

Break-out A – Protection and empowerment

Complaint handling: listening and responding to customers

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Why are complaints relevant...

...for DSOs and suppliers:

- Direct feedback from customers about their service provided
- Helps to improve services
- Barometer of customer satisfaction
- Strengthen the relationship with the customer

Why are complaints relevant...

...for National Regulatory Authorities (NRAs):

- Top level indicator for market functioning
- Help to set the right framework
- Market malfunctioning can be observed
- Shows if regulation is working well

Why are complaints relevant...

...for customers:

- Possibility of being heard
- Engagement in the market
- Empowerment of customers



CEER Guidelines of Good Practice (2010)

- Single point of contact: free information and advice
- Bills: contact information for complaints
- Choice: how to submit a complaint
- Redress schemes: compensation in defined cases
- Service providers should report data on complaints to NRA
- Reports on complaints

CEER Guidelines of Good Practice (2010)

- Statutory complaint handling standards:
 - complaint handling procedures (within service providers and third parties)
 - Information on alternative dispute settlement body should be provided with the first acknowledgment of a complaint
 - use of a common complaint classification
 - Final answer: as soon as possible but within two months

The background of the slide is a light blue gradient. On the left side, there is a faint, semi-transparent image of a high-voltage electricity pylon. On the right side, there is a faint, semi-transparent image of a gas burner with blue flames.

Thank you for your attention!

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Panel

Moderator: **Ms Christina Veigl-Guthann**

- **Ms Marta Baeza Fernández**, E.On (Spain)
- **Mr Eric Houtman**, Service de médiation de l'énergie (Belgium)
- **Mr Bo Hesselgren**, Swedish Consumer Energy Markets Bureau
- **Ms Carina Törnblom**, DG SANCO (European Commission)