



EDPC CUSTOMER OMBUDSMAN ANNUAL REPORT 2024

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Having received the contributions of Diogo Jesus, João Rodrigues, João Pereira and Maria Roscoe of EDPC

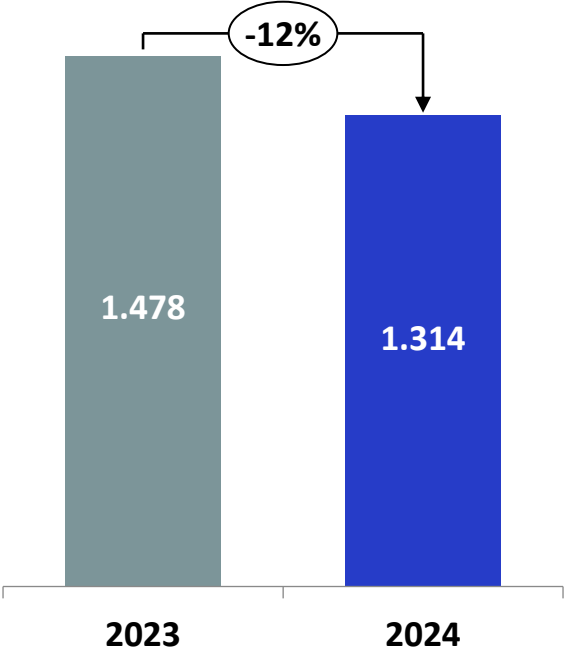
* according to the Article 22º-1 of the Regulation governing the activities of the Ombudsman and in full respect of the Article 9º of the "Código dos Direitos de Autor e dos Direitos Conexos (DL 63/85, 14 March)

1. CLAIMS TO CUSTOMER'S OMBUDSMAN

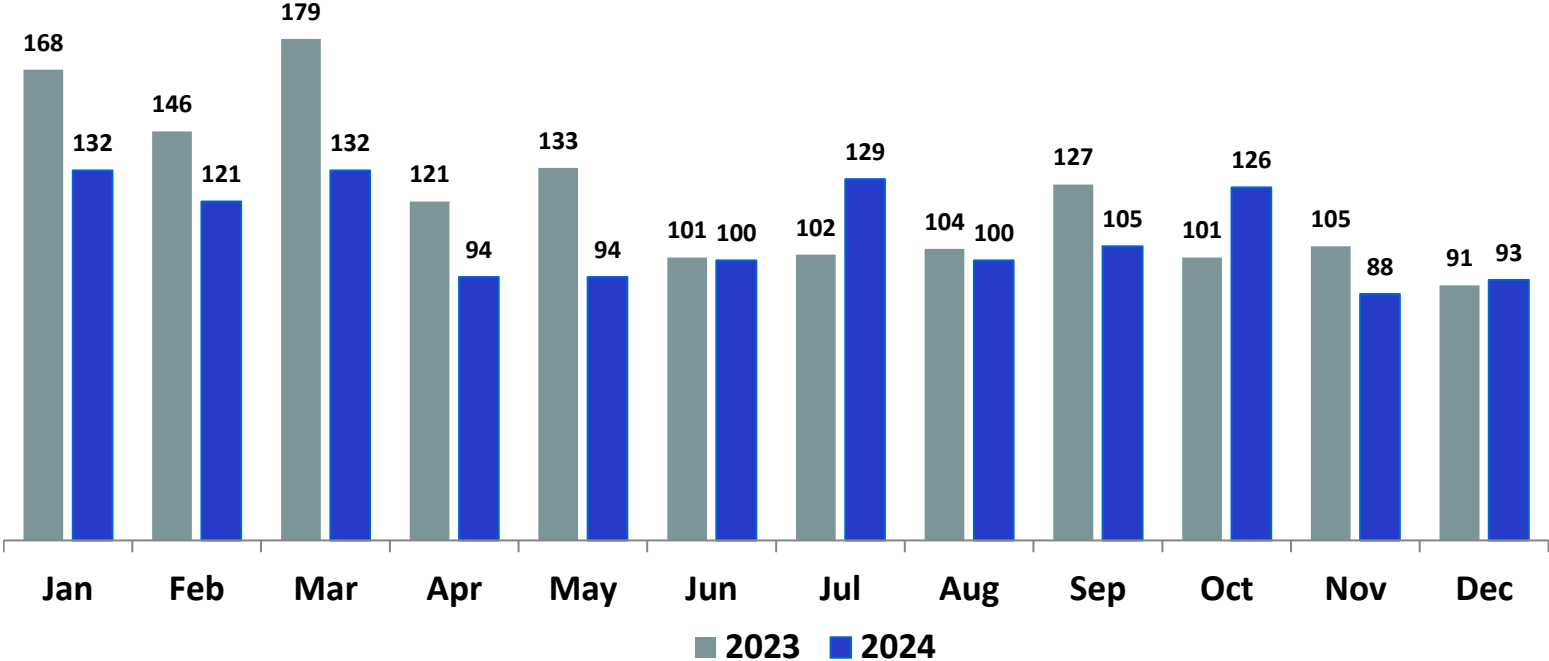
Claims received by the Customer Ombudsman decreased by 12% in 2024

CLAIMS RECEIVED BY THE CUSTOMER OMBUDSMAN

CLAIMS PER YEAR

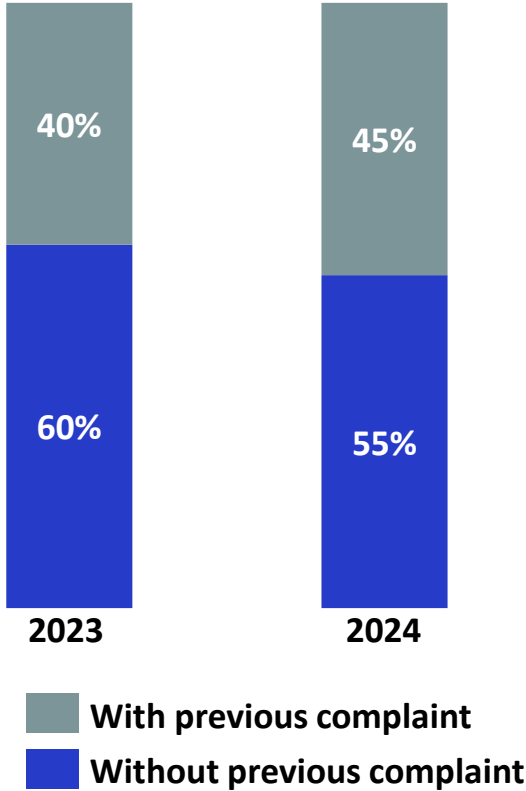


CLAIMS PER MONTH

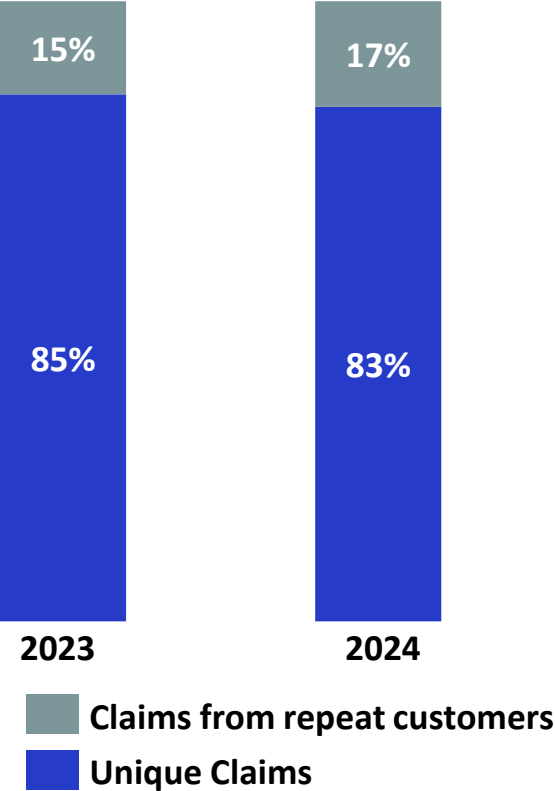


Claims with previous complaints increased 5p.p.

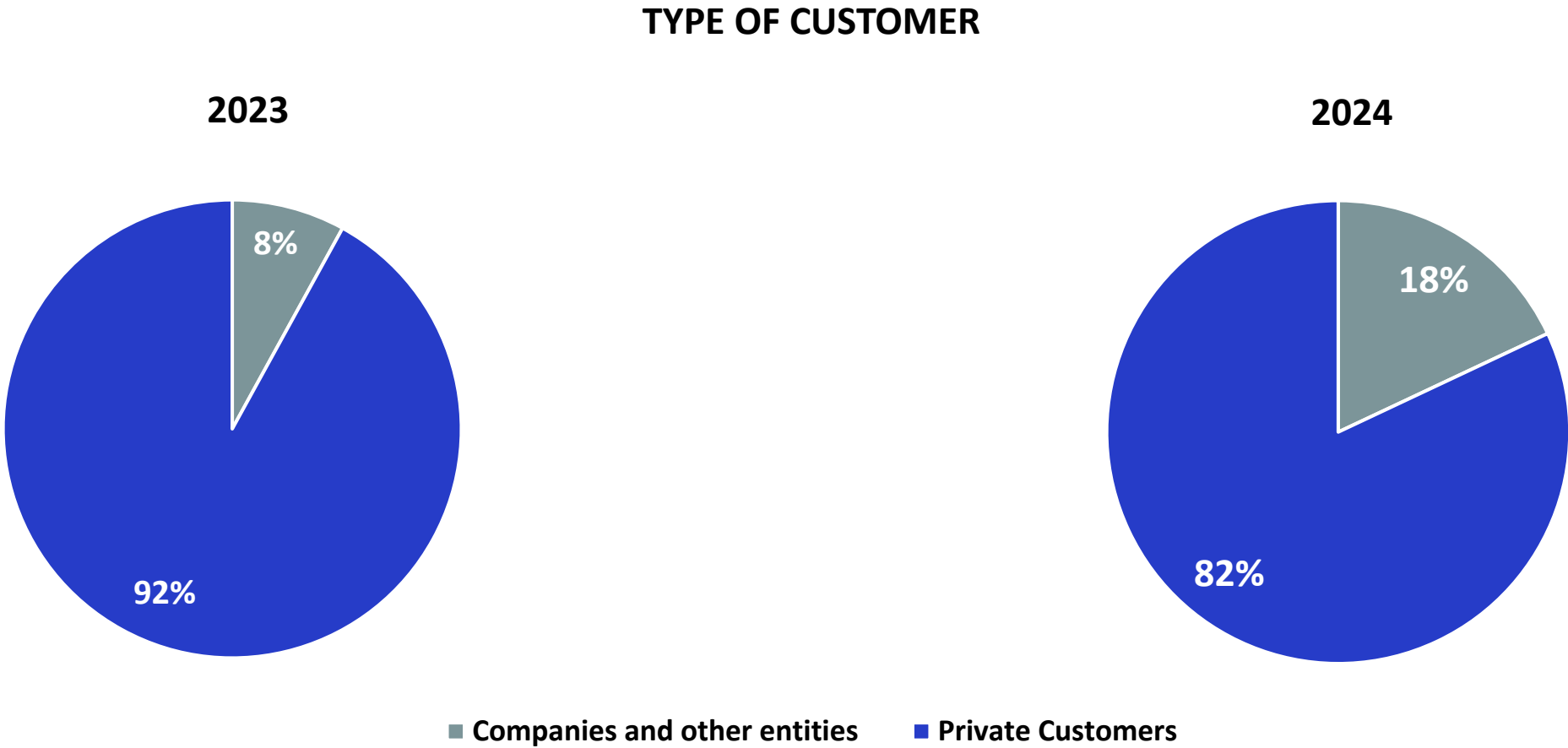
PREVIOUS COMPLAINTS



RECURRENCE OF CLAIMS

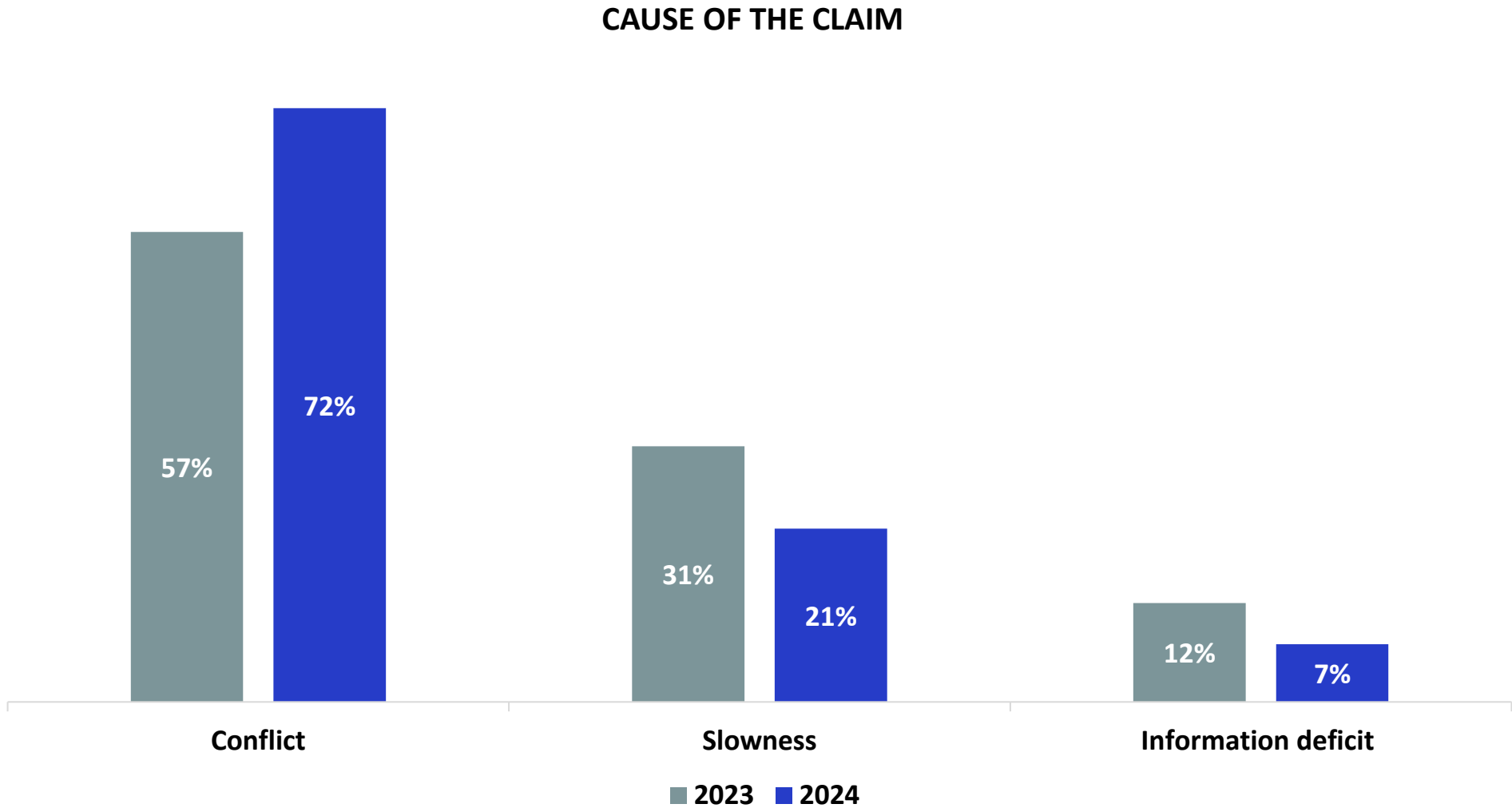


In 2024 there was a big increase in the share of claims by companies and other entities

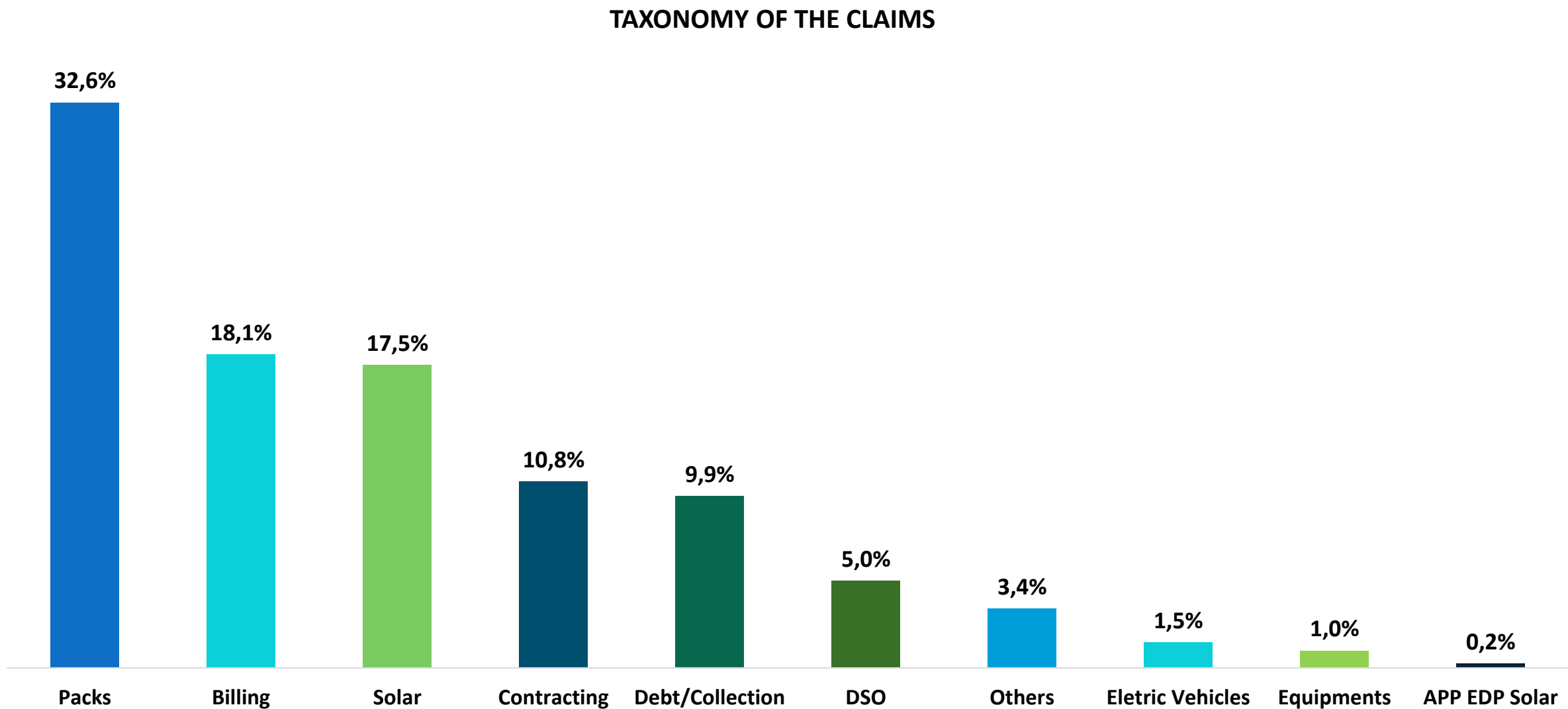


- 2024 was the first year where companies and other entities accounted for more 10% of total claims.

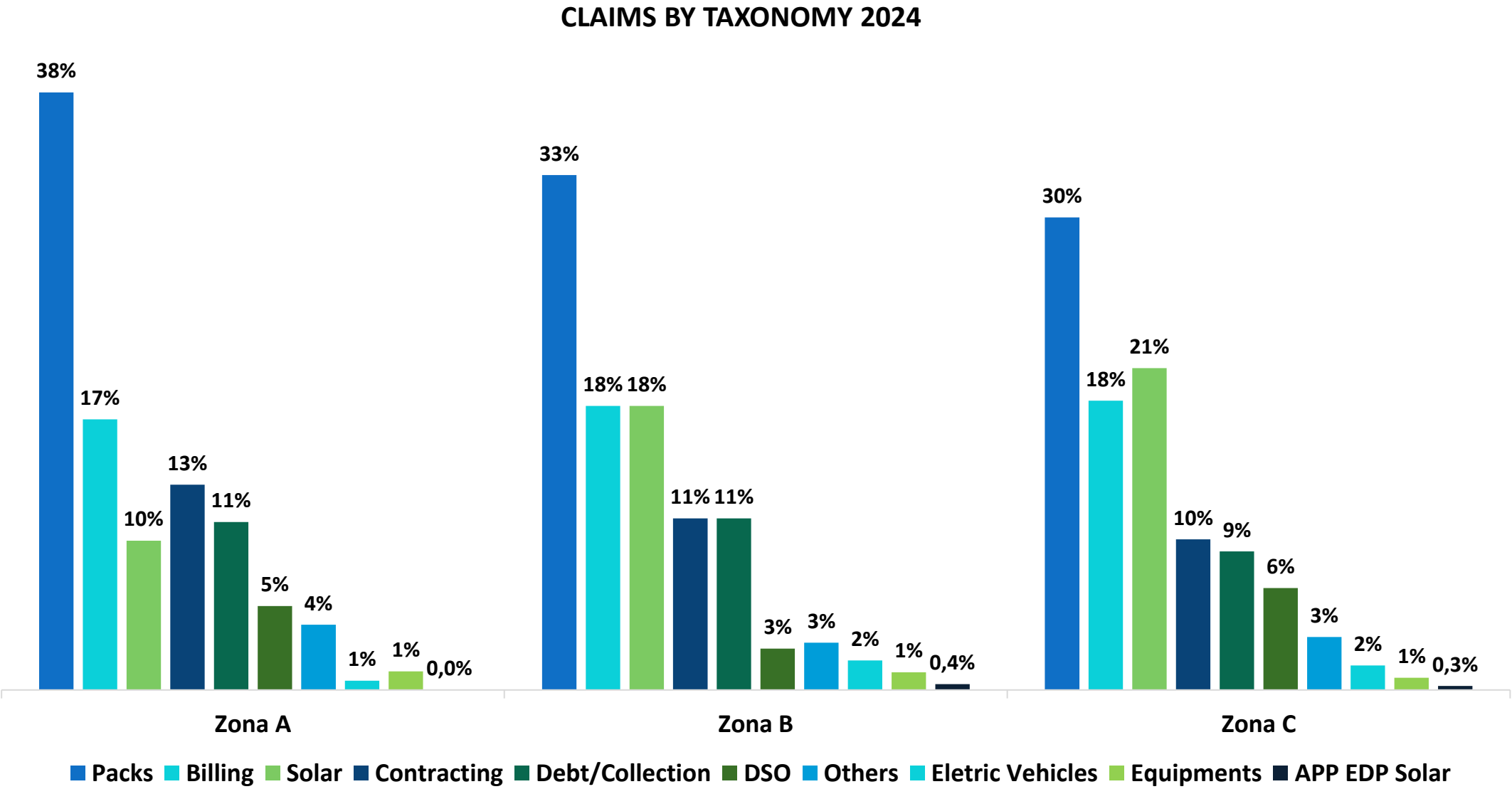
CLAIMS CAUSED BY SLOWNESS DECREASED 10 P.P. WHILE CONFLICT INCREASED



PACKS ACCOUNTED FOR ALMOST A 1/3 OF THE CLAIMS

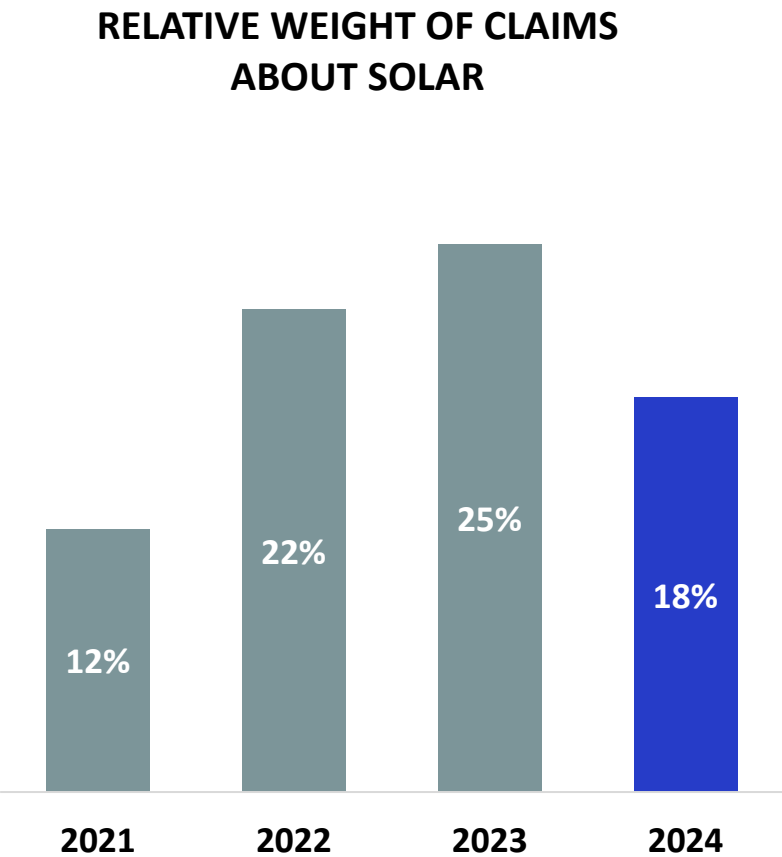


THERE WAS A PREDOMINANCE OF PACKS IN ZONE A AND SOLAR IN ZONE C



*data from May to December 2024

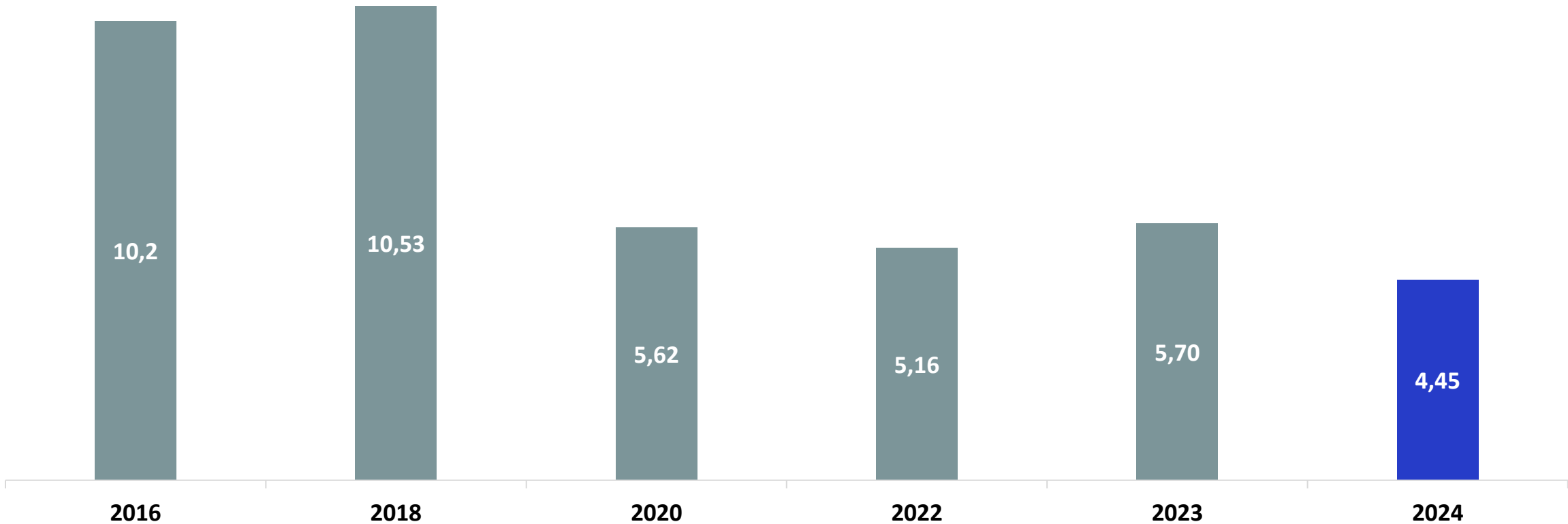
THERE WAS A DECREASE IN THE RELATIVE WEIGHT OF CLAIMS REGARDING SOLAR



	2021	2022	2023	2024
NEW INSTALLATIONS	21.729	29.797	29.110	21.002
ACCUMULATED (PARK)	61.483	91.280	120.390	141.392
CLAIMS TO OMBUDSMAN	149	364	362	233
CLAIMS P/ 1.000	6.86	12.22	12.43	11.09
(CLAIMS/TOTAL PANELS)*1.000	2.42	3.99	3.01	1.65

THE AVERAGE RESPONSE TIME DECREASED 1.25 DAYS

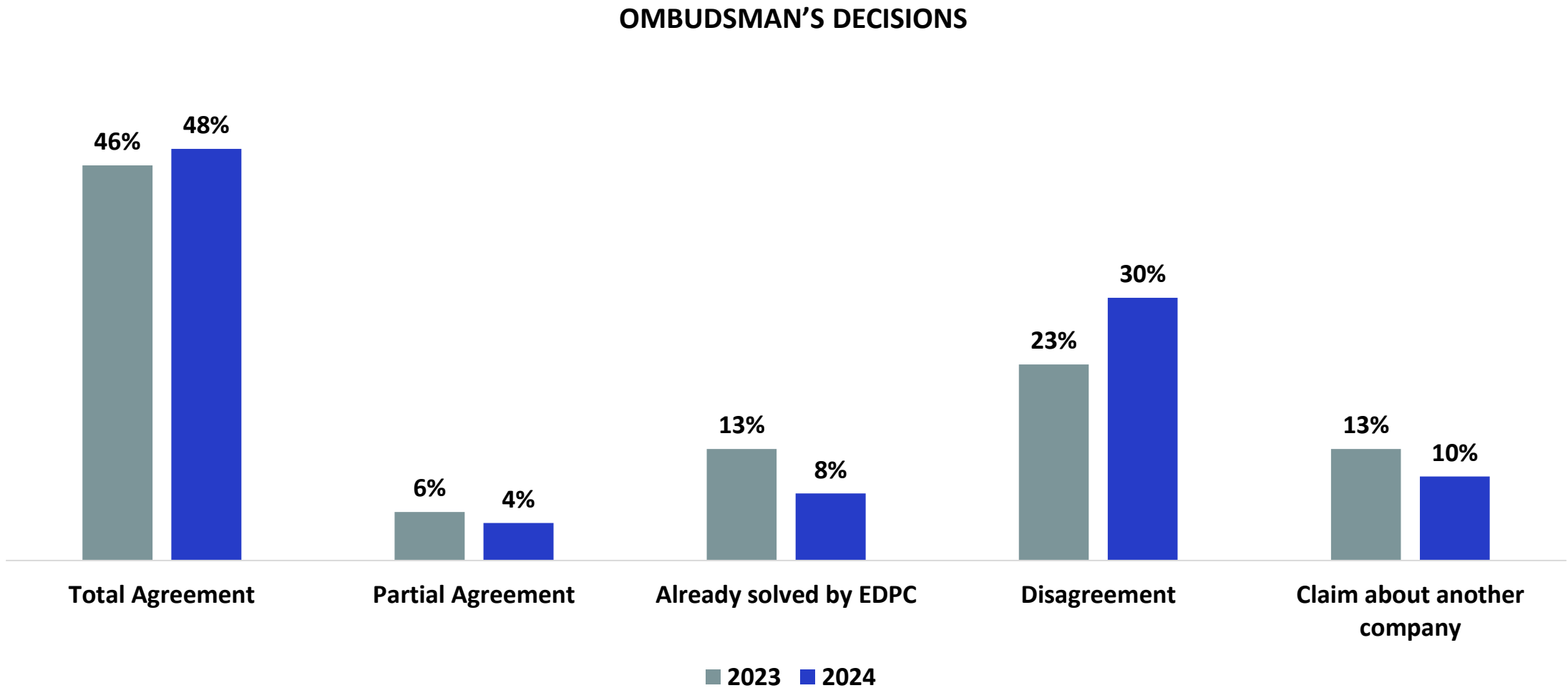
AVERAGE RESPONSE TIME (DAYS)*



- The average response time significantly decreased from 2018 onwards with the involvement of Customer Support Direction (CMS).
- 2024 had the lowest average response time ever.

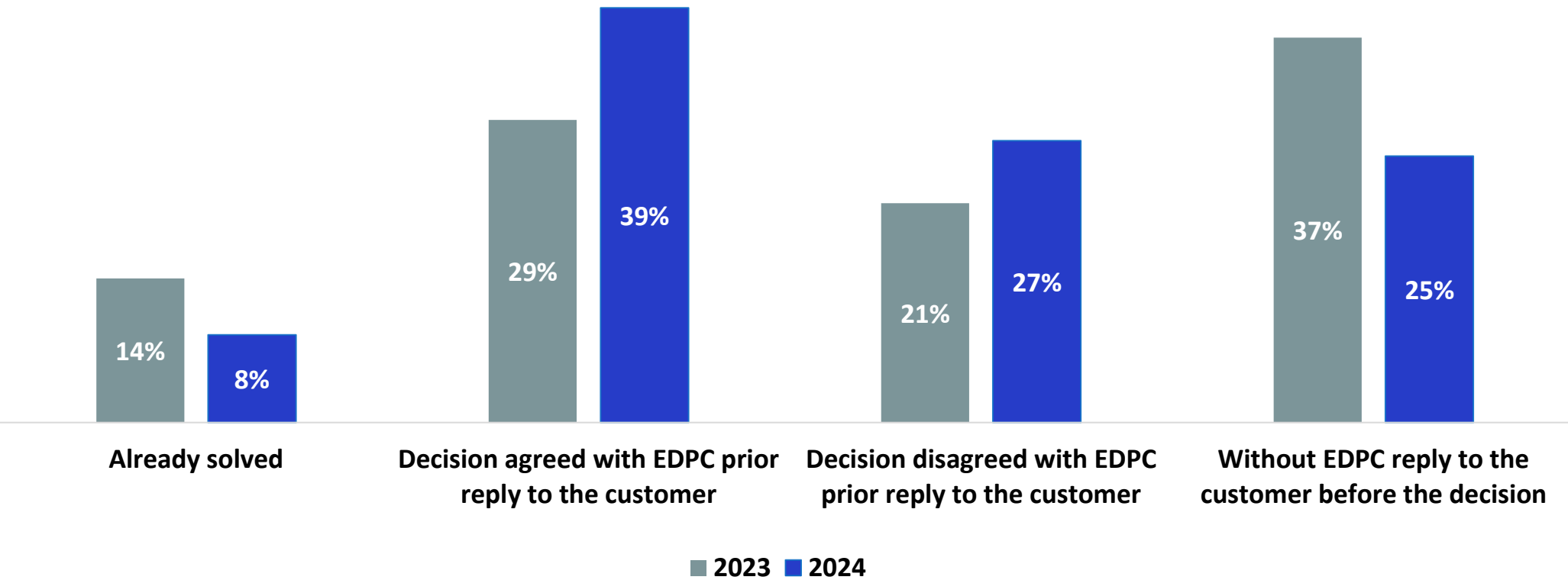
* Time period between filing the claim and obtaining a response from the Ombudsman

OMBUDSMAN DECISIONS IN DISAGREEMENT WITH CUSTOMERS CLAIMS INCREASED 7 P.P.

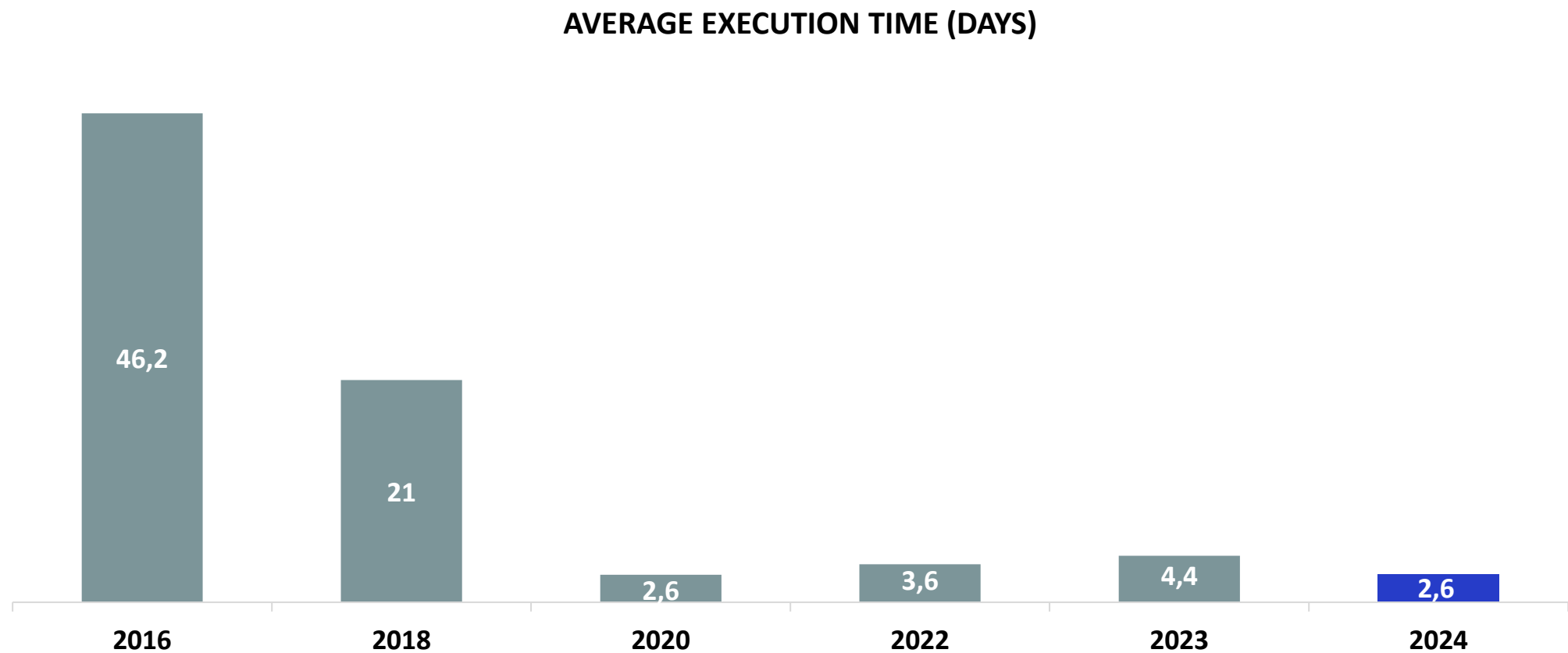


OMBUDSMAN DECISIONS IN AGREEMENT WITH EDP prior REPLY TO THE CUSTOMER INCREASED 10 P.P.

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



THE AVERAGE EXECUTION TIME DECREASE 1.8 DAYS

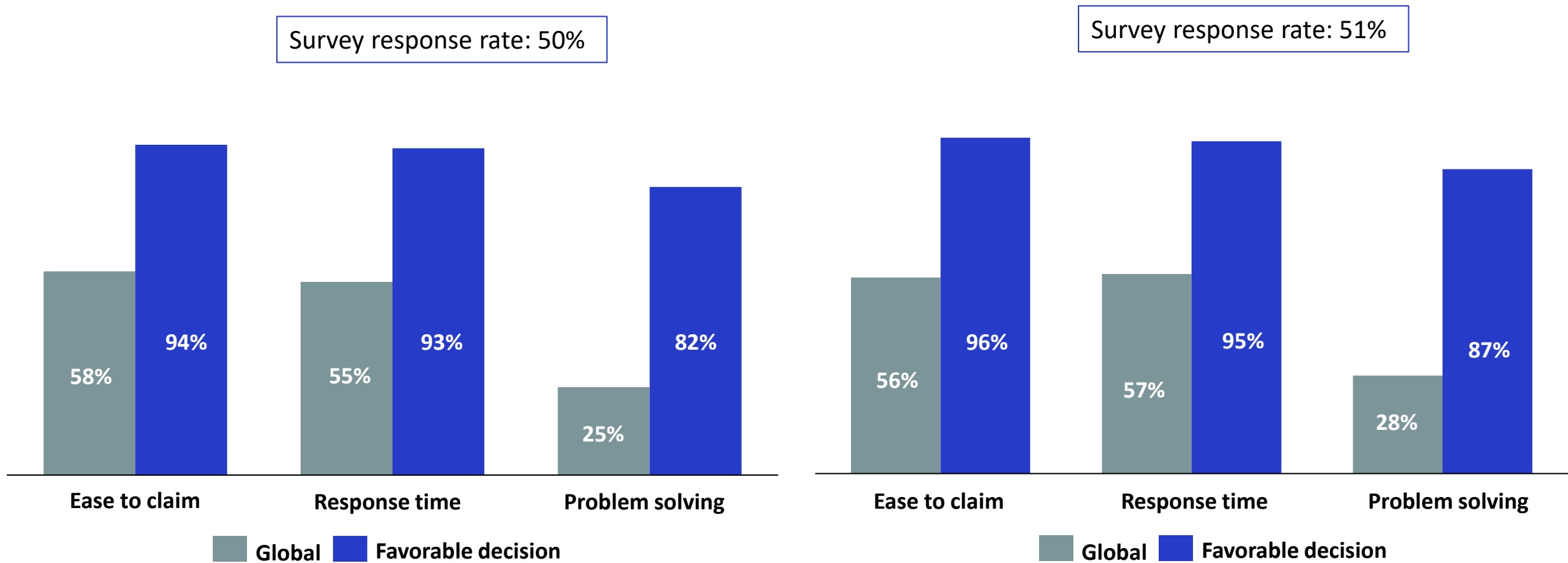


- The average execution time significantly decreased from 2018 onwards with the involvement of Customer Support Direction (CMS).
- In 2024 99% of the Ombudsman decisions were executed.

2. OMBUDSMAN'S EVALUATION BY THE CUSTOMERS

CUSTOMER SURVEY RESULTS

CUSTOMER SATISFACTION REGARDING OMBUDSMAN ASSESSMENT



- 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 EDPK should be considered to improve customer experience.

