



## The EDF group Mediator publishes its report for the year 2024

The EDF group Mediator, an independent mediation body, observed a 24% decrease in consumer requests in 2024, the lowest level since 2021. This decrease is also noted for the B2B clients (-14%). These decreases are mainly due to the end of the effects of the energy crisis. However, the Mediator notes an increase in disputes involving *EDF Obligation d'Achat*, correlated with the multiplication of contracts from photovoltaic producers to be processed. At the same time, the rate of requests processed has increased thanks to new admissibility criteria and efficient case handling.

### A now more accessible mediation

Created 25 years ago, the EDF group Mediator is accessible to any legal or natural person wishing to amicably resolve a dispute that may have arisen between them and EDF or one of its subsidiaries.

The Mediator seeks to facilitate access to mediation for consumers and improve the admissibility rate of referrals. To achieve this, two levers have been activated for consumers. On the one hand, EDF has facilitated access to dedicated services and improved the complaint handling process. On the other hand, the Mediator has modified its admissibility criteria. Until now, the consumer had to make a complaint at two different levels of the company before referring to the EDF group Mediator. This often led them to directly address the Mediator, making their request inadmissible. Now, consumers can refer to the Mediator after making a single written complaint if it has not been resolved within two months. Overall, the Mediator's admissibility rate increased by 9 points in 2024.

### Towards digitalization of referrals to continue improving admissibility

In its report, the Mediator notes that 53% of consumers used the website for their referrals. This entirely free method limits the risk of inadmissibility of the request because the Mediator's platform guides consumers through their process. It also facilitates mediation by allowing direct exchanges between the consumer and the Mediator. Increasing the share of digital referrals will be one of the Mediator's priorities in 2025 with actions focused on the applicants' journey.

### Reducing the number of disputes

In addition to their resolution, the Mediator's role is to reduce the number of observed disputes through recommendations. As every year, the Mediator makes several improvement recommendations to the Group's entities, such as improving support for energy premium applicants or clients during periods of exceptional outages, better informing B2B clients about price changes, or reducing complaint handling times. These recommendations lead to action plans implemented by the Group's departments and subsidiaries.

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EDF SA  
22-30 avenue de Wagram  
75382 Paris cedex 08 - France  
Capital de 2 084 365 041 euros  
552 081 317 R.C.S. Paris  
[www.edf.fr](http://www.edf.fr)

#### Contacts

Presse :  
[service-de-presse@edf.fr](mailto:service-de-presse@edf.fr) / 01 40 42 46 37

Analystes & Investisseurs :  
[edf-irteam@edf.fr](mailto:edf-irteam@edf.fr)

Olivier Fontanié, EDF group Mediator, stated: *"While the Mediator's activity remained strong in 2024, the number of referrals received decreased by 17% compared to 2023. Moreover, thanks to the work done to improve handling, the number of cases processed has never been higher. To continuously improve access to mediation and resolve disputes under the best conditions, we have established new admissibility criteria that have shown initial results this year. We will continue this work in 2025 for mediation that serves everyone."*

## The 2024 Figures

- 6,174 referrals received (down 17% compared to 2023 figures)
- 1,727 admissible (up 4% compared to 2023 figures)
- 60 days average processing time (4 days less than in 2023)
- 84% amicable agreements (same level as in 2023)
- 1,748 referrals processed and finalized (up 24% compared to 2023 figures)

### About EDF

A major player in the energy transition, the EDF Group is an integrated energy company, active in all areas: production, distribution, trading, energy sales, and energy services. As a global leader in low-carbon energy with a decarbonized production of 490 TWh, the Group has developed a diversified production mix primarily based on nuclear and renewable energy (including hydroelectricity) and invests in new technologies to support the energy transition. EDF's purpose is to build a CO2-neutral energy future, reconciling planet preservation, well-being, and development, through electricity and innovative solutions and services. The Group provides energy and services to approximately 41.5 million customers (1) and achieved a turnover of 118.7 billion euros in 2024.

(1) The customer portfolio consists of electricity, gas, and recurring service contracts.