



The National Energy Ombudsman is an independent public authority established by the law of 7 December 2006 on the energy sector and as such has full guarantees of independence: financial independence, legal personality, appointment of the mediator by the government for a term of 6 years non-renewable and non-revocable and a code of ethics applicable to the institution and its agents.

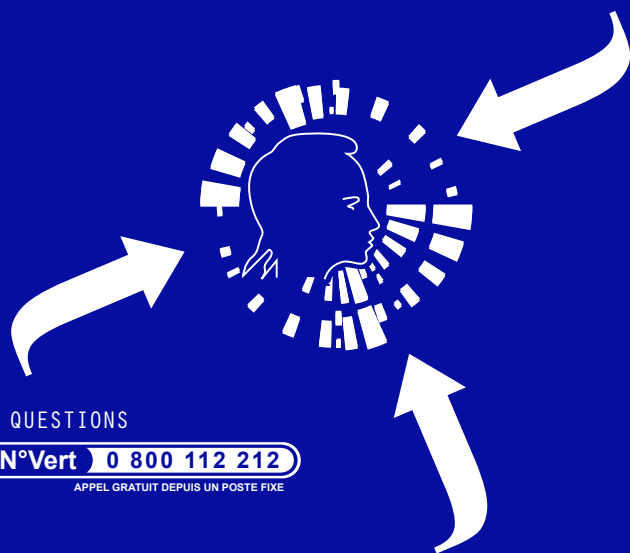
The National Energy Ombudsman has two statutory tasks: to participate in informing consumers about their rights (www.energie-info.fr) and recommending solutions to disputes (www.energie-mediateur.fr). The Ombudsman reports to Parliament.

Jean Gaubert was appointed National Energy Ombudsman by Government decree on 19 November, 2013, as published in the Official Gazette of 22 November 2013.

HOW TO CONTACT THE NATIONAL ENERGY OMBUDSMAN :

BY INTERNET

www.energie-mediateur.fr



ANY QUESTIONS

 **0 800 112 212**

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Jean Gaubert, The National Energy Ombudsman

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JEAN
GAUBERT

National
Energy
Ombudsman

2014 was a year of discussions in Parliament on the draft energy transition law which will allow us to proceed to new stages for energy consumers.

Without being exhaustive, I will mention the discussion initiated on the reform of the CSPE, or, more immediately, the limitation on the settlement of electricity and gas bills to one year and two months, which is the fulfilment of a long-standing demand of the Ombudsman to the operators. Likewise, the energy cheque is to be created, for all domestic energy sources, thus replacing the current social tariffs for electricity and natural gas, which were seeking last year. All consumers, regardless of their heating modes, shall be entitled to this support in paying their energy costs, if they meet certain income conditions. This would mean that all energy consumers could appeal to us, whereas today we have authority only in electricity and natural gas.

These developments are significant and meet consumer needs while taking account of their situations, which is not always the result of choice.

The National Energy Ombudsman, from 2015, shall adapt to these new powers. Our statutory duties to inform and assist in the resolution of disputes will, for the first time since the creation of the institution in 2007, cover fuel oil, butane, propane, wood energy and heating networks. And we must approach this slightly differently, which means saving money and adapting the institution, which has already happened at various times in the past.

This annual report is part of this change which is reflected first in the format, with a summary version and a full version, available only on the Internet, in order to optimize the cost.

We are also stakeholders in a major change in the landscape of mediation in France, with the transposition of the European mediation directive, launched in 2014 and still ongoing.

With my teams, I defend the vision and implementation of a truly independent mediation, at the service, of course, of the consumer but also the operators who can only gain by building trust rather than mistrust with their customers.

This vision of an independent ombudsman who guarantees the interests of the parties led me this year decide to include the energy sector operators in our report, when we address the highlights or concrete cases that were submitted to us.

Not providing names when we identify shortcomings can have the effect of unjustly heaping opprobrium on all. Conversely, mentioning the operators involved for greater accountability better for certain practices that, while marginal are still disturbing, can contribute to improvements in the public interest.

Encouraging energy sector operators to approach customer relations as an asset in economic competition is probably the most effective contribution mediation can make to the opening of the energy market, which some believe to be insufficient. This is also our contribution to the vast field of energy transition, whose success will largely depend on investment and consumer confidence.

OPENING OF THE MARKET TO COMPETITION: A FAIRLY POSITIVE RECORD

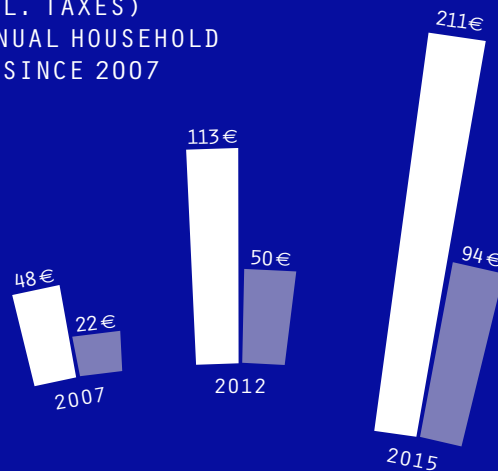
TESTIMONY OF BERNARD H., RESIDENT OF VIVIER-AU-COURT (ARDENNES)

"We live in a gas heated house. In 2011, following doorstep marketing, I changed provider; to save on my bill. Everything was going well until I realised that ENI had charged my account twice the amount owed, with monthly payments totalling nearly € 200. ENI recognized the error and stopped the double charging, after my initial complaint in December 2013. But for a year, despite many calls, mails and letters, I was unable to get a refund of the incorrectly taken amounts, a total of € 4,200.

The Energy Ombudsman recommended, in addition to the reimbursement, compensation of € 1,000 for the inconvenience caused, which amounts to several months' pension; Once this dispute is resolved - and if necessary, I will go to court - I will change operator"

CSPE AMOUNT* (INCL. TAXES) IN THE AVERAGE ANNUAL HOUSEHOLD ELECTRICITY BILL SINCE 2007

■ ELECTRIC HEATING
■ OTHER FORM OF HEATING



*CONTRIBUTION TO PUBLIC ELECTRICITY SERVICE CHARGES

IS COMPETITION A GOOD DEAL FOR CONSUMERS?

Seven years after it opened to competition, the energy market is still struggling to find its stride. This is reflected in the results of our Energie-Info Barometer 2014: although a slender majority of French know that it is possible to change supplier, only 10% of households have taken the plunge. And for the latter, satisfaction has not always been the result in terms of quality of service. Indeed, we observed a resurgence in disputes concerning new entrant suppliers in 2014.

Competition has not brought the promised lower prices. The court battle on regulated tariffs brought by alternative suppliers led to back billing on household bills.

CSPE UNDER THE SPOTLIGHT

The contribution to public service electricity (CSPE) is exploding. Which led Jean Gaubert, the National Energy Ombudsman, to make a critical assessment of the situation, in particular by making a statement to the Commission of Inquiry of the National Assembly on electricity prices.

Because it mainly falls to electricity consumers to support the development of renewable energy, the CSPE is at breaking point. Reform is needed, as this costly system is not going in the direction of social justice. The Ombudsman upheld the principle of shared funding between the different energy sources for heating, especially fossil fuels (LPG, fuel oil...), to support the transition of the French energy mix. The parliamentary debates on the energy transition draft law have failed to resolve the matter. The report of the Committee of Enquiry reflects this, the Government is committed to reforming the finance draft law before Parliament in 2016. To be continued...

READ THE WHOLE OF THIS CHAPTER ON PAGE 9
OF THE BUSINESS REPORT AT WWW.ENERGIE-MEDIATEUR.FR

AN OMBUDSMAN FOR ALL ENERGIES BUT NOT FOR ENERGY TRANSITION

RECOMMENDATION

Graham B., a resident of Cormontreuil, Marne, undertook works after being canvassed by Bleu Ciel, technicians and partners of EDF, to conduct an energy audit of his house. But the expected energy savings were not as expected - the heat pump stopped working at the same time as the company had ceased trading. Mr B. approached EDF for compensation. But EDF refused to handle his claim on the grounds that it was not liable for the identified shortcomings.

According to our analysis, operators that certify these businesses cannot be absolved of all responsibility in the event of failure. As indicated by an opinion of the National Consumer Council on 12 June, 2012, "the consumer transfers his or her trust in the supplier to the approved installer". Moreover, the supplier is a direct beneficiary of the transaction as the works performed by the approved service enable it to collect energy savings certificates. We therefore recommend that EDF agree compensation of € 15,000.

RECOMMENDATION No. 2014-1190 DATED 17/09/2014
AVAILABLE ON THE WEBSITE: www.energie-mediateur.fr/recommandations

ACHIEVEMENT

The National Energy Ombudsman is an independent and recognized public authority whose remit is being extended to all heating energies: butane, propane, oil, wood, heating networks. The latter were not covered by any free mediation device.

A PARTLY LOST OPPORTUNITY

The review of the draft energy transition law did not lead to the creation of a "national energy transition ombudsman", a one-stop shop for all disputes concerning energy, to the production of renewables and energy efficiency work for all consumers. But an important step was taken with the amendment extending our expertise to the consumption of other energies than gas and electricity.

Yet several elements argue for a bigger enlargement in support of individuals in the energy transition. This period of change is seeing a proliferation of actors in the niche area of thermal renovation, renewable energy equipment or energy services. Among them, rogue or incompetent operators abound. Without an advocate, cheated consumers turn to us.

These investments represent a substantial budget for households. In the event of faulty workmanship or scam, recourse to independent free mediation may be decisive for finding an amicable solution to the litigation and creating a climate of beneficial trust in the sector. There will therefore be no "after-sales" of the energy transition. If a problem occurs, consumers shall turn to the judge or to a possible private mediator. This is none too reassuring when it is necessary to invest significant money in new technologies or little known companies.

45%

OF HOUSEHOLDS
STATE THAT
THEY HAVE
BEEN
CANVASSED
TO CARRY
OUT THERMAL
INSULATION
WORKS

43%

FOR
RENEWABLE
ENERGIES

(SOURCE
ENERGIE-INFO
BAROMETER 2014)

READ THE WHOLE OF THIS CHAPTER ON PAGE 35
OF THE BUSINESS REPORT AT WWW.ENERGIE-MEDIATEUR.FR

MEASURES TO ROLL BACK

FUEL POVERTY

RECOMMENDATION

Nelly C., a resident of La Manche, believed she was entitled to the TPN. After submitting her tax return to the revenue service, she received no news. She appealed to us for the award of the social tariff. We analysed her tax assessment and confirmed to her that her reference taxable income was higher than the thresholds so she was not eligible for TPN. However a second condition determines eligibility for those who are entitled to supplementary universal health cover (CMU-C) or supplementary health assistance (ACS). Nelly C.'s income meant that she could be considered eligible for ACS, but she hadn't requested this benefit as she had not signed up for health insurance. Big mistake! Without an ACS application, social security could not determine if she was entitled or not so that her details would be sent to the service provider of the TPN. The social tariff is assigned automatically, in theory ... but in reality it is subject to the award of other social benefits, which are not automated at all. To be able to claim TPN, Nelly C. will have to complete an annual ACS application form (8 pages) ... even if it is no use. A Kafkaesque allocation system that needs to be simplified.

RECOMMENDATION No. 2014-1772 DATED 17/12/2014

AVAILABLE ON THE WEBSITE: www.energie-mediateur.fr/recommandations

*SOCIAL TARIFF FOR BASIC NEEDS FOR ELECTRICITY

ACHIEVEMENT

An energy voucher will be created to replace social tariffs. An important measure in the energy transition draft law, it is aimed at low-income households, to help them meet the energy costs of their home - electricity, gas, wood, oil, network heat - and to finance thermal renovation works. Implementation will be gradual from 2016 to 2018, following the decision of the Government to proceed with the experiment.

FOR A "RIGHT TO ENERGY"

Because we support them in their steps, we know the difficulties of households affected by fuel poverty, a phenomenon that the institution has helped to highlight. The energy transition draft law sets the objective of rolling back energy poverty by 15% by 2020.

Our proposals have the same aim: to give meaning to a "right to energy" for all. This will happen gradually. We have drafted an assessment of the first year of the winter energy truce (2013-2014): which relieved low income households, without playing the game of "bad payers" as was feared by suppliers.

In discussions around the energy transition draft law, our proposals were very favourably received by parliamentarians: limiting back-billing to one year (14 months according to the amendment adopted), aligning leasehold winter and energy truces or equipping low income households with a remote display to help them manage their energy consumption. It was regrettable, however, that a supplier last resort for electricity was not created, admittedly a complex measure but one which responds to a growing need.

The energy voucher, which we have been calling for several years, should significantly improve help for payment of bills: simpler, fairer and less costly for the local authority than social tariffs, it will also benefit all eligible households. But it will only have meaning if its amount is sufficient.

42%

OF FRENCH
PEOPLE DEPRIVED
THEMSELVES
OF HEATING
DURING WINTER
2013-2014

25%

DID SO
ROUTINELY
TO AVOID
HIGH BILLS

READ THE WHOLE OF THIS CHAPTER ON PAGE 51
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LIMITATION OF BACK BILLING TO ONE YEAR

RECOMMENDATION

Ricardo E., who lives in Hérault, challenged his annual electricity settlement bill, which was € 2,456. The meter was read every six months but EDF did not include these indexes in its January 2013 invoice... instead it used its own underestimated rates of its own invention. Unbilled consumption, amounting to € 1,040 at that date, appeared later on his January 2014 invoice.

Now, let us recall that the operators are required to bill their customers once a year on the basis of actual consumption. The supplier failed to do this. Ricardo E. was unable to benefit from the advantage of monthly payments, which seek to smooth out the curve to prevent unpleasant surprises. Moreover, the underestimation lasted two years, so it was difficult for him to be aware of his level of electricity use and to change his behaviour.

We judged that the compensation of € 275 offered by EDF during the mediation was insufficient and recommended a fairer compensation of € 1,040, the equivalent of limiting back-billing to one year. The operator did not follow the recommendation, the consumer went to court, which confirmed our analysis and ordered EDF to pay Ricardo E. € 1,040.

RECOMMENDATION No. D2014-00345 DATED 23/07/2014
AVAILABLE ON THE WEBSITE: www.energie-mediateur.fr/recommandations
FINDING OF THE LOCAL COURT JUDGE OF MONTPELLIER, 16/12/2014
AVAILABLE ON THE WEBSITE: www.energie-mediateur.fr/jurisprudence

ACHIEVEMENT

Amendment No. 768 to the draft law passed by the senate committee on economic affairs on 27 January 2015 at the initiative of Ladislav Poniatowski, limit on billing for electricity and gas to the 14 months prior to the final meter reading or the customer reading the meter and submitting the data. This follows **amendment No. 2268**, proposed by the deputy Barbara Romagnan and adopted in the national assembly, which provided a period of 12 months.

END OF THE DOUBLE PENALTY FOR LOW INCOME CONSUMERS

30% of our recommendations relate to bills settling several years of consumption - which is a not insignificant number. To protect consumers of good faith who bear the brunt of the malfunctions or economic choices of the operators, we have long defended the idea of limiting back billing to one year - it is an effective measure for stopping low income households falling into energy insecurity.

Excessive adjustments not only plunge households into financial difficulties. Underestimated bills penalize even further by distorting perception of their actual energy expenditure. This lack of visibility makes it difficult to control consumption and may become an obstacle to engagement with energy transition by individuals.

As suppliers are legally obliged to charge at least once a year on the basis of actual consumption, limiting settlement to one year is a virtuous measure which should encourage them to improve their practices. This proposal was raised in consultation meetings with operators. Without success, as they did not recognize - at best! - the statutory limitation period of two years, with some even asking for up to five years. It is the legislature that ruled...

The energy sector companies regularly complain about legislative inflation: it is clear that their refusal to move forward through dialogue leaves little alternative.

€ 2 200

AVERAGE AMOUNT OF BACK BILLING FOR INDIVIDUALS IN 2014 (€ 9400 FOR BUSINESSES)

READ THE WHOLE OF THIS CHAPTER ON PAGE 71 OF THE BUSINESS REPORT AT WWW.ENERGIE-MEDIATEUR.FR

BONE OF CONTENTION AROUND RISERS

RECOMMENDATION

Floriane R. invested in an apartment in Nantes, aiming to rent it out. When contacted to request an electrical meter, ERDF, the electricity distribution system operator (DSO), refused - claiming that the riser, which carries electricity from the grid to apartments in buildings, was too old to withstand an additional connection. ERDF demanded the renovation of the riser at the expense of the condominium before it would install a new meter.

The Ombudsman judged that the refusal of ERDF was unjustified because the consumer had only requested an existing meter be exchanged. The recommendation was not followed, so the matter was decided by the judge of Nantes on 4 September, 2014. Without ruling on the ownership of the riser, he bases his finding on the right to electricity. He instructed the DSO to proceed, within three months, to install a new meter for the restoration of the electricity supply. Like a bad sport, ERDF waited until the final day before the three month deadline to put in a provisional connection.

RECOMMENDATION No. 2013-1801 DATED 05/12/2013

AVAILABLE ON THE WEBSITE: www.energie-mediateur.fr/recommandations
TGI OF NANTES, 04/09/2014

AVAILABLE ON THE WEBSITE: www.energie-mediateur.fr/jurisprudence

A SMALL ADVANCE

An amendment to the energy transition draft bill, proposed by the rapporteur Sabine Buis, paved the way for a report. Its objective was to count the risers needing work, to cost the work, suggest funding solutions and clarify the legal status of these structures.

A LEGAL IMBROGLIO

Who should pay for the renovation of risers? Legal uncertainty on ownership of these electrical sheaths has led to a growing number of disputes between condominium trustees and electricity DSOs about which an appeal is made to us. For us, several legal elements show that the network, owned by local authorities and granted to the DSO, works well up to individual meters, risers included.

In 2014, legal disputes multiplied. The Ombudsman issued a warning about the risks. In old condominiums, any outbreak of fire in a dilapidated riser poses a serious danger of fire throughout the building. Judging that the status quo could not persist, he took the issue into the political arena, by asking Parliament to address on the occasion of the proposed energy transition law and put forward some guidelines for exiting this impasse.

The difficulties faced by the funding of the renovation of the risers are emblematic of a broader problem of governance of ERDF, the distribution system operator in a situation of near monopoly in France. The level of investments in electrical infrastructure is often the subject of debate. This is the question isn't asked: why does ERDF refuse to take on work that will in any case be refunded by the TURPE*, whose level must legally cover the DSO's costs?

300 000
RISERS
ARE NOT
UP TO
STANDARDS ;
6 BILLION
EUROS WOULD
BE NEEDED
TO RENOVATE
THEM WHEREAS
A SIMPLE
ADJUSTMENT
TO MAKE THEM
SAFE WOULD
INVOLVE A
LOWER COST.

*RATE OF USE OF PUBLIC ELECTRICITY NETWORKS

AN OMBUDSMAN AVAILABLE TO ALL CONSUMERS

➤ RECOMMENDATION

Benoît D., a farmer in Pyrénées-Atlantiques, came to us because he was challenging a € 120,000 settlement bill. He uses gas to dry maize from his own fields and also maize from other farmers. After thorough investigations, including research on corn drying practices overbilling of € 80,000 was detected. A first failure was detected in that it had not registered the new meter installed in 2008. This error was only corrected in 2013, but resulted in back-billing in absolute confusion from both GrDF and GDF SUEZ. The services dealing with claims of both the supplier and the distribution system operator had not been able to detect this anomaly and simply "passed the buck". The expertise of our employees helped us unravel this tangled web to repair the serious damage that could have significantly destabilized the accounts and business of the farmer. A case that demonstrates the relevance of high-level independent mediation in technical matters.

RECOMMENDATION No. 2014-0634 DATED 16/05/2014
AVAILABLE ON THE WEBSITE: www.energie-mediateur.fr/recommandations

MEDIATION UNDER CONTROL

The EU directive on out-of-court dispute resolution was adopted in May 2013. Its implementation in the Member States by July 2015 should enable the development of free or inexpensive quality mediation systems, in all consumer sectors. The transposition of this directive was an opportunity to redesign the landscape of mediation in France, where the cultural exception "company mediation"* persists.

The work of the steering committee for the transposition of the Directive, set up by the government, clarifies the situation by establishing a type of hierarchy between the different types of mediation. Consumers and businesses will first be prompted to turn to sectoral mediators or ombudsmen if they exist. Where public and private initiatives mechanisms coexist, as is the case for energy, the action of company mediators will be conditioned by the signing of an agreement with the existing public ombudsman.

In addition, all the mediators shall be under an evaluation and control Authority, presided over by a magistrate, to approve those that meet the quality criteria set by the Directive.

This organization, which favours an independent mediator should raise the quality of existing mediation systems and enable the appropriate design of mediation devices for sectors that do not currently have them.

An essential approach to enabling mediation not only to resolve individual disputes, but also to ensure that professional practices evolve in an agreed way and without systematic recourse to the courts or the law.

*DRAFTED BASED ON INFORMATION KNOWN MID-MAY 2015.

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31 CLAUSES IDENTIFIED
AS UNFAIR OR ILLEGAL
have been identified
in electricity and gas contracts
by the unfair clauses
commission, 26 confirm
our recommendations in this matter
since 2008.

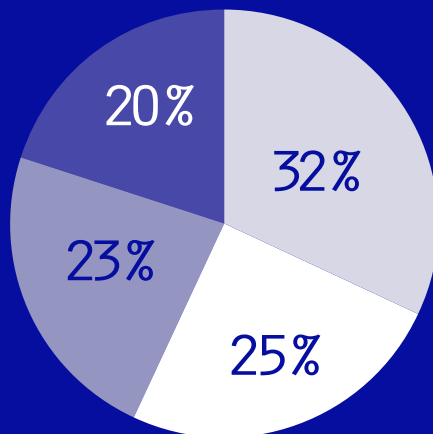
THE FUTURE IS SOLLEN

TESTIMONY OF DIEGO E., A RESIDENT OF FOIX (ARIÈGE)

"For a year, EDF refused to refund me for a disputed invoice. As a frequent Internet user, I chose to make an appeal via the online platform, SoLLEn. The application is useful, with a private part for exchanges between the Ombudsman and me and an open part for contact with the operator. Everything is transparent and fast: the refund application, EDF's answers, scanned documents in the file. A proposed agreement, involving repayment of amounts owed and compensation of € 50, was put on line and I accepted. A month later, I received the cheque. SoLLEn is a brilliant system, highly effective!"

KEY REASONS FOR APPEALS TO THE OMBUDSMAN

- ADVICE
- INDEPENDENCE
- EFFICACY
- FREE SERVICE



A SATISFACTORY EVALUATION

Consumers who use us are generally satisfied both with the Energie-Info service, our expertise unit that processes requests for information and with the mediation service*. Several factors contribute to this: a satisfactory solution was found to disputes in 65% of cases, and 84% of people believe that it is a satisfactory solution to their problem. Since its inception, our mediation service has continued to innovate, with the "second chance" feature and amicable agreements, which allow us to address the increasing number of admissible disputes: + 14% in 2014.

Overall, 2 out of 5 people believe that the National Energy Ombudsman will help them improve their confidence in the energy market and 9 out of 10 people would recommend us to a friend.

AN INNOVATIVE TOOL

Launched in late September 2013, SoLLEn, the interactive dispute resolution platform reached its promises. On 2,301 recommendations issued in 2014, a fifth cases were resolved via SoLLEn. Over 40% are by amicable agreement. Application processing time is reduced, thus improving the service. With better accuracy in the questionnaire completed by consumers, dispute admissibility rates are increasing to the benefit of applicants but also of our employees, as administrative tasks are reduced.

In the future, we wish to promote this online solution, which is also a response to changes in consumer behaviour, as they are increasingly using the Internet for their day-to-day activity. The challenge, however, is to provide better solutions for consumer expectations, while in 2015, completion of the energy transition draft law, our remit will be extended to all domestic energies.

*TWO SURVEYS CONDUCTED IN MAY 2014 AND FEBRUARY 2015.

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Key figures 2014



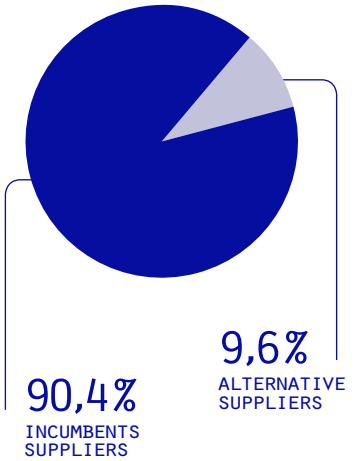
ELECTRICITY



3 MILLION

THE NUMBER OF RESIDENTIAL CUSTOMERS WHO HAVE LEFT REGULATED ELECTRICITY PRICES

MARKET SHARE IN ELECTRICITY AS AT 31/12/2014



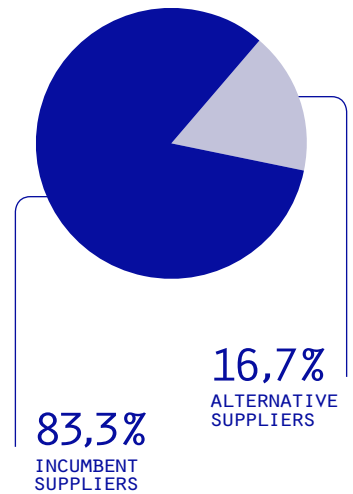
GAS



3,4 MILLION

THE NUMBER OF RESIDENTIAL CUSTOMERS WHO HAVE LEFT REGULATED TARIFFS FOR THE SALE OF NATURAL GAS

MARKET SHARE IN GAS AS AT 31/12/2014



THE ENERGY MARKET IN BRIEF

<p>3,8 MILLION</p> <p>households in fuel poverty in 2011, according to INSEE (based on the National Housing Survey 2006). They spend more than 10% of their income on energy for their homes.</p>	<p>5,1 MILLION</p> <p>households in fuel poverty according to the Observatory of fuel poverty (2006 Housing Survey). An income test and a criterion of cold felt in the housing are added.</p>	<p>5,9 MILLION</p> <p>households in a situation of energy vulnerability, according to INSEE. Household income spent on energy in the home is extended to forced movements and the vulnerability threshold is defined in relation to the median income/ expenditure ratio.</p>
<p>+33%</p> <p>the increase in electricity bills at regulated tariffs for a customer with electric heating (incl. taxes) since 2007;</p> <p>+35%</p> <p>for a customer with another form of heating*.</p>	<p>+36%</p> <p>the increase in regulated tariff invoices (incl. taxes) for gas for a customer using gas heating since 2007**.</p>	<p>€ 3 200</p> <p>average budget spent in 2013 by a French household on energy: € 1 850 for home energy, € 1 350 for fuels (compared to, respectively, € 1 550 and € 1 400 in 2011)***.</p>

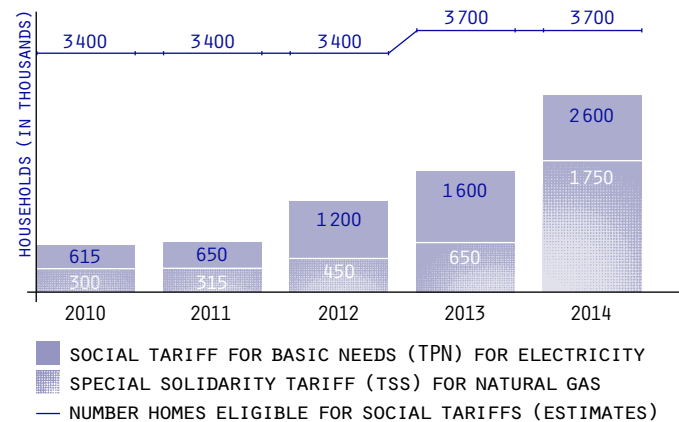
* Assumptions for customer with electric heating: 12 kVA HP/HC, 9100 kWh/year, a customer with another form of heating 6 kVA Base, 4200 kWh/year.

** Assuming : tariff B1, N2, 17 000 kWh/year.

*** Source: Energy balance of France, General Commission for Sustainable Development.

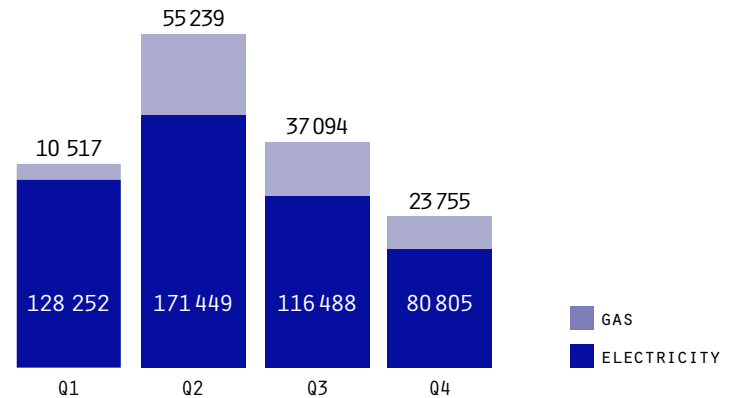
NUMBER OF HOUSEHOLDS (IN THOUSANDS) RECEIVING SOCIAL ENERGY TARIFF BENEFIT 2010 - 2014

Source: Ministry of Ecology, operators data.



DISCONNECTIONS, TERMINATIONS AND POWER REDUCTIONS IN 2014

ACTIONS TAKEN AGAINST NON-PAYERS IN 2014, BY QUARTER



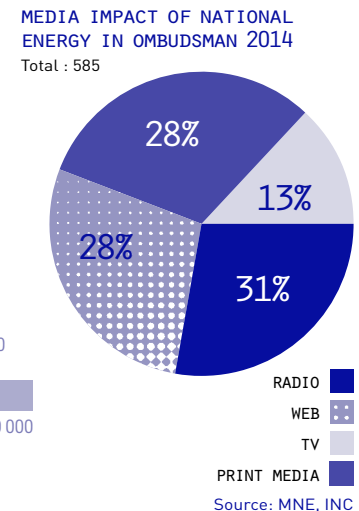
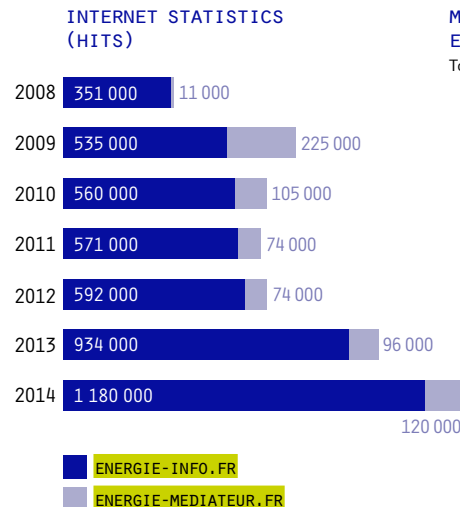
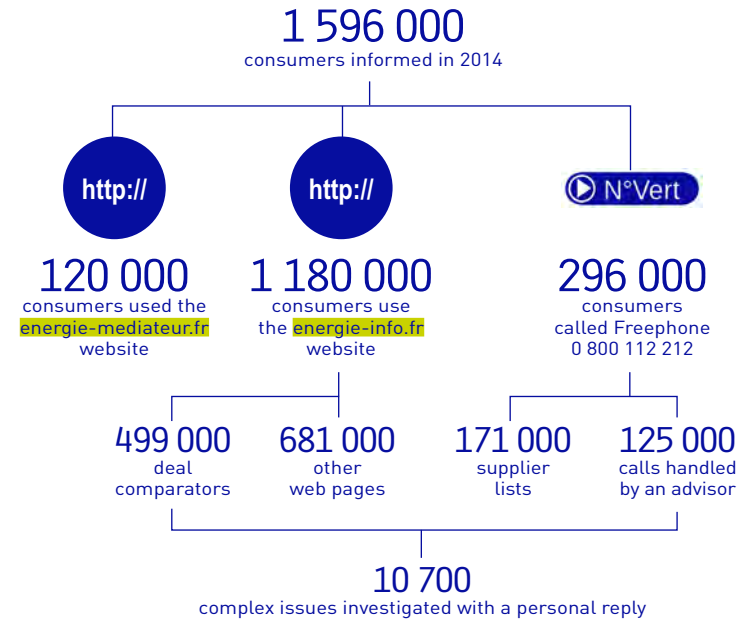
For electricity: reductions in power, disconnections for non-payment and terminations at the initiative of the operator not preceded by a disconnection for non-payment. For natural gas, disconnections for non-payment and terminations at the initiative of the supplier not preceded by a disconnection for non-payment.

Source: National Energy Ombudsman from information provided by suppliers. The so-called Brottes law of 15 April, 2013 provides more transparency on disconnections. Operators must inform the Energy Regulatory Commission and the National Energy Ombudsman about operations implemented against non-payers, each quarter since 1 May 2014.

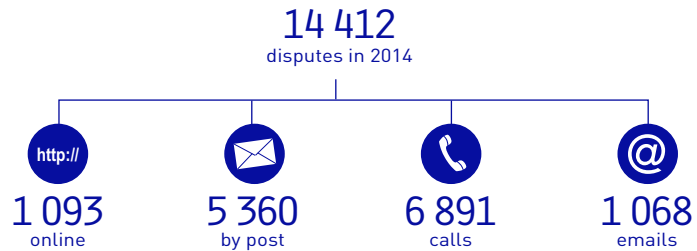
ENERGIE-INFO BAROMETER*
ON THE OPENING OF MARKETS

<p>64%</p> <p>of French believe that their energy bills are a significant share of total household expenses.</p>	<p>13%</p> <p>of French have had difficulties paying electricity or natural gas bills.</p>	<p>42%</p> <p>of French people deprived themselves of heating during winter 2013/2014 to avoid excessive bills.</p>
<p>50%</p> <p>of French know that they can exchange electricity supplier.</p>	<p>69%</p> <p>think that can be regulated tariffs therefore obtained for gas and electricity with the same supplier.</p>	<p>69%</p> <p>do not know that EDF and GDF SUEZ are two different and competing companies.</p>
<p>54%</p> <p>for natural gas.</p>		
<p>33%</p> <p>of French know the procedure to change supplier.</p>	<p>20%</p> <p>of French have tried to obtain information regarding the opening of the market to competition.</p>	<p>10%</p> <p>of French say they were involved in litigation or made a complaint to their supplier in 2014.</p>
<p>60%</p> <p>of French feel that independence is one of the main qualities expected of a mediator.</p>	<p>21%</p> <p>of French know about the National Energy Ombudsman.</p>	<p>* Survey conducted by the CSA in September 2014 on a representative sample of 1,501 French households by telephone.</p>

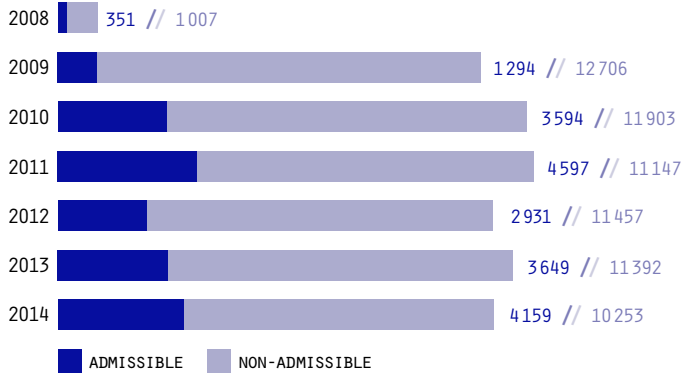
CONSUMER INFORMATION



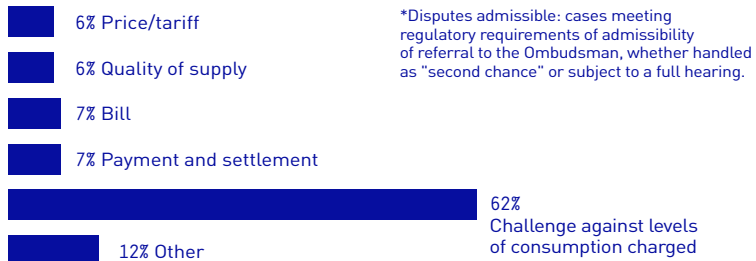
DISPUTES RECEIVED



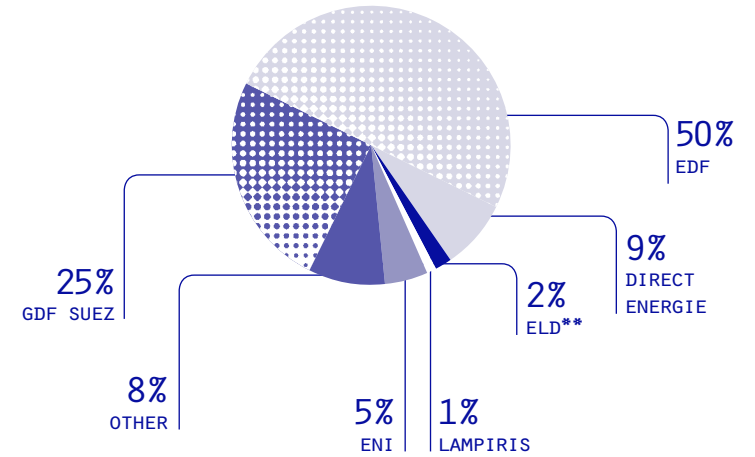
DISPUTES RECEIVED PER YEAR



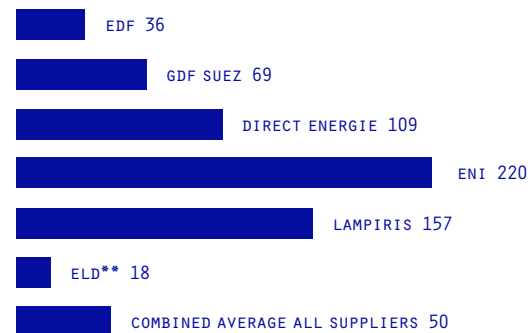
TYPE OF ADMISSIBLE DISPUTES*



DISPUTES BY OPERATOR



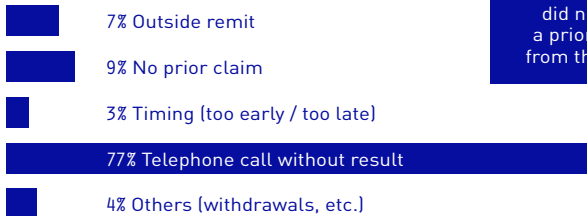
DISPUTES* FOR RESIDENTIAL CUSTOMER RELATED TO 100,000 GAS OR ELECTRICITY CONTRACTS IN PORTFOLIO IN 2014



*For consistency includes those disputes received by internal mediators where suppliers have them.

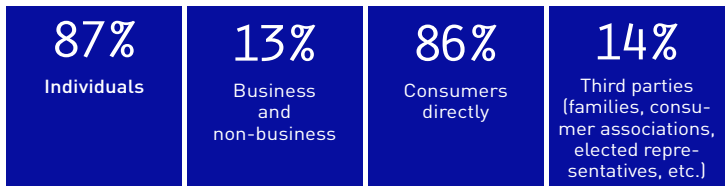
**ELD: Local distribution companies.

REASONS FOR REJECTION
OF NON-ADMISSIBLE DISPUTES

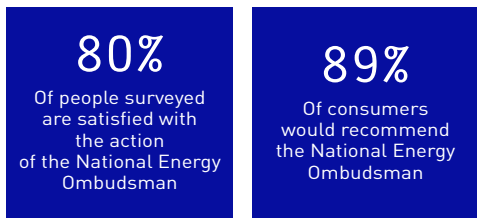


35%
of disputes did not receive a prior response from the operator.

ORIGIN OF RECEIVED DISPUTES



SATISFACTION*

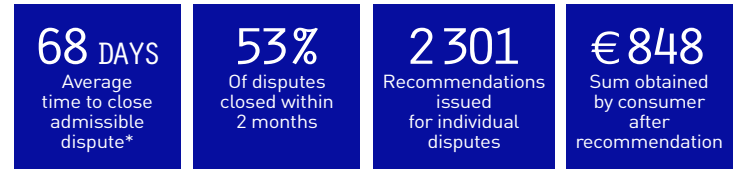
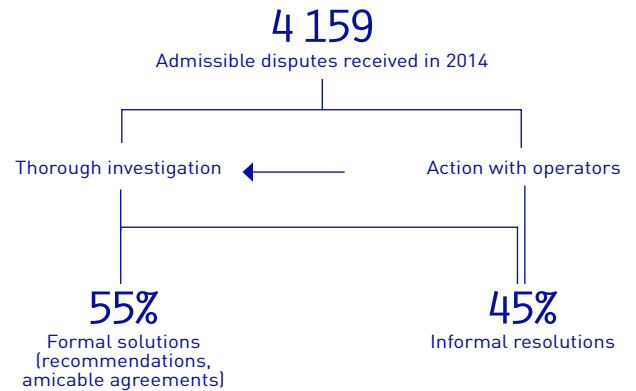


EVOLUTION OF OVERALL SATISFACTION*



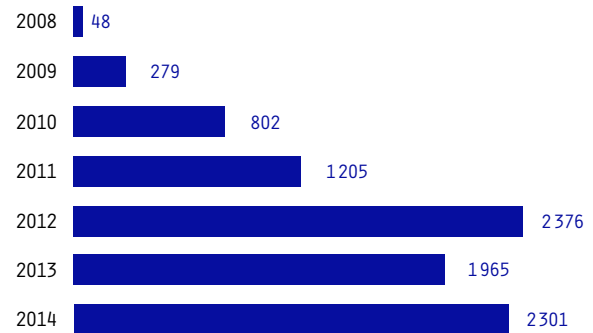
* Satisfaction survey conducted by Market Audit among a random sample of 359 consumers who have used the service. Details at www.energie-mediateur.fr

HANDLING OF DISPUTES

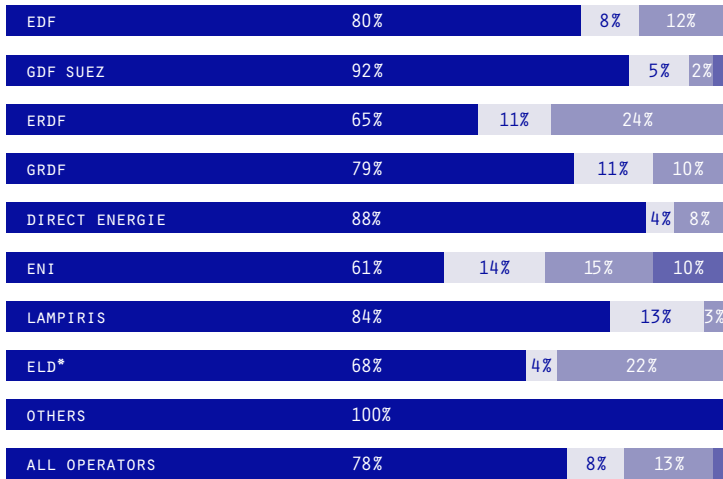


*in 2014; stable vs 2013.

RECOMMENDATIONS ISSUED FOR INDIVIDUAL DISPUTES



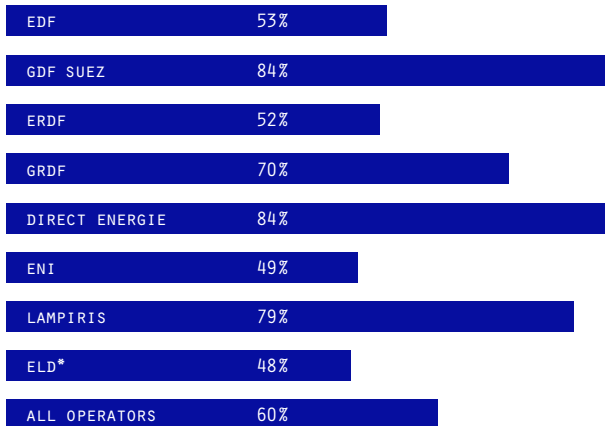
OVERALL FOLLOW-UP OF RECOMMENDATIONS FOR INDIVIDUAL DISPUTES



*ELD: Local distribution companies

■ In full ■ In part ■ Not followed up ■ No information

IMPLEMENTATION OF FINANCIAL RECOMMENDATIONS

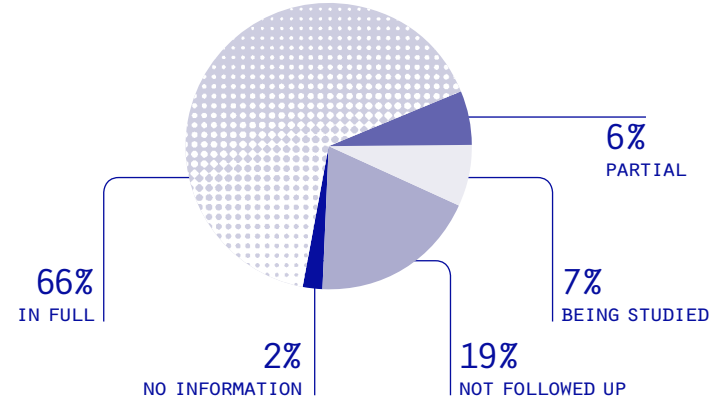


*ELD: Local distribution companies

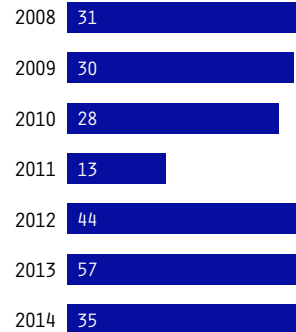
■ % agreed, on average

GENERAL RECOMMENDATIONS

FOLLOW-UP OF GENERAL RECOMMENDATIONS (2008-2014)



GENERAL RECOMMENDATIONS ISSUED*



*NB - in 2014 we changed the way general recommendations were attached to their reference year. Now every recommendation is attached only to the year it was first issued, even if it is renewed thereafter, which explains the differences in counting compared to previous annual reports.

COURT ACTION

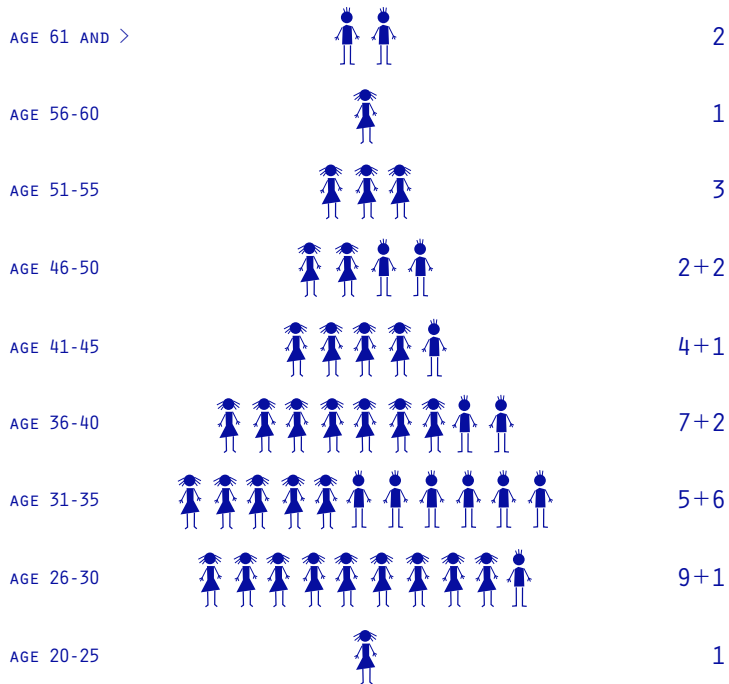
20 law suits filed by consumers following a recommendation that operators failed to implement*.

95% of known court decisions favourable to consumers. Court findings published on www.energie-mediateur.fr

*Since 2008, to the knowledge of the services of the Ombudsman.

WORKFORCE

AGE PYRAMID OF OMBUDSMAN'S OFFICERS AS AT 31/12/2014



*By decree of 20/12/2013

DISTRIBUTION OF STAFF BY MISSION



FINANCES

Budget 2014

In 2014, as in 2013 and 2012, the Ombudsman contributed to the public expenditure reduction effort; - 9.9% compared to 2013.

BY PROGRAMME	PROVISIONAL BUDGET IN EUROS	ACTUAL EXPENDITURE IN EUROS	% EXECUTION
TOTAL	5 855 000	5 707 059	97 %
Investigation of disputes	2 093 000	1 906 297	91 %
Information for consumers	1 581 000	1 282 371	81 %
Overheads*	1 957 000	2 299 826	118 %
Depreciation	224 000	218 565	98 %

*Including management and support

BY PROGRAMME	PROVISIONAL BUDGET IN EUROS	ACTUAL EXPENDITURE IN EUROS	% EXECUTION
TOTAL	5 855 000	5 707 059	97 %
Staff	2 849 000	2 830 147	99 %
Operations (excl. staff)	2 754 000	2 583 457	94 %
WHERE			
Rents and costs	938 000	916 730	98 %
General public information campaign	526 000	630 459	120 %
Other communication expenses	103 000	139 621	136 %
External services for informing Energie-Info consumers	585 000	524 133	90 %
Other operating expenses	208 000	28 351	14 %
Training	60 000	35 689	59 %
Logistics and IT support	110 000	89 909	82 %
Depreciation	224 000	218 565	98 %
Investment	252 000	293 456	116 %

CREDITS

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Informer, conseiller, protéger