



EDPC CUSTOMER OMBUDSMAN ANNUAL REPORT 2022

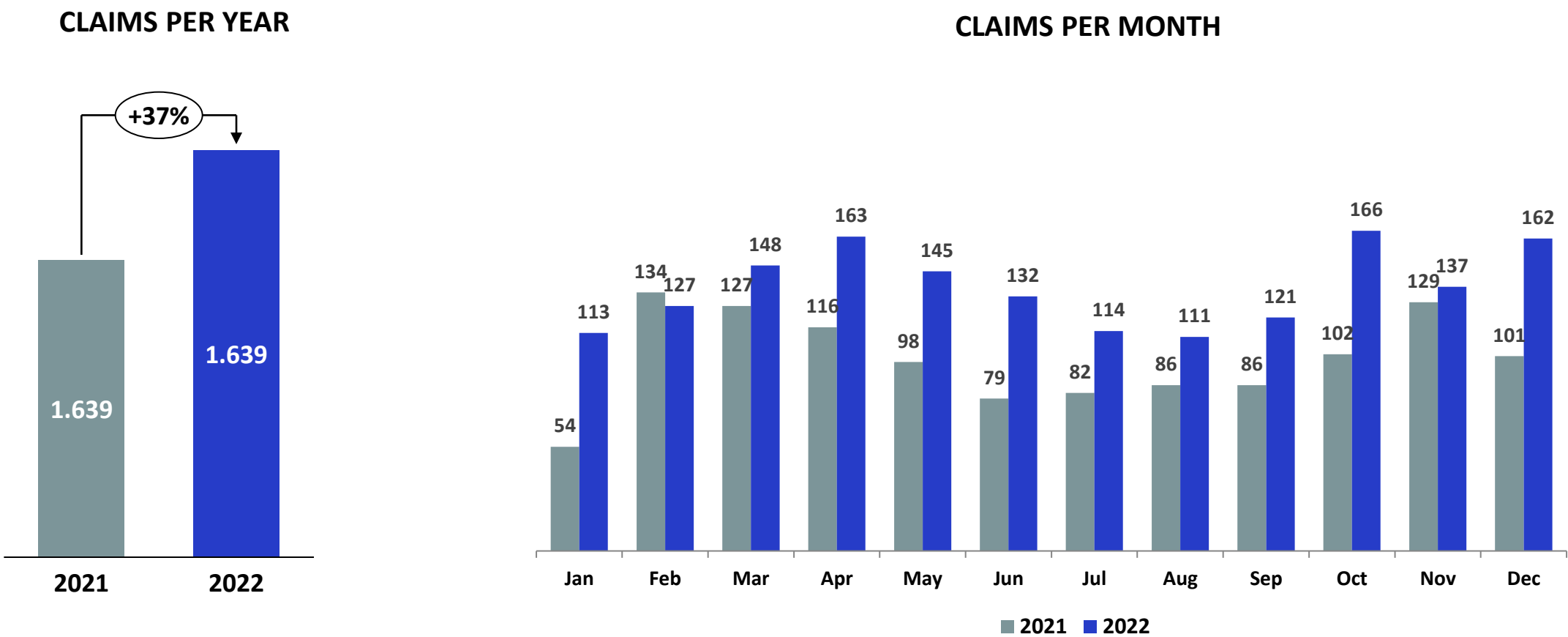
Author: Luís Valadares Tavares*

Having received the contributions of Diogo Jesus, Manuel Igreja and João Rodrigues of EDPC

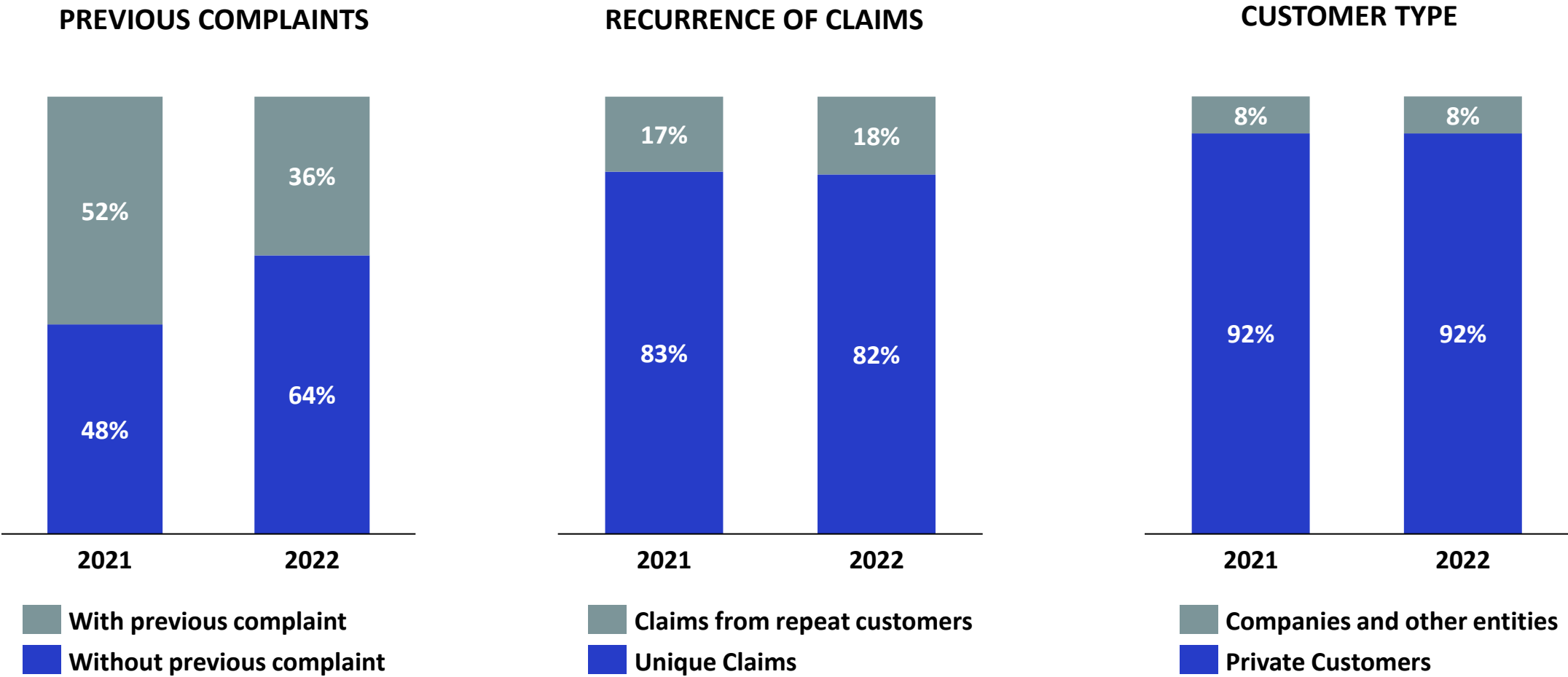
* according to the Article 22º-1 of the Regulation governing the activities of the Ombudsman and in full respect of the Article 9º of the "Código dos Direitos de Autor e dos Direitos Conexos (DL 63/85, 14 March)

1. CLAIMS TO CUSTOMER'S OMBUDSMAN

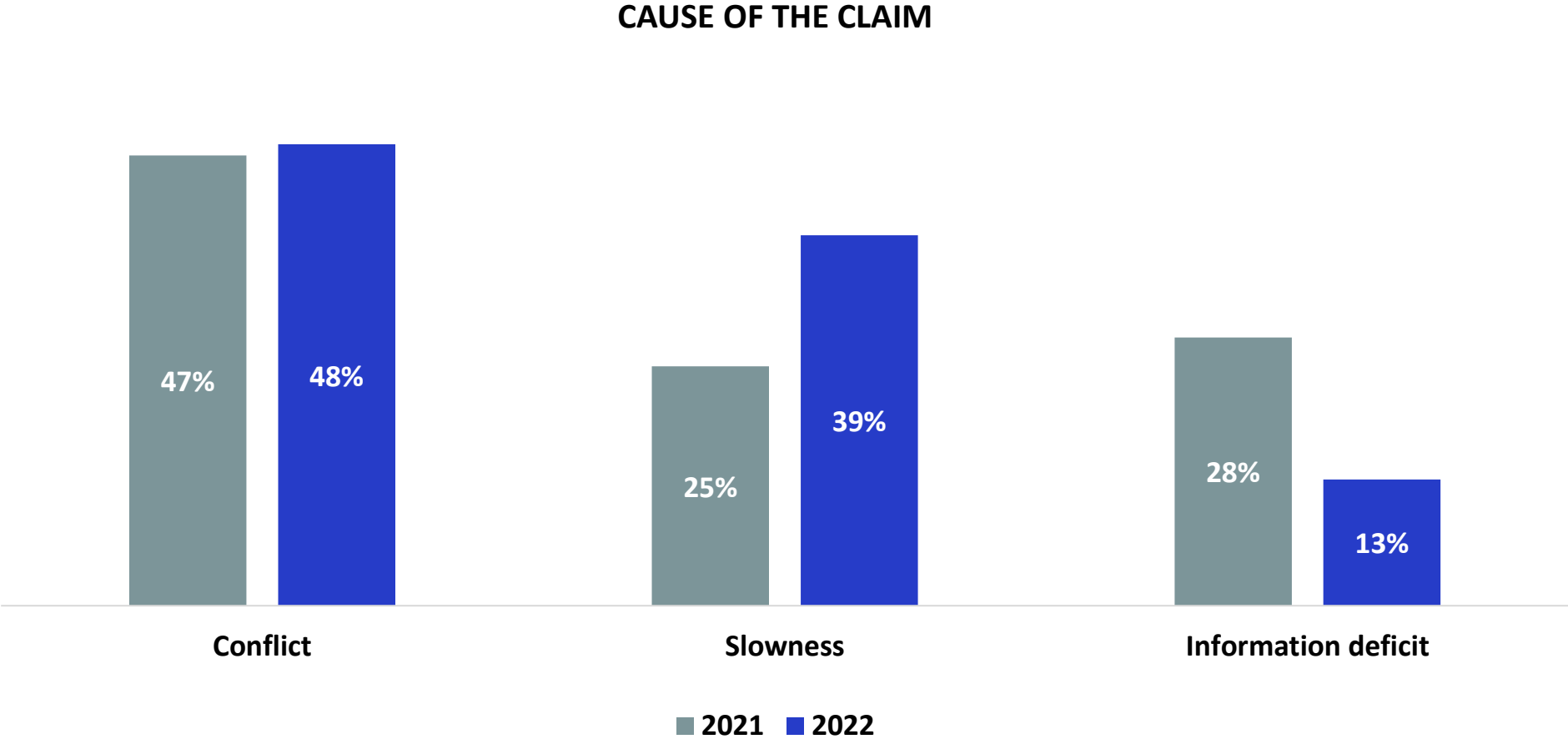
CLAIMS TO THE CUSTOMER OMBUDSMAN INCREASED 37% IN 2022



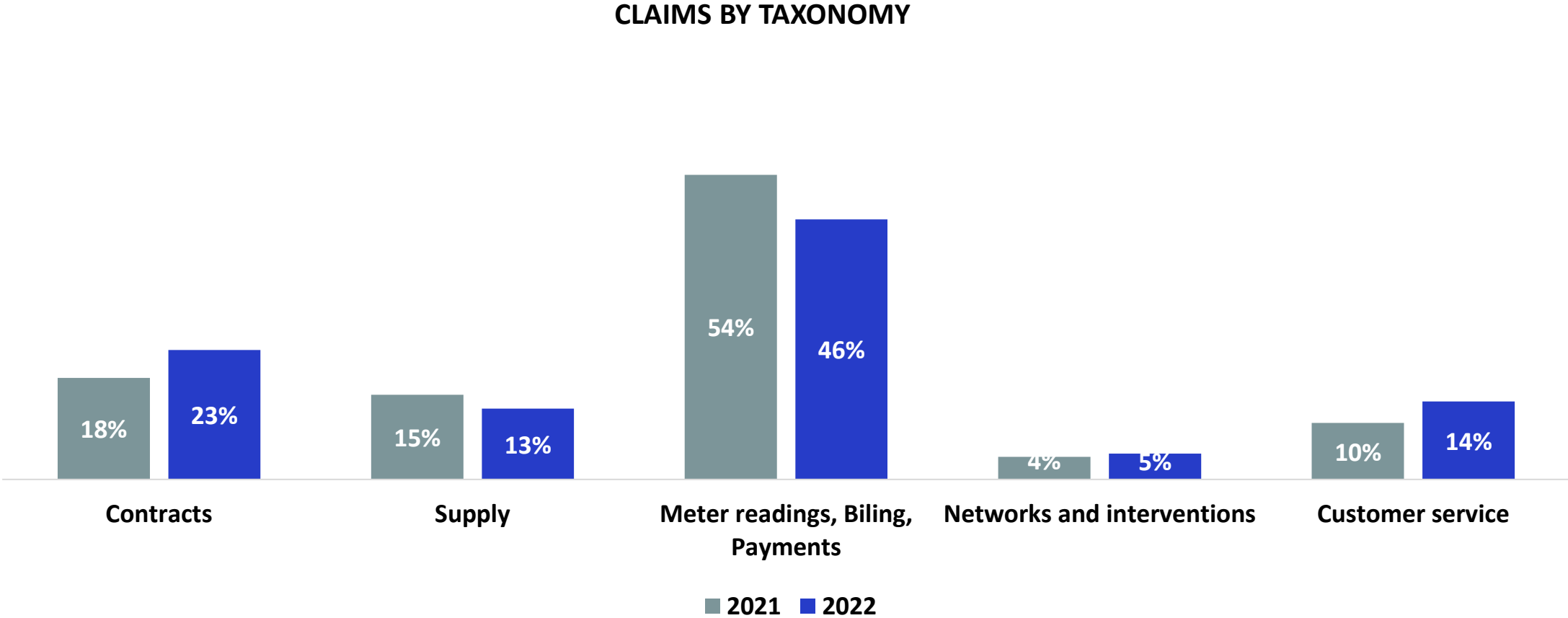
CLAIMS WITHOUT PREVIOUS COMPLAINT TO EDPC INCREASED FROM 48% TO 64%



CLAIMS CAUSED BY SLOWNESS INCREASED WHILE INFORMATION DEFICIT DECREASED



THERE WAS AN INCREASE IN THE WEIGHT OF CLAIMS RELATED TO CONTRACTS AND CUSTOMER SERVICE



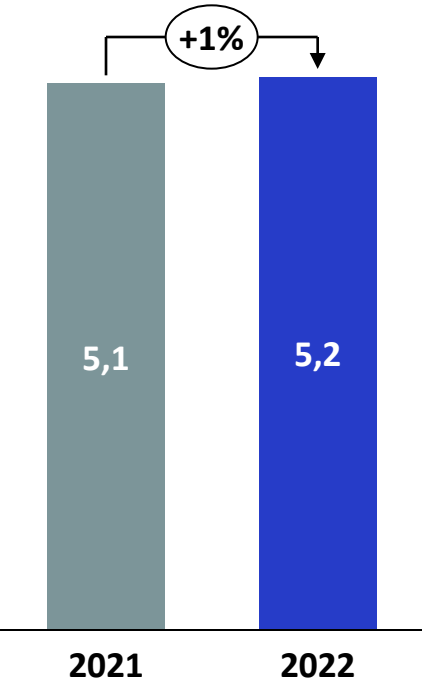
THERE WAS A SIGNIFICANT INCREASE OF CLAIMS REGARDING SOLAR

RELATIVE WEIGHT OF CLAIMS ABOUT SOLAR

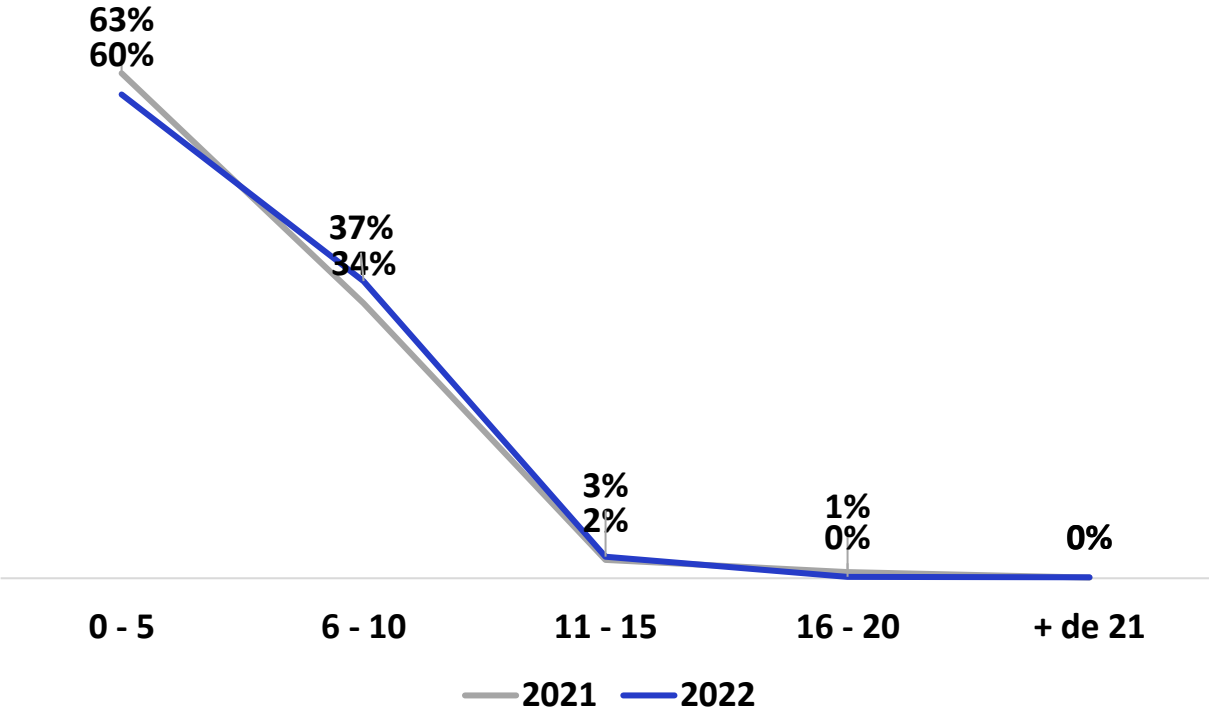
	2020	2021	2022
NEW INSTALLATIONS	14.178	21.729	29.688
ACCUMULATED (PARK)	31.397	53.126	82.814
CLAIMS TO OMBUDSMAN	41	149	364
CLAIMS P/ 1.000 NEW INSTALLATIONS	2,89	6,86	12,26
(CLAIMS/TOTAL PANELS)*1.000 INSTALLATIONS	1,30	2,80	4,40

AVERAGE RESPONSE TIME WAS 5,2 DAYS WHICH IS SIMILAR TO 2021

AVERAGE RESPONSE TIME (DAYS)*

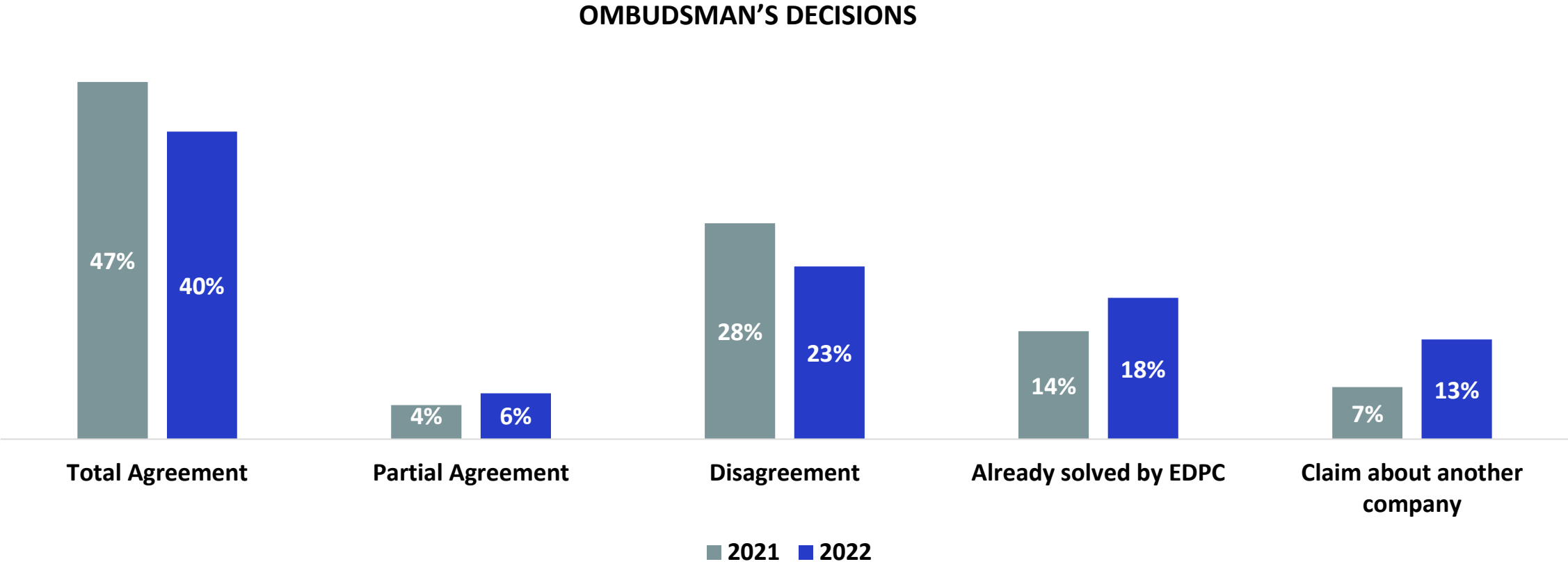


RESPONSE TIME DISTRIBUTION (WORKING DAYS)*



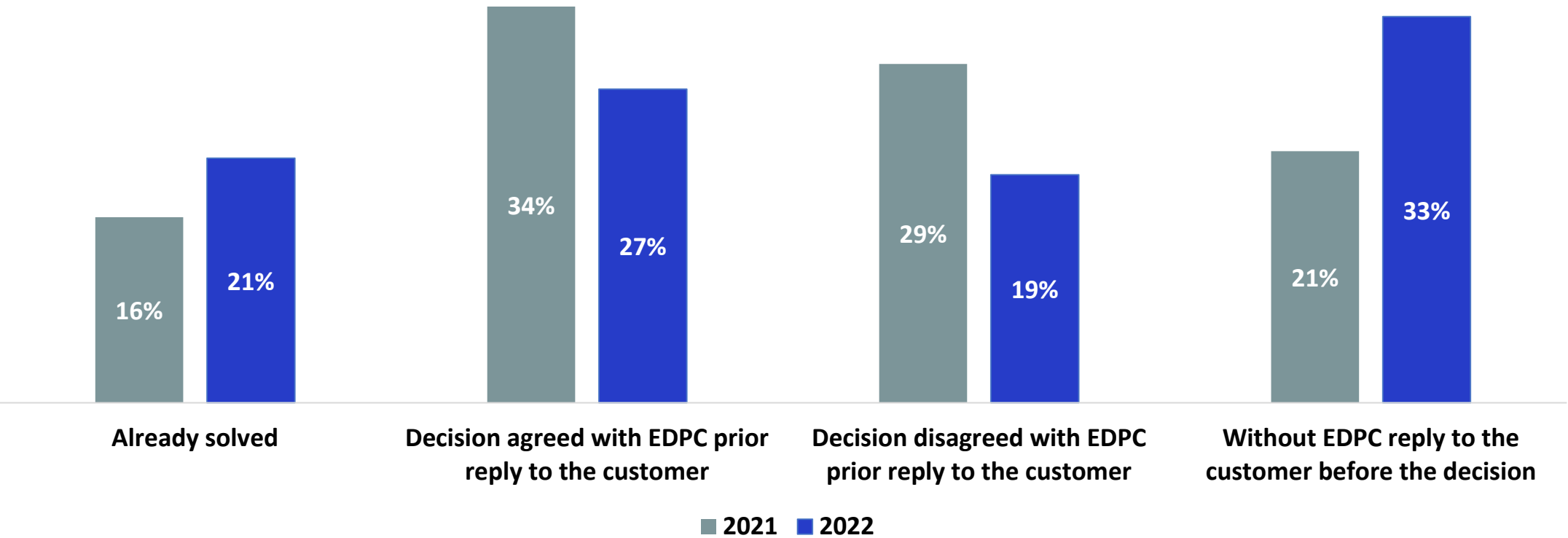
* Time period between filing the claim and obtaining a response from the Ombudsman

OMBUDSMAN DECISIONS IN AGREEMENT WITH CUSTOMERS CLAIMS DECREASED 7PP



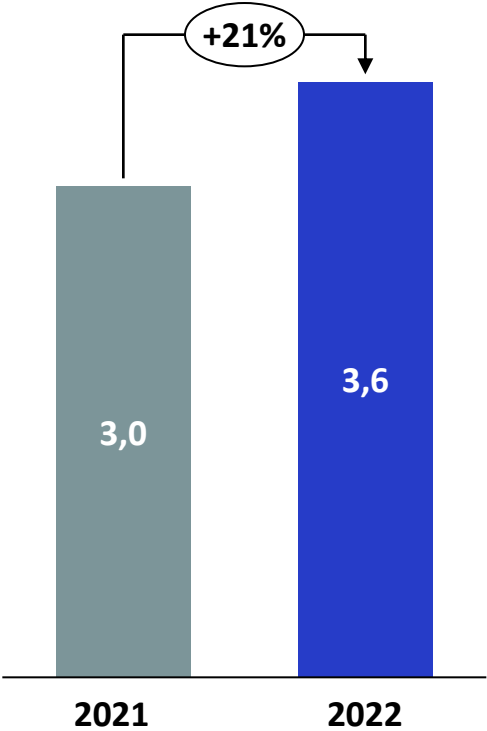
DECISIONS REGARDING CLAIMS WITHOUT PRIOR REPLY BY EDP C INCREASED 10PP IN LINE WITH THE INCREASE OF THE CUSTOMER OMBUDSMAN AS A FIRST INSTANCE CHANNEL

ALIGNMENT BETWEEN THE OMBUDSMAN’S DECISIONS AND EDP C'S PREVIOUS RESPONSES

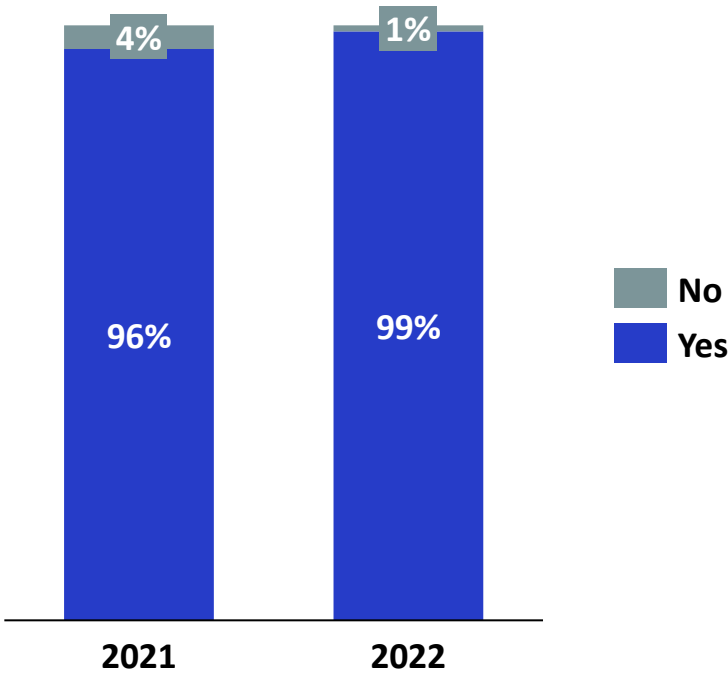


ON AVERAGE DECISIONS WERE IMPLEMENTED IN 3,6 DAYS AND THE IMPLEMENTATION RATE WAS 99%

AVERAGE EXECUTION TIME (DAYS)



OMBUDSMAN DECISION EXECUTION

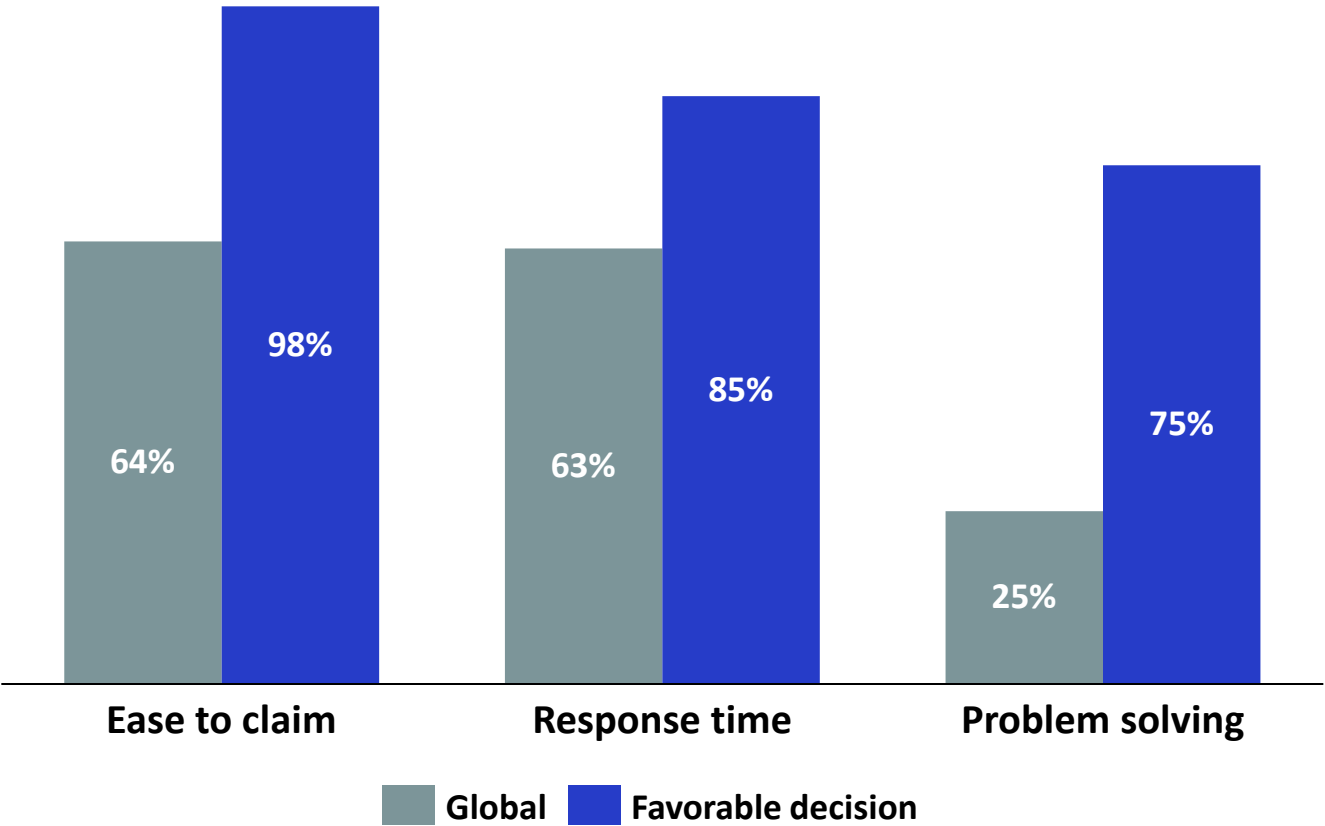


2. OMBUDSMAN'S EVALUATION BY THE CUSTOMERS

CUSTOMER SURVEY RESULTS

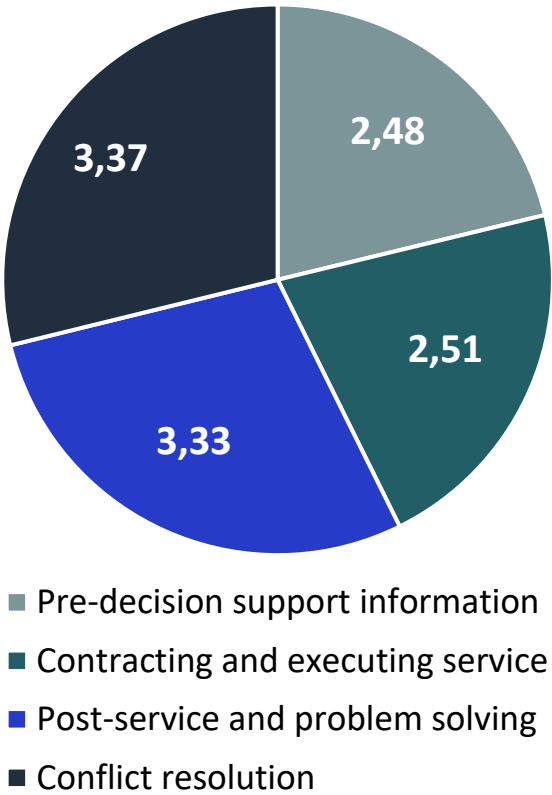
CUSTOMER SATISFACTION REGARDING OMBUDSMAN ASSESSMENT

Survey response rate: 47%



4 PETAL MODEL

Customers priorities to improve their experience



A survey is sent to all customers 15 days after they present a claim to the Ombudsman where they evaluate their satisfaction with the Ombudsman and which priorities EDPC should be considered to improve customer experience

3. EDP COMERCIAL CUSTOMER SATISFACTION BAROMETER

BAROMETER RESULTS SHOWS AN INCREASING CUSTOMER SATISFACTION

The Barometer is based on a multiple criteria structure that covers the most important dimensions for the formation of customer satisfaction status, namely with regard to pre-decision customer clarifications, contracting and acquisition of products, after-sales service and management of claims and complaints. This barometer was built using the Likert model, which consists of adopting a scale from 1 (worst value) to 7 (best value).

