliances. Currently, for the cases found by the ENGIE Mediation team when ERDF is held liable, ERDF's process consists in striking a balance that fails to refund such appliances at their value as new.

⊙ **Recommendation:** ENGIE Group's Mediation team duly notes the full compensation method applied by ERDF, which is defined as follows. When a complainant in mediation has had electrical appliances damaged and ERDF is deemed liable, ERDF applies the principle of full compensation, in accordance with civil liability rules. Full compensation consists in restoring the victim's equipment to the state it was in before the accident. This must be done on the basis of its replacement value, which is defined as the purchase price of an identical item on the day of the accident with regard to its age, general condition, characteristics and performance. The customer thus suffers no reduction in his right to compensation. Neither does he benefit from any additional compensation, in accordance with applicable civil liability principles.

- ⊙ **Addressee: ERDF**
- ⊙ **Reason: Complaint follow-up**

— **RECOMMENDATION 6:**  
“Have the consumer service provide tariff advice for billing complaints”

⊙ **Observation:** For disputes concerning bills, a tariff analysis of the customer account carried out by the mediation team may reveal that the applied tariff does not match the customer's consumption profile.

**6**  
groups of recommendations by reason were identified for 2015. In total they number 19 recommendations.

⊕  
A specific mediation solution is online on the ENGIE Group Mediator's site at <http://www.mediateur-engie.com/qui-sommes-nous/le-rapport-dactivite-du-mediateur>

## Explain the line “adjusted consumption” on the bill

### PRESENTATION OF THE DISPUTE

The complainant formally disputes the fact that his natural gas meter was changed without clearly notified proof that it was out of order. He does not understand why the device was replaced and disputes the adjustment calculated by the distributor.

### THE MEDIATION TEAM

After analysing the complainant's consumption of natural gas, the Mediation team notes that it shows significant fluctuations, which would suggest that the meter was malfunctioning and eventually got jammed. The Mediation team reminds the complainant that the natural gas meter is the property of the distributor, who is responsible for its operation and maintenance. The distributor confirms that the meter is accessible and that it was changed by a technician, but the customer was not informed beforehand. The Mediation team reiterated the distributor's obligations when changing a meter: warn the customer in advance in writing, by telephone or text message, to ensure that the customer is

available because his presence is required, or to ask him to arrange for someone to represent him. An adjusted bill was calculated on the basis of his consumption record. This line appears as “adjusted consumption” on the customer's bill with no further explanation. After analysis, the Mediation team notes that the calculation is in the complainant's favour. It accordingly informs the customer and provides all the necessary explanations. The complainant accepts the solution. With the supplier's agreement, an extended time for payment of the outstanding debt is granted free of charge. The customer is paid compensation by the supplier for the inconvenience.

⊙ **Recommendation:** The supplier's consumer service should improve its processes by systematically providing tariff advice when it receives a customer complaint in order to ascertain that the right tariff is applied, particularly when the amounts at stake are high.

⊙ **Addressee:** ENGIE Particuliers (domestic customers division)  
⊙ **Reason:** Customer care, advice and guidance

— **RECOMMENDATION 7:** ⊕  
“Explain the line 'adjusted consumption' on the bill”

⊙ **Observation:** For disputes concerning bills and more particularly concerning an adjustment of meter readings from one bill to the next, the supplier adds a line on the bill labelled “adjusted consumption”. This is incomprehensible to the customer, as no explanation is given.

⊙ **Recommendation:** When the bill includes a “consumption adjustment” line, the corresponding calculation must be clearly explained, for instance in a letter attached to the bill, or even information provided by telephone for small amounts.

⊙ **Addressee:** ENGIE Particuliers (domestic customers division)  
⊙ **Reason:** Billing & consumption

— **RECOMMENDATION 8:** ⊕  
“Explain rectified bills”

⊙ **Observation:** When so-called “rectified” bills are sent, the lack of explanations may lead the customer to question them and prevent payment of the bill.

⊙ **Recommendation:** On rectified bills, add the requisite explanations and make sure they tally with the explanations provided by the distributor (GRDF or ERDF) for an adjustment.

⊙ **Addressee:** ENGIE Particuliers (domestic customers division)  
⊙ **Reason:** Billing & consumption

— **RECOMMENDATION 9:**  
“Continue and improve customer relations at payment collection time” fore a disputed bill, in particular when collection is entrusted to a third-party firm

⊙ **Observation:** Before going to mediation, a customer with a pending complaint on a bill may

in certain cases continue to receive reminders, even for a disputed bill. This upsets the customer, who considers such reminders as harassment, whereas he expects a response to his complaint from the supplier. This annoyance is often mentioned in mediation cases.

⊙ **Recommendation:** In such situations, the disputed bill should be set aside and not be the subject of a payment reminder until the supplier has responded.

⊙ **Addressee:** ENGIE Particuliers (domestic customers division)  
⊙ **Reason:** Complaint follow-up

— **RECOMMENDATION 10:**  
“At consumer service level, adapt the debt absorption plan to customer resources”.

⊙ **Observation:** When implementing a debt absorption plan, the monthly payments may not match the customer's financial means. BY adapting this plan to the customer's disposable income, mediation generally helps improve the situation.

⊙ **Recommendation:** The consumer service can directly introduce at its own level payment times matching the customer's means, which would avoid referral to mediation.

⊙ **Addressee:** ENGIE Particuliers (domestic customers division)  
⊙ **Reason:** Energy offer and complaint follow-up

— **RECOMMENDATION 11:** ⊕  
“Handle energy efficiency certificate premiums at consumer service level”

⊙ **Observation:** For a customer dispute at complaints service level concerning the non-payment of energy efficiency certificate premiums, the supplier rejects payment on the basis of the same case file as that supplied for the response provided by the supplier's customer service, without asking the customers for the missing documents justifying its claim. The Mediation team notes that in all the mediation cases on this subject the complaints were nonetheless always justified and could have been handled by the complaints service.

⊙ **Recommendation:** When cases concerning energy efficiency certificate premiums reach the consumer service, it must ask the customer to provide the missing documents supporting its complaint.

⊙ **Addressee:** ENGIE Particuliers (domestic customers division)  
⊙ **Reason:** Energy offer and complaint follow-up

— **RECOMMENDATION 12:**  
“Promoting the renovation passport”

⊙ **Observation:** To control their consumption and their bills, certain customers wish to invest in energy efficiency. For that purpose, they seek ways of carrying out an assessment of their building and their heating solution.

## Payment of energy efficiency certificate premiums

### PRESENTATION OF THE DISPUTE

The complainant has had a new and more efficient boiler installed by an ENGIE partner. To benefit from the premium in accordance with the proposed procedure, he files an application on a dedicated website along with the required supporting documents. He receives a reply stating that his application is incomplete and that his premium has therefore been rejected. The complainant then files a complaint. ENGIE asks him to send the supporting documents again with his application. Once again his application is considered incomplete. So the complainant appeals to the mediator.

### THE MEDIATION TEAM

The Mediator asked that the supporting documents supplied by the complainant be examined independently of the website. It turned out that there was a problem on the site and that certain documents, albeit effectively filed, had not been taken into account. The complainant's application was indeed complete. Despite the complainant's complaint, the adviser handling the case contented himself with observing the content of the website and

concluding that the application was incomplete. The Mediator thus recommended that in the event of a complaint, applications for premiums should be analysed on a case-by-case basis, in particular the supporting documents, and according to a different process from the standard process for handling applications received on an ongoing basis. ENGIE agreed to pay the premium to the complainant in addition to compensation.



A specific mediation solution is online on the ENGIE Group Mediator's site at <http://www.mediateur-engie.com/qui-sommes-nous/le-rapport-dactivite-du-mediateur>

⊙ **Recommendation:** Provide more comprehensive guidance for customers to help them understand their energy consumption and the link between their building and their heating solution, lifestyle and customs. Then offer them, in ascending order of effectiveness, renovation/improvement packs for their home or heating installation (ideally, a prioritized action plan with financing plan proposals).

⊙ **Addressees:** ENGIE Particuliers, ENGIE Particuliers - Partenaires et ENGIE Home Services  
 ⊙ **Reason:** Customer care, advice and guidance and energy equipment

— **RECOMMENDATION 13:** ⊕  
 “Improve the process of assessing the financial soundness of partners when contracts are renewed for membership of the ENGIE partners network, and provide customers with support if an ENGIE partner files for bankruptcy”

⊙ **Observation:** During energy efficiency works, the Mediation team has intervened to help customers seeking to complete the works and/or take up guarantees and after-sales service after the professional, a member of the ENGIE Partners network, has filed for bankruptcy.

⊙ **Recommendation:** In order to minimize the risk of filing for bankruptcy and thereby avoid certain customers experiencing a situation of abandonment, check the professional's financial standing well in advance, even if ENGIE's liability is not directly incurred in the execution of the works. Furthermore, through their guilds the professionals could set up solidarity funds to complete works in progress in customers' homes and aborted due to economic difficulties or bankruptcy. In 2014, at the instigation of the Mediation team, ENGIE partner network's management had already recorded the fact of helping to find solutions for customers experiencing such difficulties, which it did in 2015.

⊙ **Addressee:** ENGIE Particuliers (domestic customers division) - Partners  
 ⊙ **Reason:** Energy equipment

## Develop supervision tools in the event of malfunctioning of the FideloConso and Vertuoz Habitat offer

### PRESENTATION OF THE DISPUTE

**A collective of tenants in a block of flats** who benefit from an ENGIE FideloConso contract was formed following persistent energy billing problems. This contractually-binding offer is underpinned by the principle of individualized billing of the energy used by each flat (heating and hot water), whereas the boiler room is collective and fired by natural gas. After several fruitless complaints made to the FideloConso service provider, the collective appealed to the ENGIE Group's Mediator to find a sustainable solution.

### THE MEDIATION TEAM

**The technical and contractual aspects were diagnosed in consultation with the collective and the ENGIE company in charge of the FideloConso service.** This highlighted the lack of regularity in the tenants' bills and the impact of this on the building's gas-equivalent coefficient, which serves to calculate the consumption specific to each flat and to issue the individualized bills. The consumption of each tenant was regularized on the basis of a correct gas-equivalent coefficient. To ensure proper monitoring of consumption, a "consumption assessment" will be sent to tenants twice a year with the

bills for December and June. After checking the accuracy of the billing for this block of flats, the solution also consisted in ensuring reliable ongoing billing by supervising the block of flats in order to avoid such a situation recurring. In addition, each tenant was paid compensation for the irregular billing with a goodwill gesture of €40.02 inclusive of tax for each missing bill. Moreover, the contact details of a person identified in the FideloConso Management Service were sent to the collective of tenants, who can now contact him if the need arises.

## Monitoring ENGIE partners and consequences for their customers

### PRESENTATION OF THE DISPUTE

**The complainant has had photovoltaic solar panels installed by an ENGIE partner.** The contract signed by both parties included free maintenance of the panels for 10 years after installation. It also stated a certain return on investment. This was calculated in such a way that the income from the sale of electricity produced by the panels covered the monthly repayments on the consumer loan taken out by the complainants through the partner to pay for the investment. But,

- ① At the end of the 1st year of operation the complainant noticed that the actual income was half the target amount announced by the partner;
  - ② The partner filed for bankruptcy in the following months and the maintenance contract was not guaranteed;
  - ③ The panels required maintenance work and another company had to be found to do this.
- Inasmuch ENGIE had recommended the company to the complainant and that the latter had thus chosen it in complete confidence, the complainant contacted ENGIE to seek help;
- on the financing package (as the income from the sale of electricity did not cover his loan repayments),
  - on the problem of maintenance of the photovoltaic panels.
- ENGIE replied that it was not bound by the partnership contract.

### THE MEDIATION TEAM

**The Mediator took two facts into consideration:**

- The fact that the customer had chosen that partner because he had confidence in the ENGIE brand (the partner was a member of the ENGIE partners network),
- The fact that ENGIE is indeed not directly liable for the economic difficulties of its partners.

**The Mediator thus recommended:**

- That ENGIE should henceforth ensure that it systematically analyses the financial standing of partner companies in depth before renewing their annual partnership contracts. To avoid renewing a partnership with a company in difficulty and about to go out of business.
- The ENGIE partners explain to customers the potential gains they can make from energy savings. These savings are specific to each offer and the customer's behaviour. ENGIE cannot be held liable for works carried out by its partners.
- That ENGIE cover the cost of financing the customer's 5-year maintenance contract.

— **RECOMMENDATION 14:** ⊕  
 “Remind ENGIE partners of the energy efficiency certificate filing rules and process energy efficiency certificate premiums at consumer service level”

⊙ **Observation:** When carrying out energy-saving works, certain ENGIE network partners file certificates of completion of the works belatedly, at times after the deadline for related promotional offers or even after the legal deadline (the time limit for recording the energy efficiency certificate in a given calendar year). The Mediation team notes that the complainants' complaints were justified in all these cases.

⊙ **Recommendation:** Firstly, the partner network's management must remind the members of the ENGIE network of the rules for filing energy efficiency certificates so as not to penalize customers. Secondly, the consumer service is encouraged to handle such complaints directly, when the delay is attributable to the partner installer.

⊙ **Addressee:** ENGIE Particuliers (domestic customers division) - Partners  
 ⊙ **Reason:** Energy offer and complaint follow-up

— **RECOMMENDATION 15:** ⊕  
 “Improve information intended for stakeholders (tenants and owners of dwellings, managing agents or landlords) regarding the FideloConso offer, and more particularly concerning their responsibilities”

⊙ **Observation:** In mediation cases we have noted that the different stakeholders (tenants, owners, managing agents) affected by the FideloConso offer are unaware of its content, and particularly their obligations.

⊙ **Recommendation:** The supplier should regularly inform the different stakeholders (tenants, owners, managing agents) of their respective obligations, in a clear and instructional document (for instance, the managing agent or landlord must give ENGIE an up-to-date list of the occupants, the owner must inform his tenant of the specific features of the FideloConso offer, the owner must inform the managing agent of a change in tenant, etc.)

⊙ **Addressees:** ENGIE E&C, TEKSIAL and ECOMETRING  
 ⊙ **Reason:** Customer care, advice and guidance

⊕  
 A specific mediation solution is online on the ENGIE Group Mediator's site at <http://www.mediateur-engie.com/qui-sommes-nous/le-rapport-dactivite-du-mediateur>



— RECOMMENDATION 16: ⊕  
 “Better contract monitoring for buildings under FideloConso contracts”

⊙ **Observation:** Occupants/co-owners are unaware of their contractual position with regard to the FideloConso offer. For certain dwellings, occupants are not clearly identified for invoicing purposes. This can lead to bills being issued and backdated over several months, which can cause economic difficulties for customers.

⊙ **Recommendation:** To fulfil the contractual obligations of the FideloConso and Vertuoz offer, the supplier must systematically inform the owner of the dwelling when the occupant has not sent in a signed assignment of payment, and issue reminders when the tenant fails to pay (collect payment from the tenant, inform the owner if this fails, and if that fails, inform the managing agent of its payment obligation). The supplier must keep records of these reminders.

⊙ **Addressees:** ENGIE E&C, TEKSIAL and ECOMETRING  
 ⊙ **Reason:** Billing & consumption

— RECOMMENDATION 17: ⊕  
 “Develop consumer adviser alert in cases where FideloConso and Vertuoz Habitat bills are issued irregularly”

⊙ **Observation:** FideloConso or Vertuoz Habitat customer bills are not always issued at regular intervals (normally they should be bimonthly). This may be due to a variety of reasons: technical difficulties in reading the meters of certain homes, customers doing something wrong (when moving in for instance), or malfunctions of the billing software. Furthermore, a problem in a single flat can block billing for all the flats in the building.

⊙ **Recommendation:** To meet the contractual obligation of the offer (regular billing), the supplier must consolidate its customer billing process by ensuring that more reliable information is exchanged between two billing operators (TEKSIAL and ECOMETRING) and by installing a warning system if billing is blocked for the buildings concerned.

⊙ **Addressees:** ENGIE E&C, TEKSIAL and ECOMETRING  
 ⊙ **Reason:** Energy offer

— RECOMMENDATION 18: ⊕  
 “Take appropriate commercial measures if the remote metering service fails for the FideloConso offer”

⊙ **Observation:** The remote metering service can no longer work if the meters, the property of ENGIE–FideloConso, have been changed on the initiative of the landlord or managing agent without regard to their contractual obligations. In such cases, operator Ecometering is unable to read meters remotely; so the bills issued are based on estimated readings of the old meters. You will recall that the principle of this offer is to be billed on the basis of actual meter readings. Occupants dispute this situation that on no account meets the initial objective of the FideloConso offer.

⊙ **Recommendation:** ENGIE E&C must regularize the situation either by restoring the remote metering service by installing de appropriate meters at the expense of the landlord or managing agent, or by cancelling the FideloConso contract with the landlord or managing agent on the grounds that the service can no longer be provided.

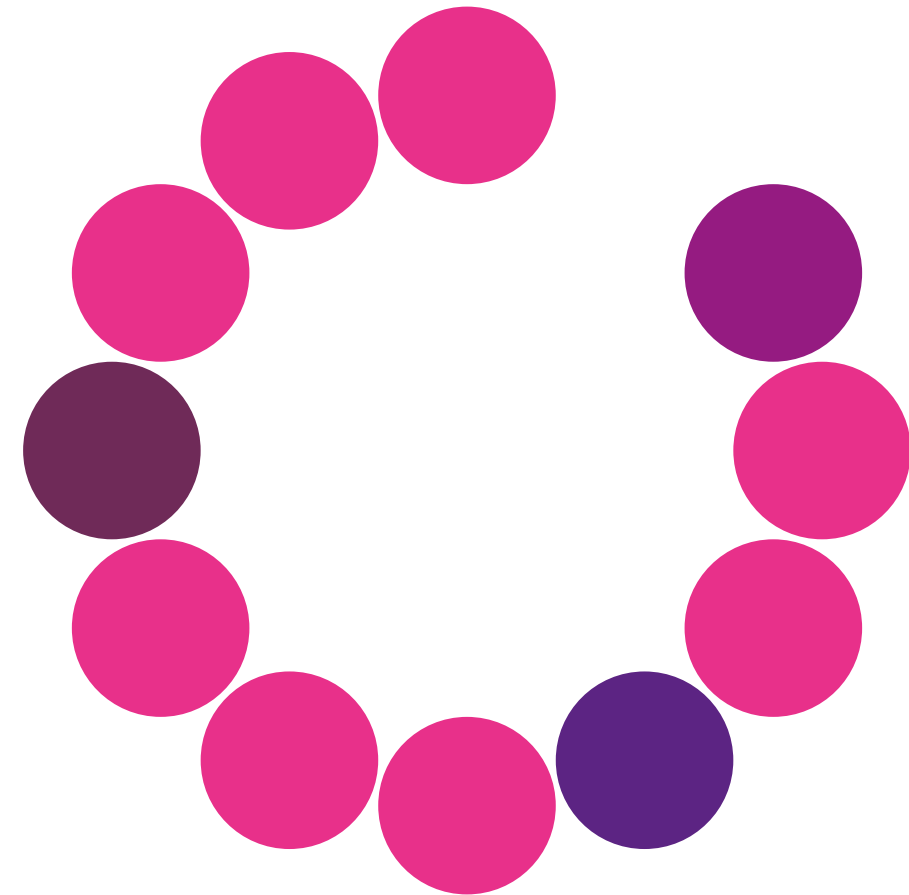
⊙ **Addressees:** ENGIE E&C, TEKSIAL and ECOMETRING  
 ⊙ **Reason:** Energy offer

— RECOMMENDATION 19:  
 “Continue the process of improving the possibility of referring the case to the Mediation team and of satisfying the customer”

⊙ **Recommendation:** To address the issue of better follow-up of customer complaints, and as announced by ex-Savelys in the previous report, ENGIE Home Services must continue its improvement process initiated in 2015.

⊙ **Addressee:** ENGIE Home Services (ex Savelys)  
 ⊙ **Reason:** Customer care, advice and guidance and Complaints follow-up

⊕  
 A specific mediation solution is online on the ENGIE Group Mediator’s site at <http://www.mediateur-engie.com/qui-sommes-nous/le-rapport-dactivite-du-mediateur>



# opening

Disseminating the values of mediation in ENGIE Group’s entities in Europe and worldwide is one of the Mediator’s duties. Very active in promoting amicable dispute resolution, he participates fully in the life of mediator associations.

4

European subsidiaries of the ENGIE Group were supported by the Mediator in 2015



# Promoting mediation in Europe and worldwide

In 2015, the Mediator continued promoting the concept of alternative dispute resolution, started in 2014 with ENGIE Group's subsidiaries. Such support is all the more valuable as it takes place against a backdrop of regulatory changes.

In 2015, the Mediator's priority was still centred on Europe, in particular the Group's subsidiaries operating on the BtoC market. As the ADR Directive was transposed into national law in all the EU Member States, the Mediator needed to ascertain that the subsidiaries were in compliance with the new law.

## Varying degrees of transposition in Europe

The Mediator provided support for ENGIE Italy, ENGIE Romania, Electrabel (Belgium) and ENGIE Netherlands. As the pace of transposition varies according to country, in 2016 it will be a matter of continuing this process. ENGIE's subsidiaries in Europe are prepared to promote alternative dispute resolution by adapting to the regulatory framework proposed by each country. Certain countries have already introduced effective mediation processes. For instance, this is the case for ENGIE Italy. In the event of a dispute, a public mediator organizes a one-hour videoconference session with the energy supplier concerned and the consumer, via a consumer organization. If that process fails to reach an agreement, the mediator organizes a second meeting. This lasts no longer than 1½ hours. The ENGIE Italy energy supplier considers this *modus operandi* particularly effective and modern.

## Towards the development of mediation throughout the world

Finally, the Mediator has identified the other Group's subsidiaries having a business activity and consequently potentially exposed to disputes. He will contact them at the beginning of 2016.

## "CONCILIAZIONE" BY VIDEOCONFERENCE



DR  
**Moïoli Fabrizio**  
ENGIE Italy – Customer Services

"ENGIE Italy handles complaints in accordance with regulations laid down by the Italian authorities (Autorità per l'Energia elettrica il gas e il sistema idrico, AEEGSI), which among other things set a maximum response time

of 40 days. Since the beginning of 2015, we call the customer before sending the letter of response. We explain the cause of the problem, the proposed response and we seek to obtain the customer's agreement. If the customer is not entirely satisfied with the proposed response, he or she can apply for mediation online, on a dedicated portal set up by the authorities. At this stage of the process, called 'Conciliazione', an ENGIE representative and the customer (or representative thereof)

discuss the matter by videoconference with an independent public mediator. In August 2015 the Italian government imposed on AEEGSI the obligation to develop mediation systematically for the settlement of all disputes. In 2016 there are plans to introduce a law encouraging customers to attempt mediation before taking any legal action. This measure should come into effect at the beginning of 2017. In 2015, ENGIE Italy received 26,000 complaints and 134 applications for mediation."



DR

## The European Energy companies customers Mediators Group

The Mediator is also a member of the EEMG (European Energy companies customers Mediators Group), which was set up in 2009. The group's main purpose is to share good practices between company mediators in the energy sector in Europe. In 2015, 7 countries are represented in the EEMG, and nearly 80 million consumers can appeal to the member mediators.

It is important to note also that company mediators shared a common ambition, namely to improve customer confidence in the operation of the energy market through dispute resolution by the Mediation team. Company Mediation can indeed play a significant part in this, on account of the knowledge it has of operational divisions, who all follow the generic recommendations made to improve their customer processes. Further to a decision approved at the association's meeting in Barcelona in June 2015, the ENGIE Group's Mediator and two designated members of his staff helped recast and modernize the EEMG website (<http://www.eemg-mediators.eu/accueil>) and set up a better-staffed secretariat to encourage the sharing of the good practices, a secretariat made up of one member from each Mediation team. A progress report was also presented on the transposition of the ADR Directive in the various represented countries, on the different mechanisms for handling mediation cases, on changes in practices in each country concerning the protection of vulnerable customers and the role of mediators in bringing about such changes.

## The Club of Mediators of Services to the Public

As in 2014, the Mediator played an active part in the two associations of mediators he is a member of. First and foremost, the Club of Mediators of Services to the Public: as committee member, the Mediator attended all the meetings and took part in all the Club's decisions. He also intervened to present the ENGIE Group's Mediation team at the Club's training session held at IGPDE. The purpose of the training was to raise

awareness among mediators and their staff of the values of mediation and consumer affairs, and present the specific features of the processes put in place by each mediation team, through personal accounts. As Chair, the Mediator also continued to lead the editorial board of the Club's website. The committee, which convenes every month, comprises several mediators who are Club members, or their representatives. The

committee decides on what new information and news the Club wishes to publish on the website. Finally, the Mediator is responsible for the smooth running and updating of the website (<https://clubdesmediateurs.fr/>). To that end, he relies on two members of his team; this is the equivalent of one full-time employee. Over 2015, the number of visits to the site increased by nearly 60%.



DR

Here above:  
Meeting of EEMG Mediators on 25 and 26 June 2015.

From left to right: Mr Terje Tverberg (NorgesEnergi AS), Mr Luis Valadares Tavares (Electricidad do Portugal – EDP), Mr José Luis Oller (Endesa), Mr Jean-Pierre Hervé (ENGIE), Mr Enric Brazis (Endesa).

On the left:  
On 27 January 2016, the meeting of the Club of Mediators of Services to the Public in the premises of the AMF (Financial Markets Authority)

# THE 8 VALUES of the ENGIE Group's Mediation team

1

## Listening

Balanced, accessible and personalized. Each case is a special case. The Mediator takes into consideration the circumstances of each person. If necessary he redresses the balance between the parties and endeavours to discern their real issues and expectations.

2

## Scrupulous respect for individuals

Without bias or judgement.

3

## Willingness to identify amicable solutions

Not hesitating to draw on the creativity of each party.

4

## Fairness

A rule or practice, even when correctly applied, may be seen as unfair in certain human situations.

5

## Impartiality

The Mediator never takes sides.

6

## A hearing for all parties

Le Médiateur veille à ce que chacune des parties ait la possibilité de faire connaître son point de vue à l'autre.

7

## Confidentiality

The contents of the case file and the facts remain anonymous.

8

## Transparency

An assessment of the Mediator's annual activity is presented in a report available to everyone.

### The ENGIE Group's Mediation team examines all the requests it receives and handles them according to their nature.

They are:

- referred to the Group's services concerned, and followed up by the ENGIE Group's Mediation team until resolution, or
- in the last form of amicable resolution, handled by the ENGIE Group's Mediation team. In that case, the Mediation team personally contacts the customer. In an initial telephone contact with the customer, "the 8 values of the ENGIE Group's Mediation team" are presented to him or her. After an in-depth examination of the case, a personalized solution is ultimately proposed to the customer by letter.



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DE SERVICES AU PUBLIC

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The Mediator for France Télévisions' programmes  
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The National Mediator for Energy  
**Jean GAUBERT**  
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The Mediator of Paris Habitat  
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The National Mediator of Pole Emploi (French job centre & unemployment benefits office)  
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The Mediator of the RATP (Paris city transport authority)  
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The SNCF Mobilités Mediator  
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The Mediator for Tourism and Travel  
**Jean-Pierre TEYSSIER**  
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75823 Paris Cedex 17

The Mediator of the Paris City Council  
**Eric FERRAND**  
100 rue Réaumur  
75002 Paris

\*see case eligibility conditions on the Mediator's website [www.mediateur-engie.com](http://www.mediateur-engie.com) or Article 3.3 Analysis and guidance on the complainant's complaint in the ENGIE Mediation Charter.



## To write to the ENGIE Group's Mediator:

**Via Internet**, complete the form available at  
[www.mediateur-engie.com](http://www.mediateur-engie.com)  
It's easy, free of charge and quick. You can attach all  
the supporting evidence required for your case.

**By second-class post,**  
ENGIE  
COURRIER DU MÉDIATEUR  
TSA 27601  
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