

# 35<sup>th</sup> Euroheat & Power Biennial Congress

SESSION 4: Relations with customers and communities

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10th of May 2011

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35<sup>th</sup> Euroheat & Power Congress, Paris May 9<sup>th</sup> and 10<sup>th</sup> 2011





# European Energy Ombudsman Group

## Presentation

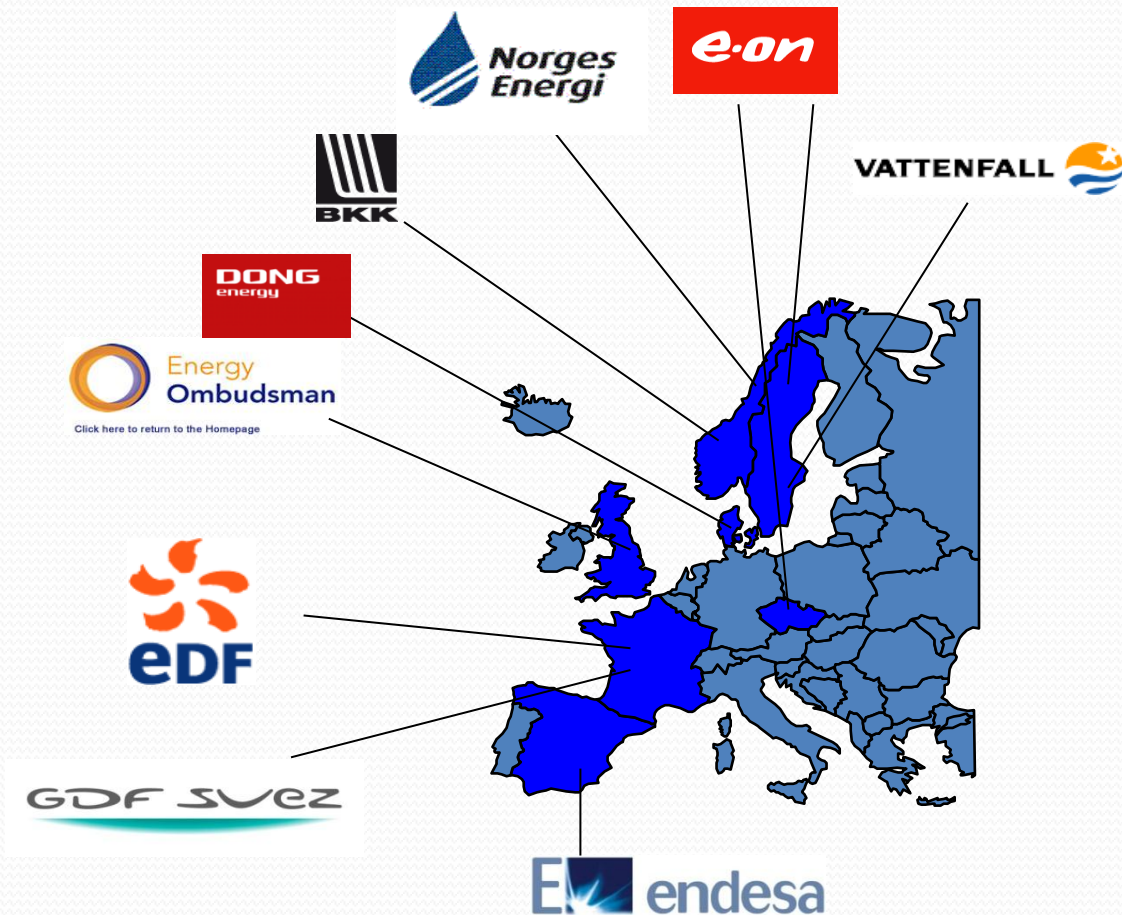
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## Who we are

EEOG is an INDEPENDENT, non-profit Europe-wide professional association made up of ombudsman and mediators from European energy companies, and of other private mediating organizations.



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- What we do

Our principal objectives and functions are:

- To promote mediation between companies and consumers in the energy sector as a means to settling disputes and complaints.
- To protect ENERGY CONSUMER'S RIGHTS
- To exchange experiences in order to implement BEST PRACTICES in complaint handling and Company's procedures
- To LISTEN to energy consumers in order to explore their VIEWS, EXPECTATIONS AND EXPERIENCES

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## • Benefits of Mediation

Mediation is one of the Alternative Dispute Resolution (ADR) methods which, unlike traditional litigation procedures, enables the parties to jointly negotiate a settlement under the supervision of a mediator or client ombudsman.

**It is free of formalities.** Our procedures are clear and freely available

**It is free of charge.** All energy consumers can use our service with any charge

**It is fast.** We deal complaints in appropriate time limits and we keep the complainant informed on how the complaint is processed

**It is fair.** We treat all consumers fairly and with respect and we pay specific attention to emotional aspects.

**It is helpful.** We particularly look after vulnerable consumers.

**It is effective.** We can resolve a dispute and settle on a wide range of remedies such as an apology, money back, service connection, financial compensation, etc.

**It is a transparent and confidential process.**

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## • Effectiveness

Our effectiveness is proved by our figures:

- The resolution time is less than 2 months
- Customer satisfaction rates : higher than 8 over 10
- 2/3<sup>rds</sup> of complaints resolved in the customer's favour
- Approximately 90% of customers satisfied with the result of mediation

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## • About DG SANCO Public consultation

EEOG answered the last European public consultation about ADR schemes.

All of our vision, described previously, had been transposed in these answers.

More particularly:

Inform about existing systems in Europe  
Encourage an easy and free access to them

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## • EEOG positions

We agree on EU Recommendations, which are in line with our principles, values and activities.

We think Europe should promote mediation through concrete examples and results (delays and satisfaction) of existing systems.

We as EEOG agree that after the 3rd package, the establishment of national mediation systems is a good thing. But some complementary systems (institutional/company mediators) must exist too because it's a part of an efficient answer to customers' needs.

Most of the claims are originated by internal procedures and behaviour of the service providers. Improvement is facilitated by the acquaintance of people and organizations. From the EEOG experience most of the customers' complaints can be solved easily and fast with the help of these Ombudsmen.

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THANK YOU FOR YOUR ATTENTION

Any question ?

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