

REPORT OF THE OMBUDSMAN OF THE CLIENTS OF E-REDES CONCERNING THE YEAR OF 2025

Author: Luís Valadares Tavares*

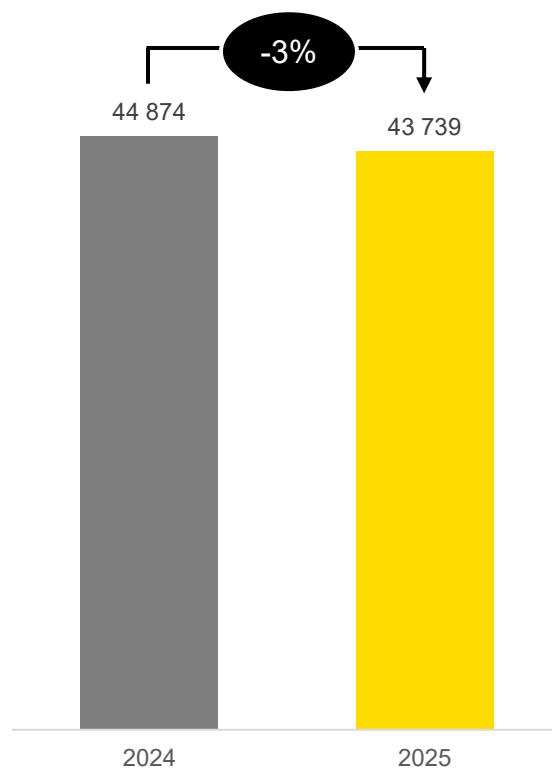
Having received the contributions of Miguel Gordinho and Luís Miguel Fernandes of E-REDES

1. E-REDES' COMPLAINTS

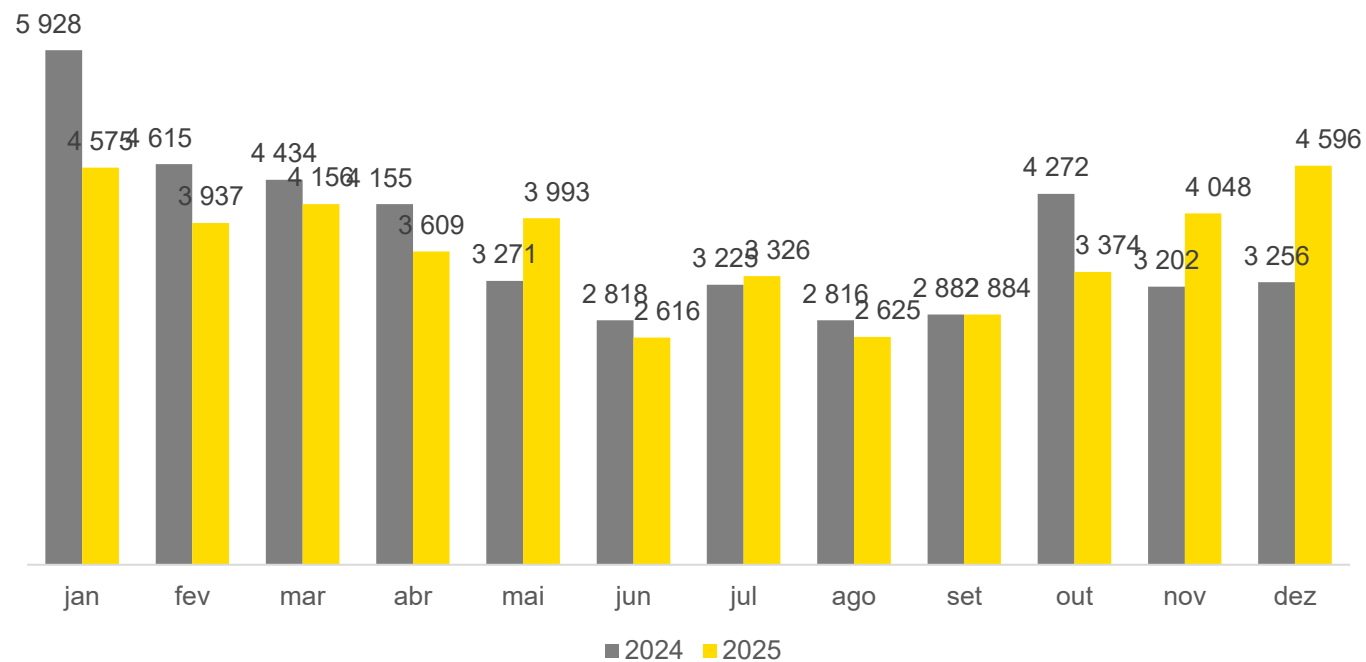


EVOLUTION OF E-REDES COMPLAINTS

COMPLAINTS PER YEAR

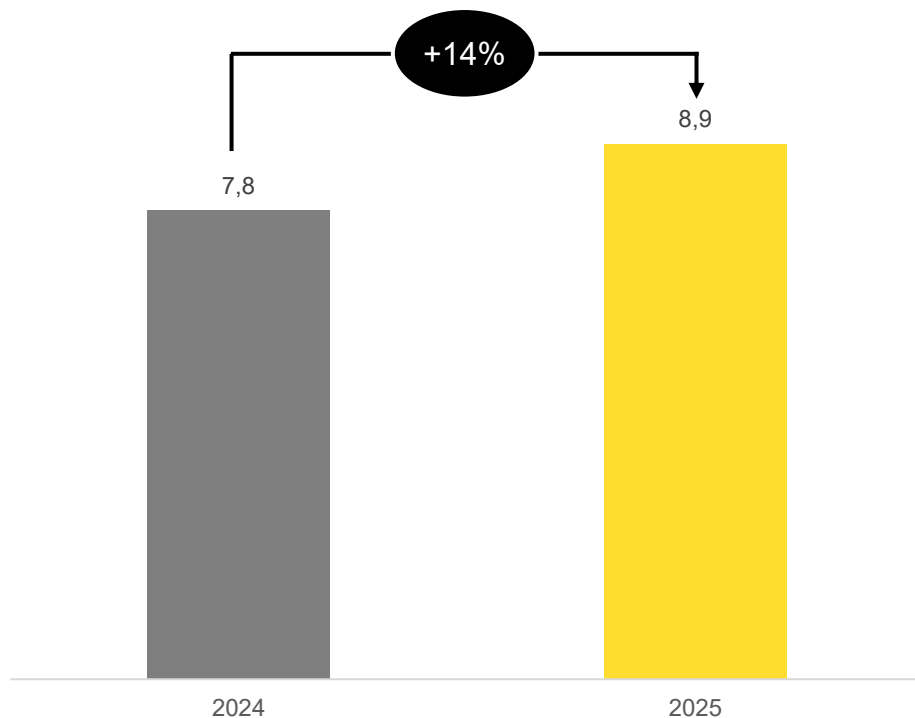


COMPLAINTS PER MONTH

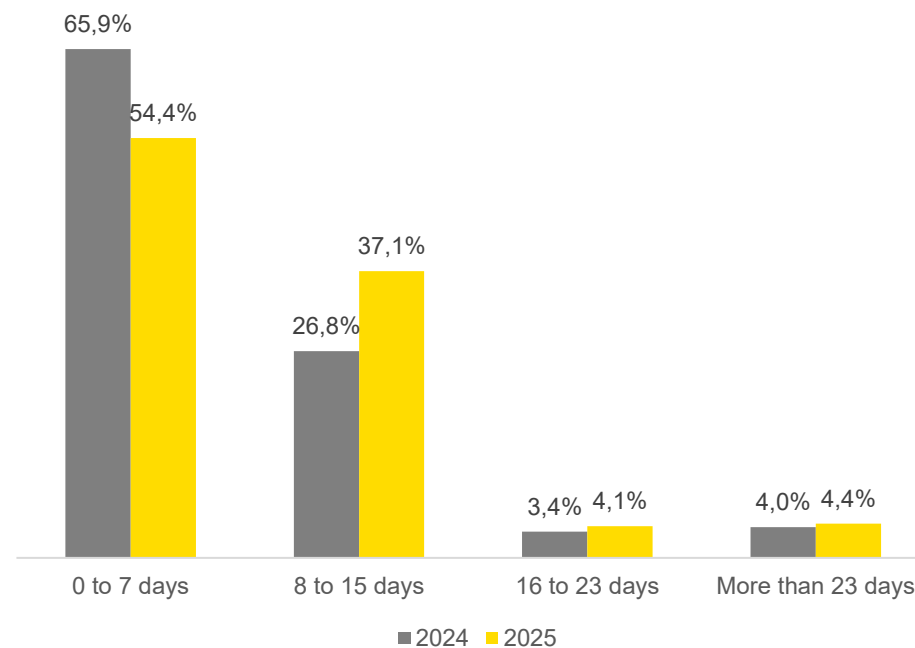


IN AVERAGE, A COMPLAINT WAS ANSWERED IN 8,9 DAYS

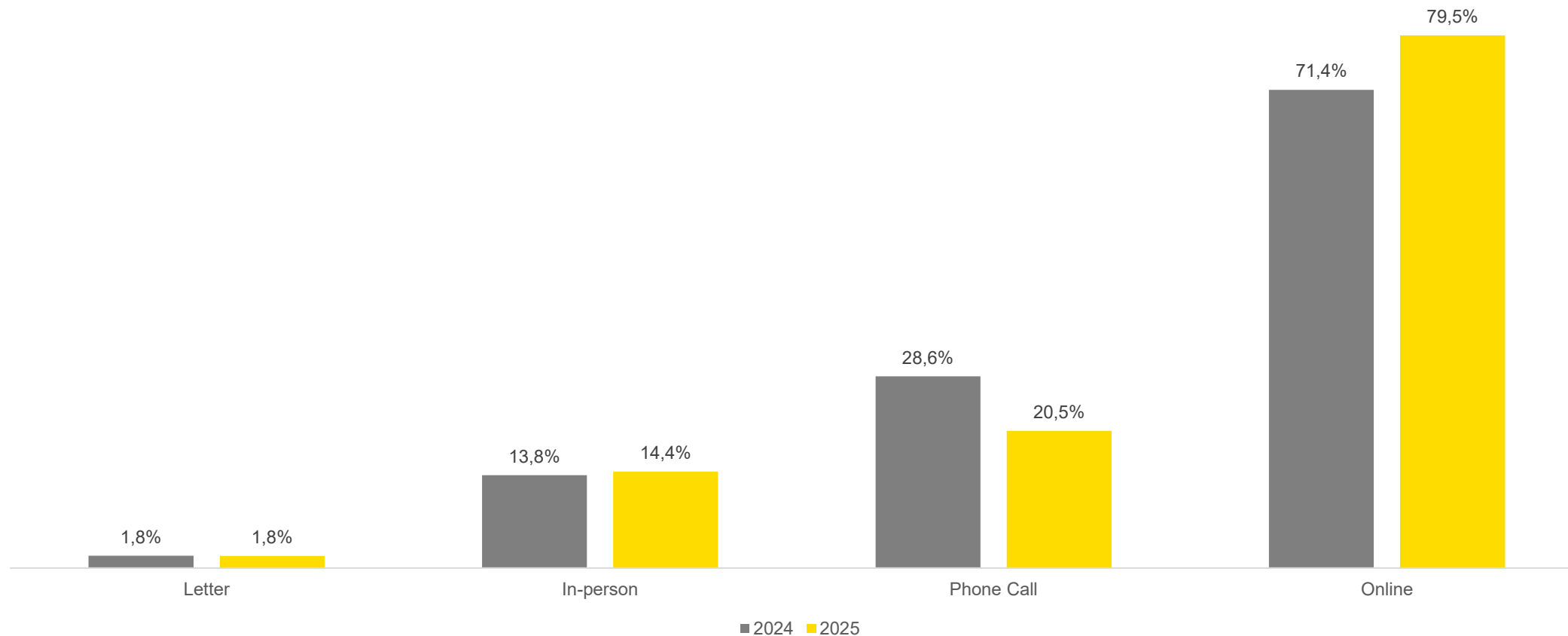
RESPONSE TIME (IN DAYS)



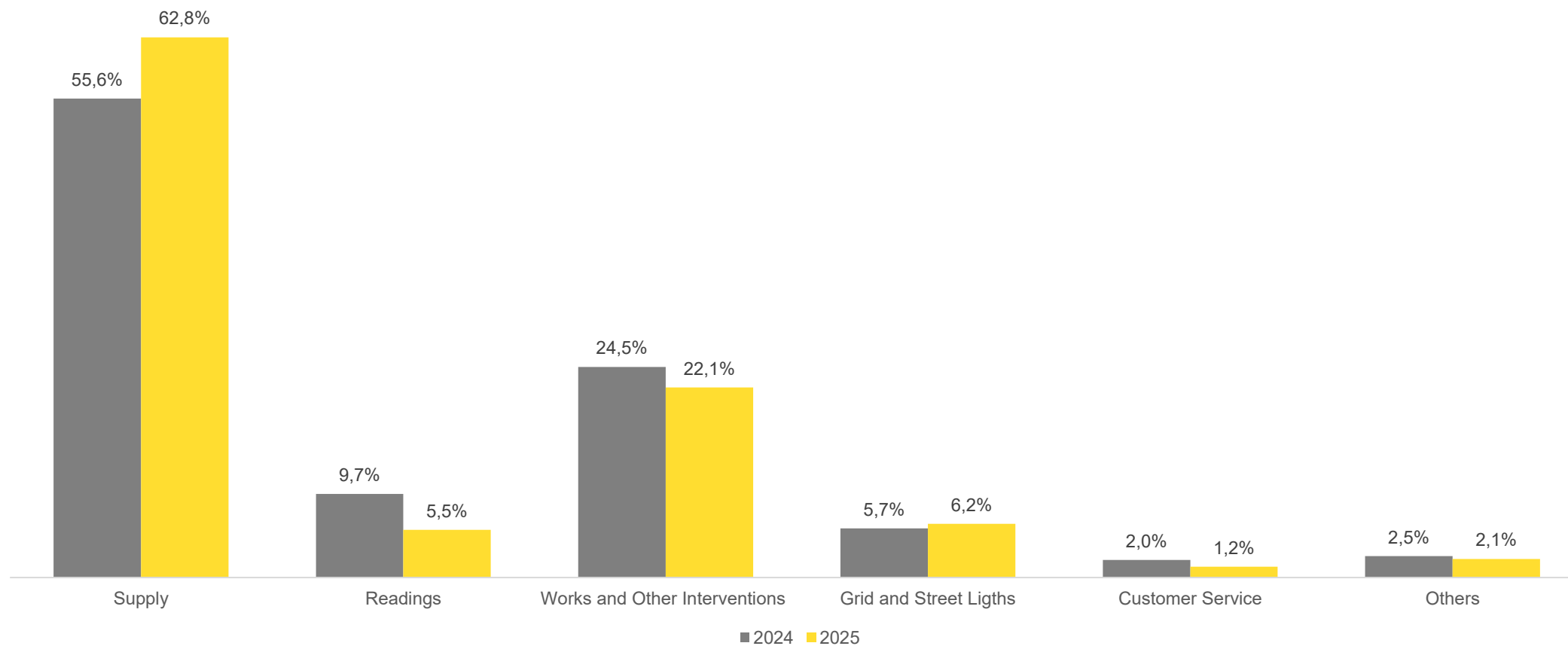
RESPONSE TIME DISTRIBUTION



COMPLAINTS CHANNEL: ONLINE HAS INCREASED FROM 71,4 TO 79,5

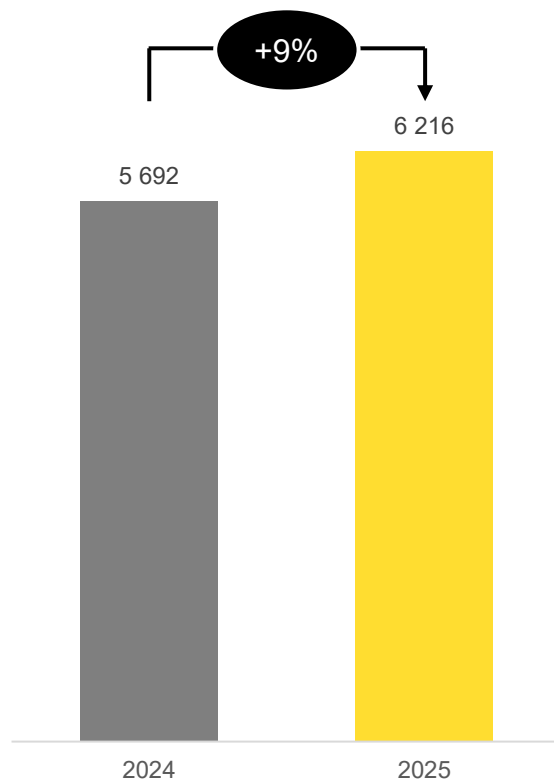


E-REDES COMPLAINTS BY TAXONOMY

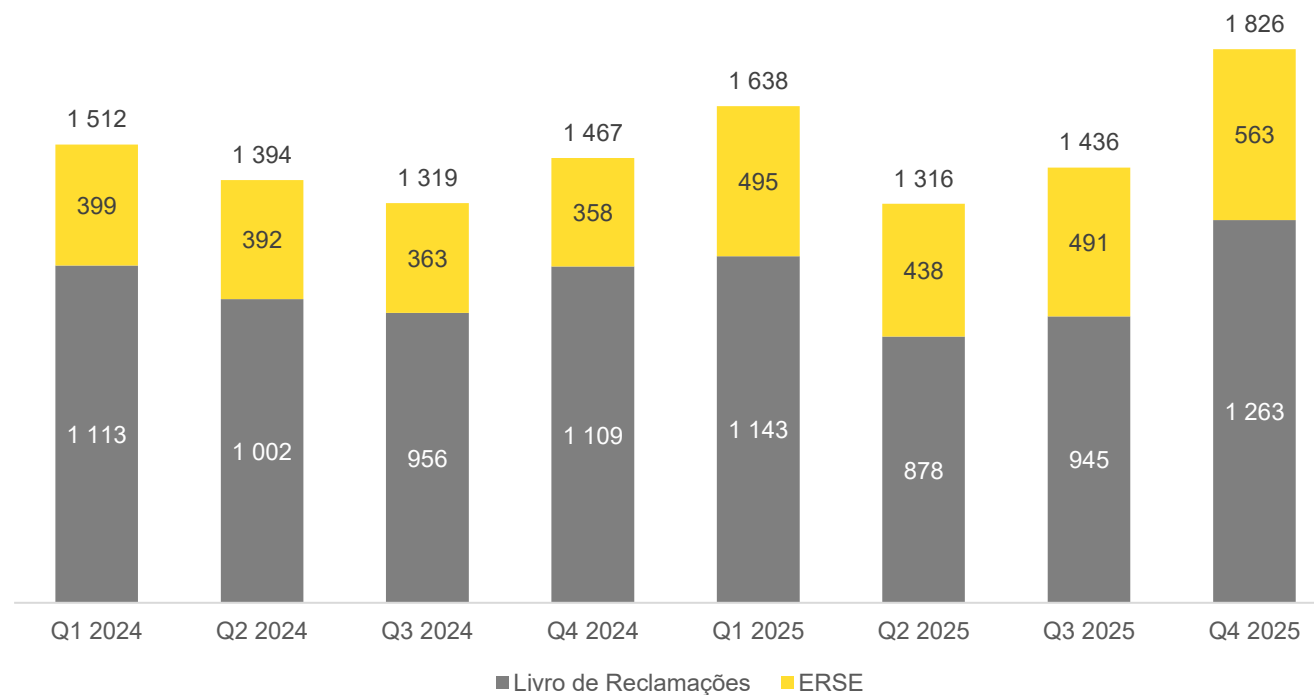


EVOLUTION OF ERSE COMPLAINTS

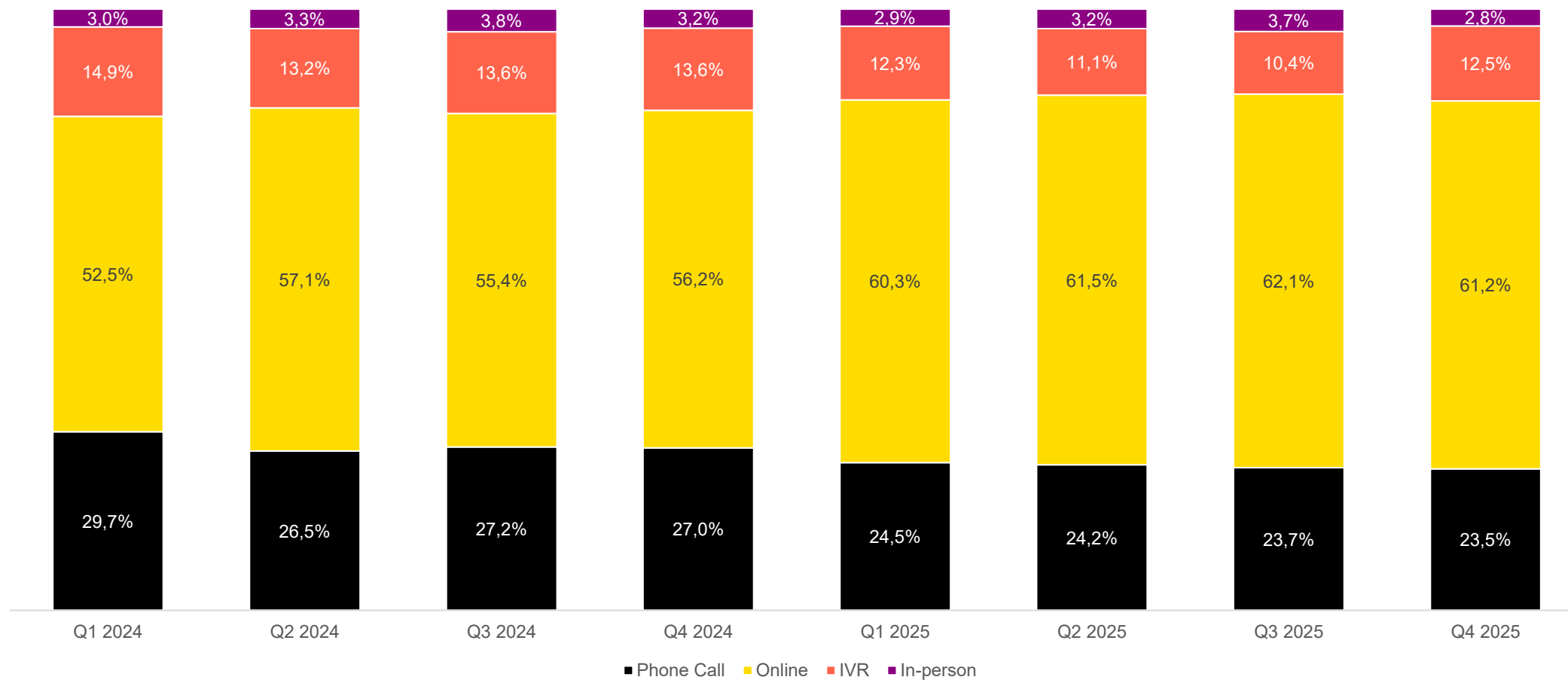
COMPLAINTS PER YEAR



COMPLAINTS PER MONTH



E-REDES DISTRIBUTION OF INTERACTIONS BY CHANNEL



E-REDES Digital Presence – Trends of Some Specific Innovations

Q1 2024 Q2 2024 Q3 2024 Q4 2024 Q1 2025 Q2 2025 Q3 2025 Q4 2025

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VIDEOCALL



JOBFLOW



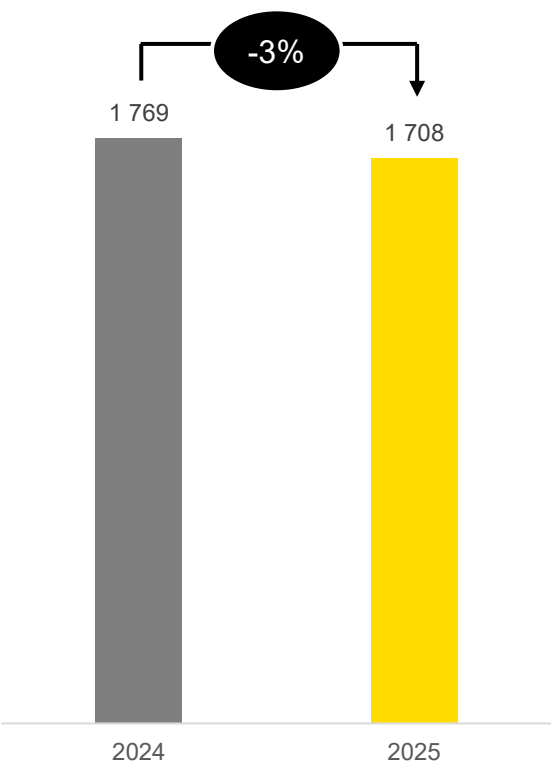
**GRID CONNECTION
SIMULATOR**



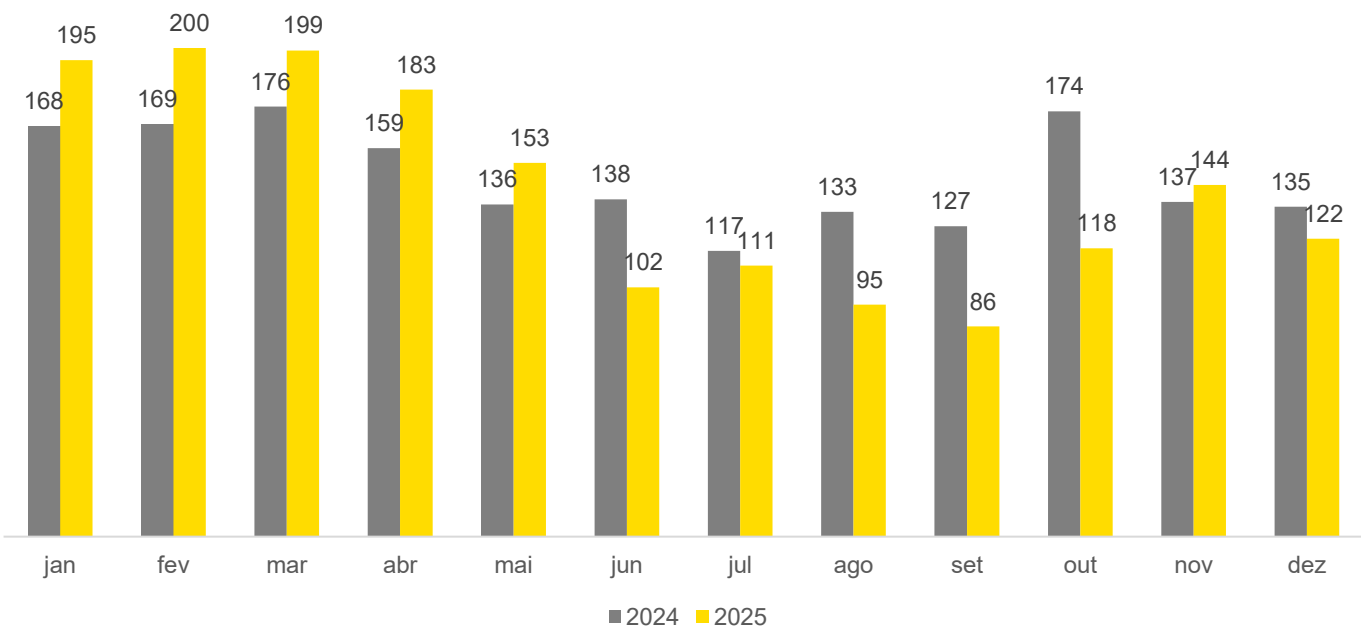
2. CLAIMS TO CUSTOMER'S OMBUDSMAN

CLAIMS TO THE CUSTOMER OMBUDSMAN SLIGHTLY DECREASED IN 2025

CLAIMS PER YEAR

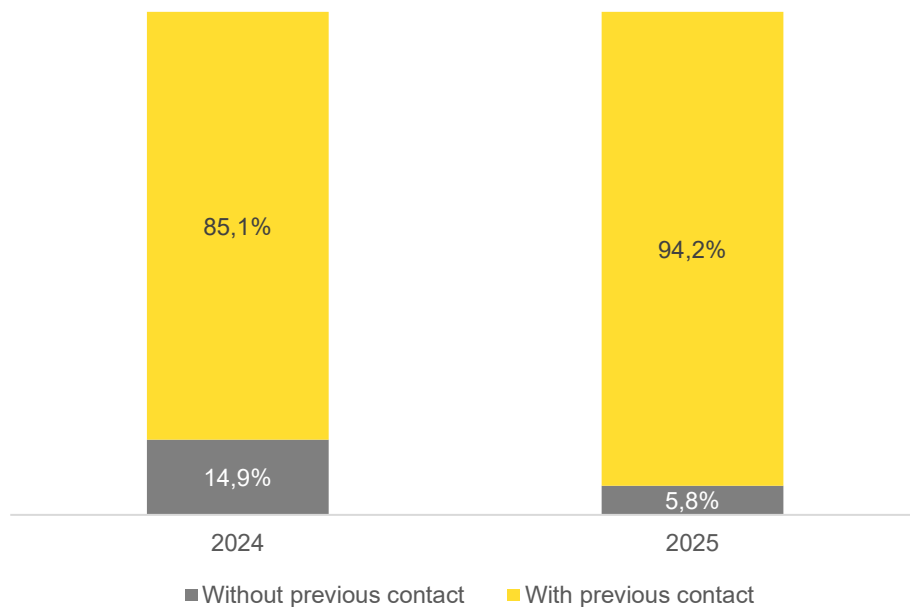


CLAIMS PER MONTH

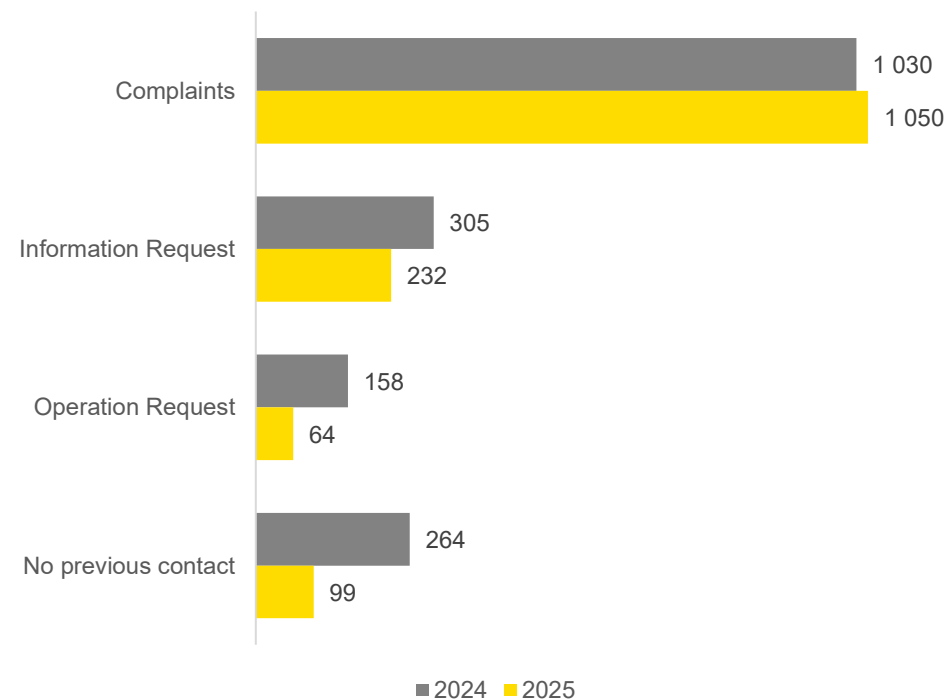


CLAIMS WITHOUT PREVIOUS CONTACT TO E-REDES DECREASED FROM 14,9% TO 5,8%

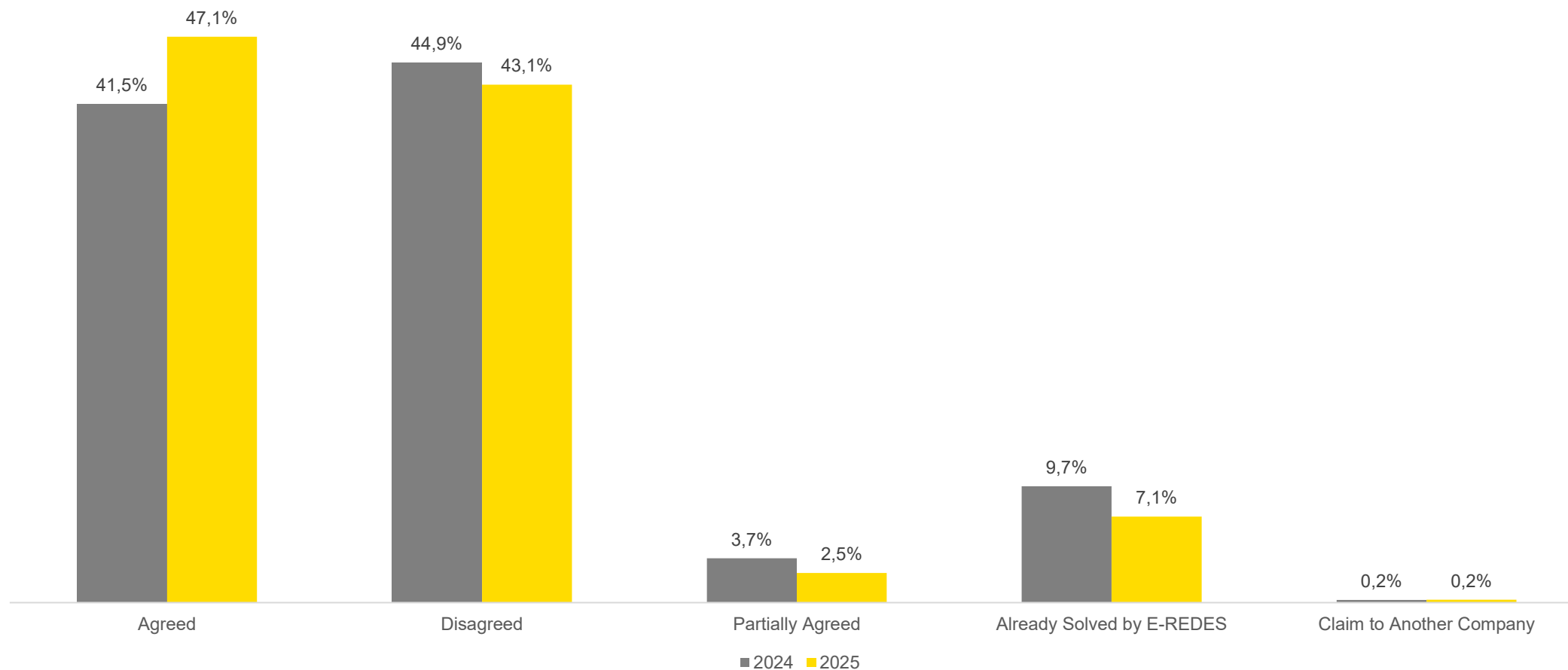
PREVIOUS CONTACT WITH E-REDES



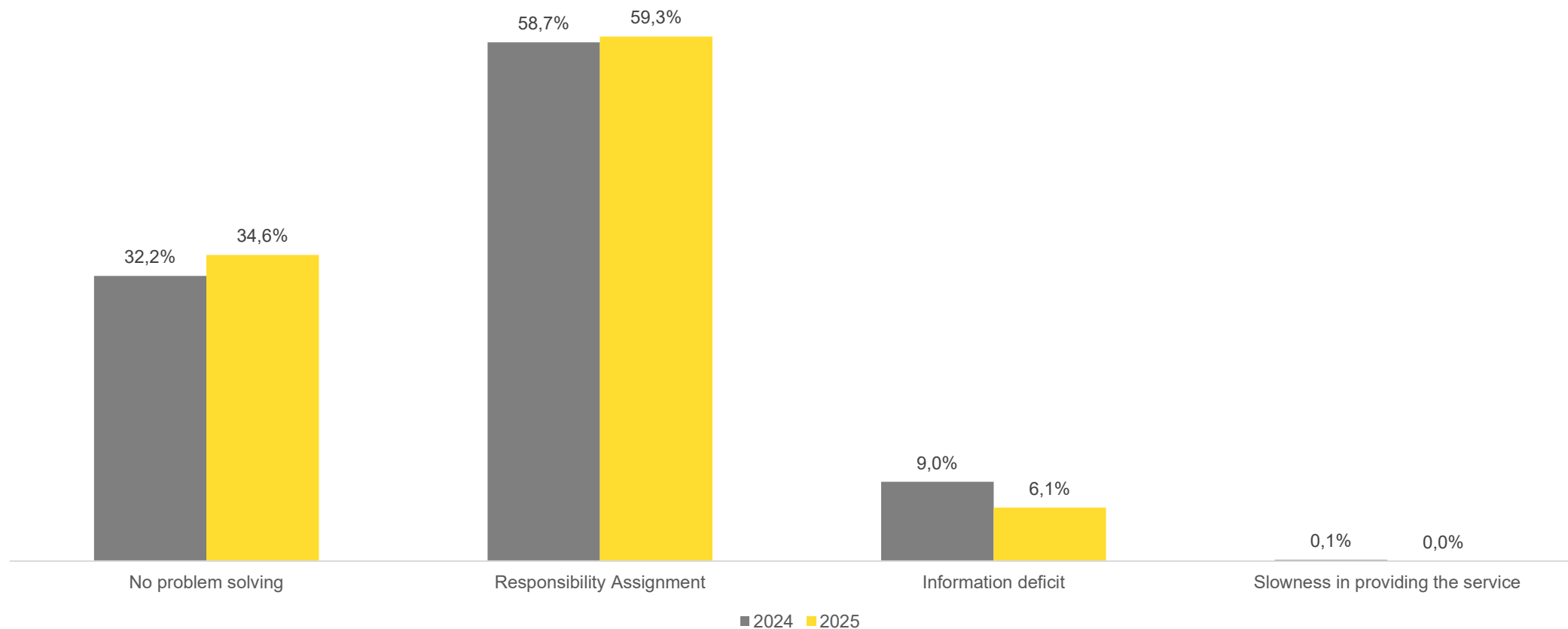
TYPES AND QUANTITIES OF INTERACTIONS WITH E-REDES



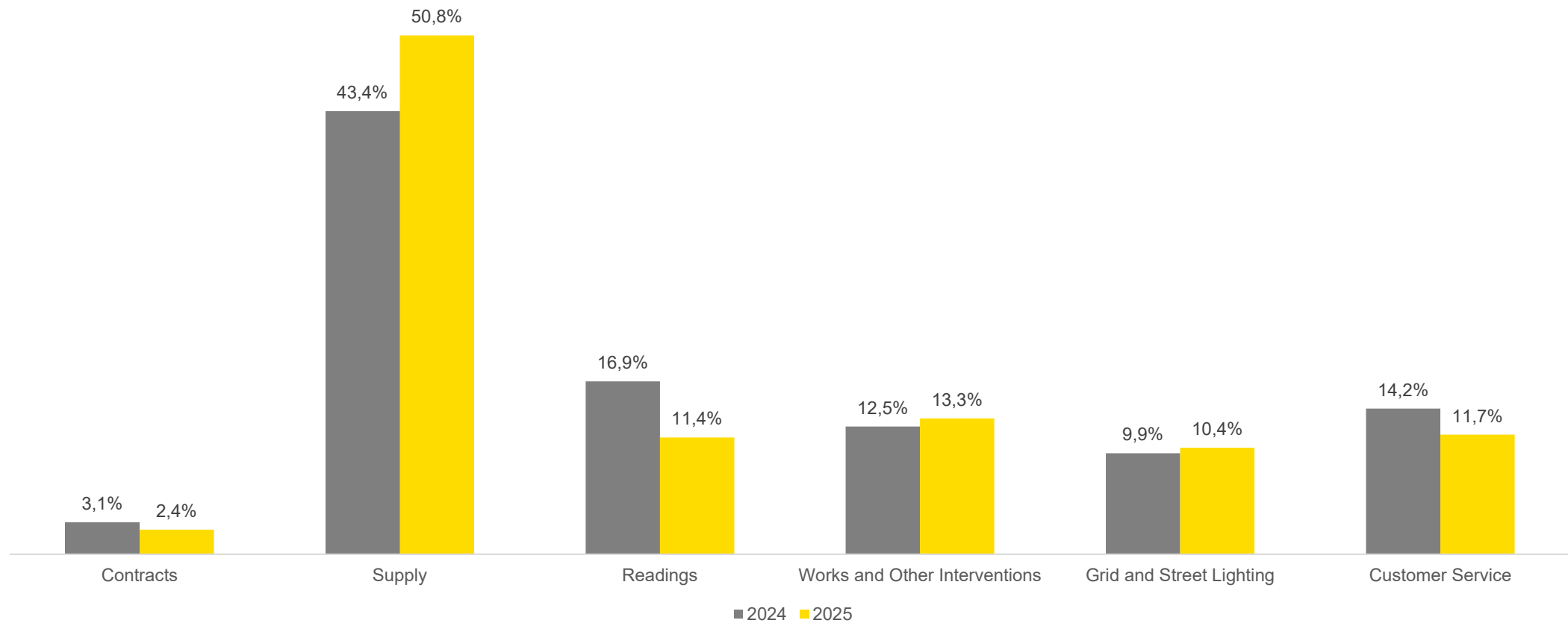
OMBUDSMAN DECISIONS IN AGREEMENT WITH THE CLIENT INCREASED BY 5,6PP



RESPONSIBILITY ASSIGNMENT WAS THE MOST COMMON CLAIM CAUSE DURING 2025

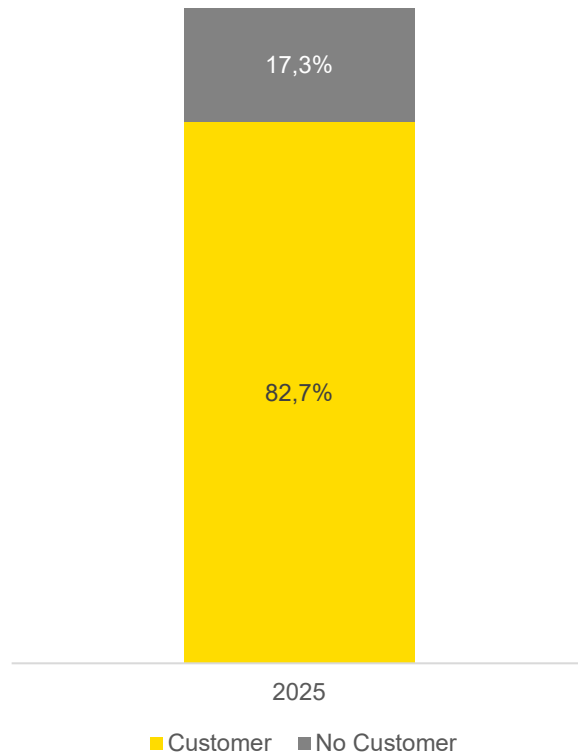


SUPPLY CLAIMS INCREASED DURING 2025

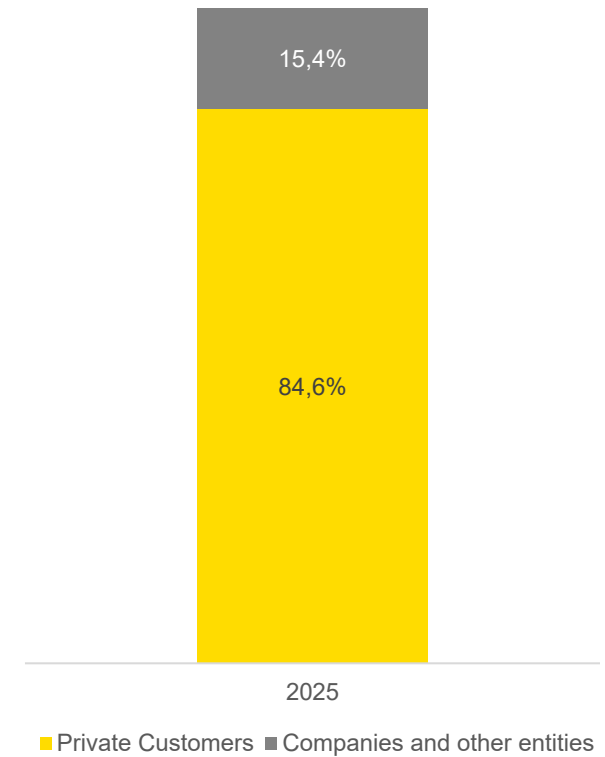


CUSTOMER CHARACTERIZATION

CUSTOMER VS NO CUSTOMER

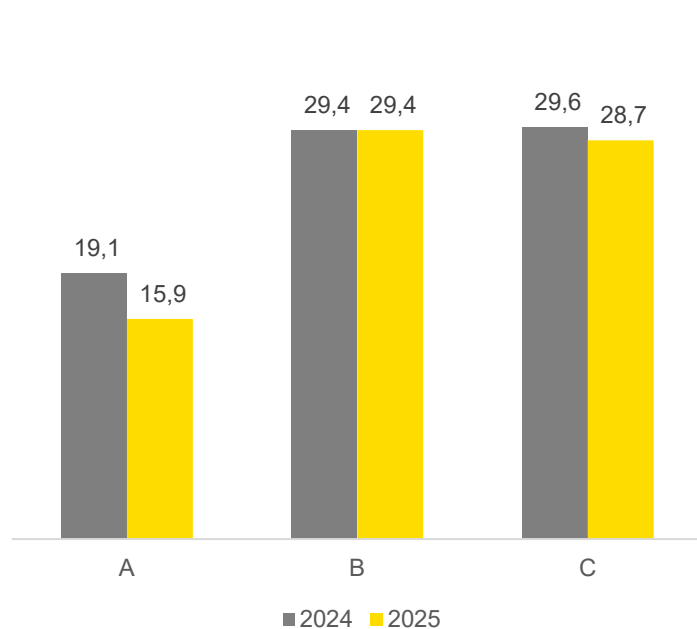


TYPE OF CUSTOMER

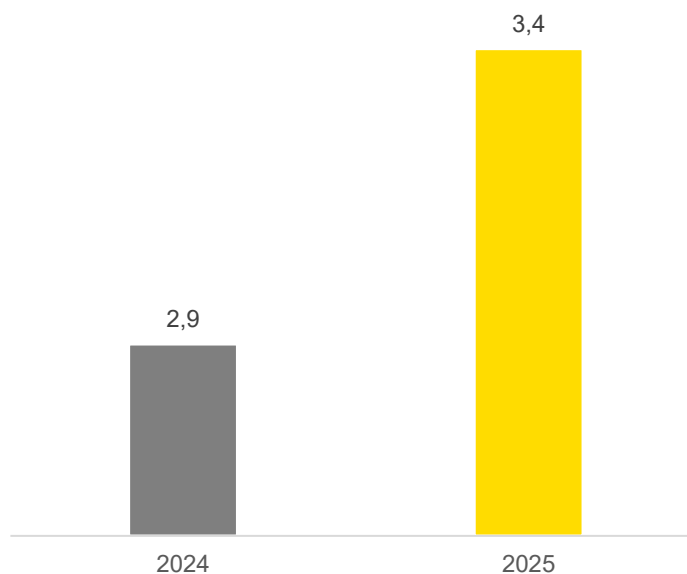


CLAIM CHARACTERIZATION

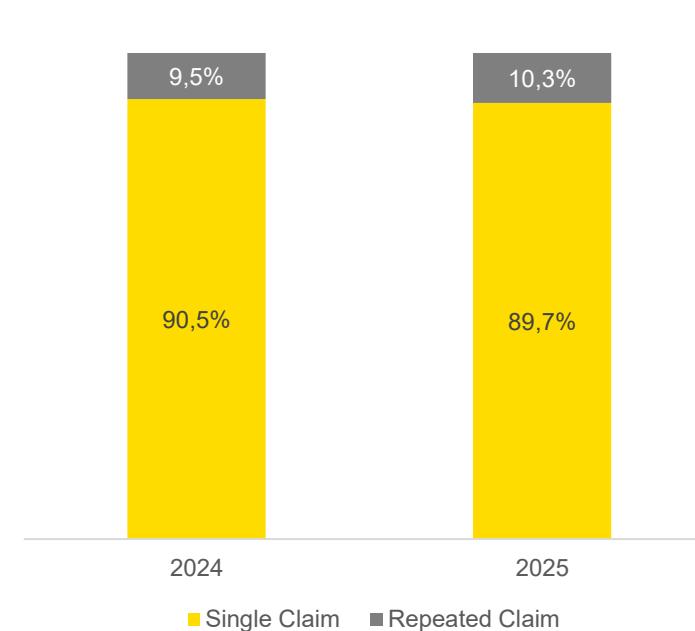
CLAIMS PER 100K CUSTOMERS ACCORDING TO QUALITY ZONES



CLAIMS PER CLIENT IN TERMS OF THE TYPE OF AREA (C VERSUS A)

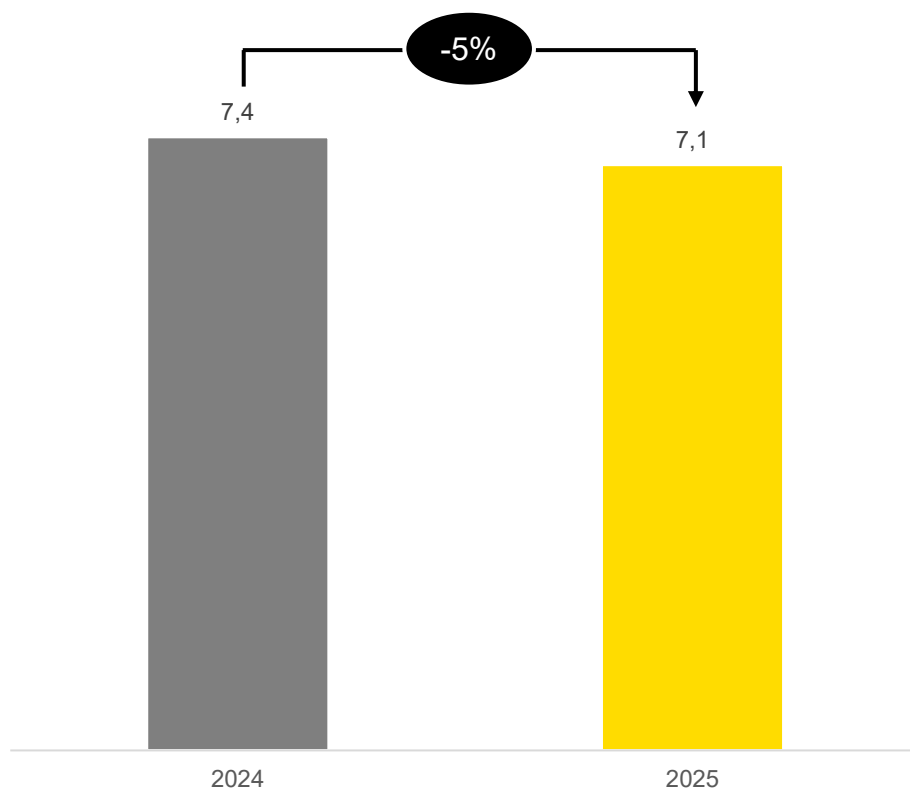


SINGLE CLAIMS

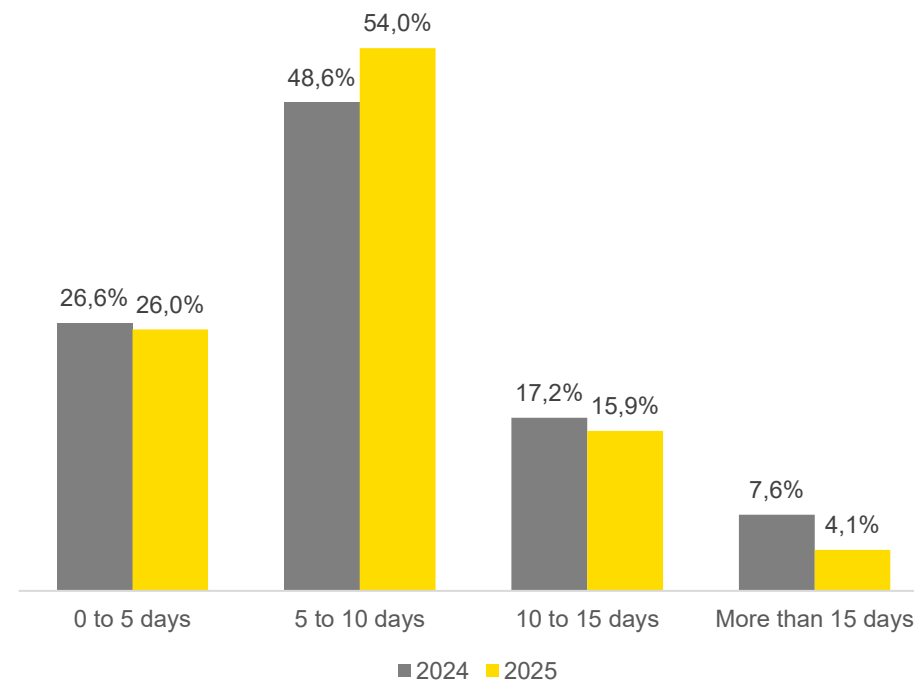


ON AVERAGE, A CLAIM IS ANSWERED IN 7,1 DAYS

RESPONSE TIME (IN DAYS)

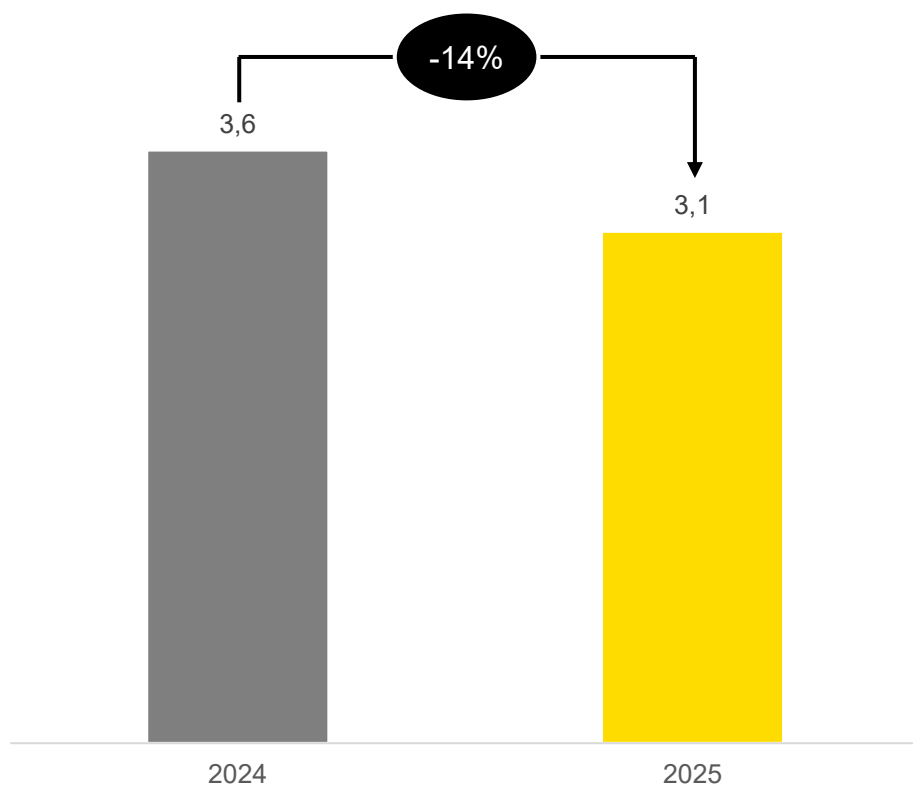


RESPONSE TIME DISTRIBUTION

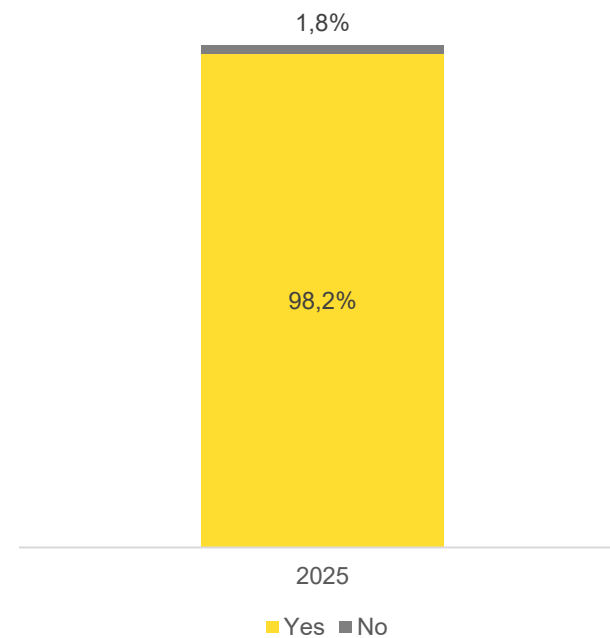


ON AVERAGE, A DECISION IS IMPLEMENTED IN 3,1 DAYS

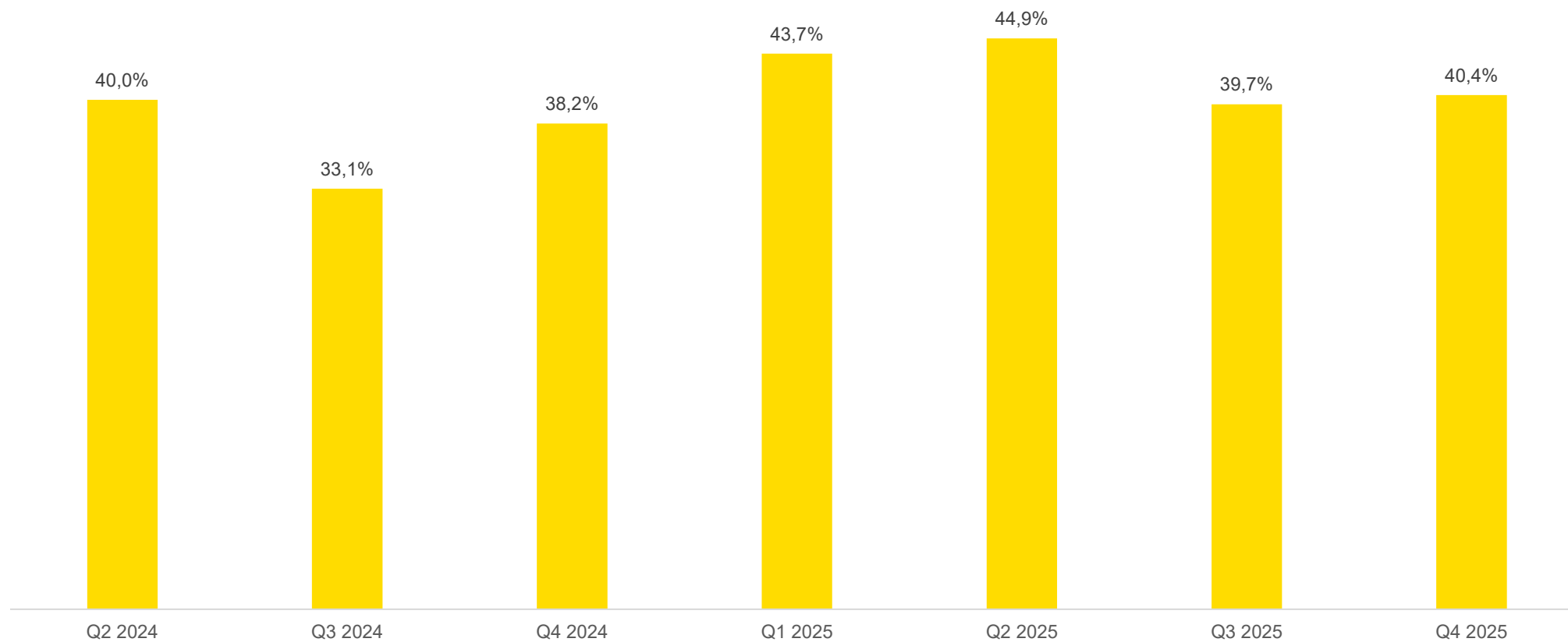
IMPLEMENTATION TIME (IN DAYS)



OMBUDSMAN DECISIONS' EXECUTION

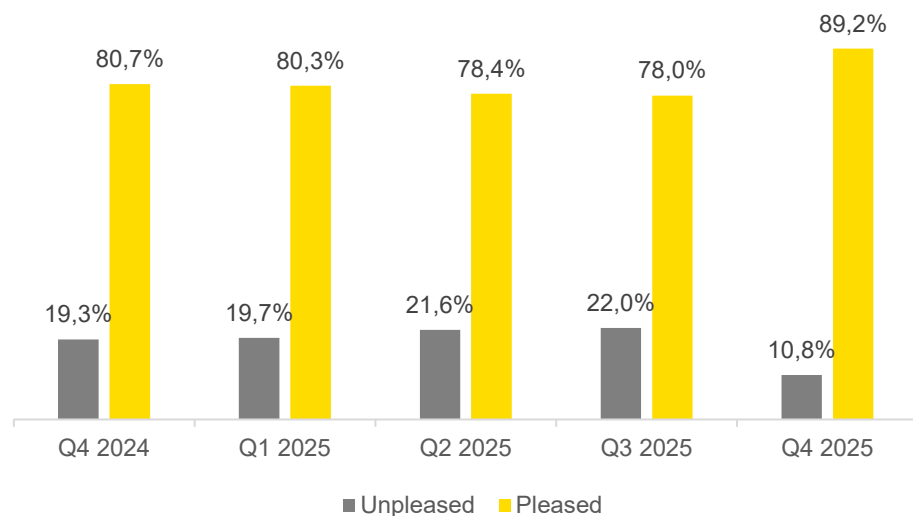


CUSTOMER SURVEY RESULTS AFTER THE CLAIM IS ANSWERED | RESPONSE RATE

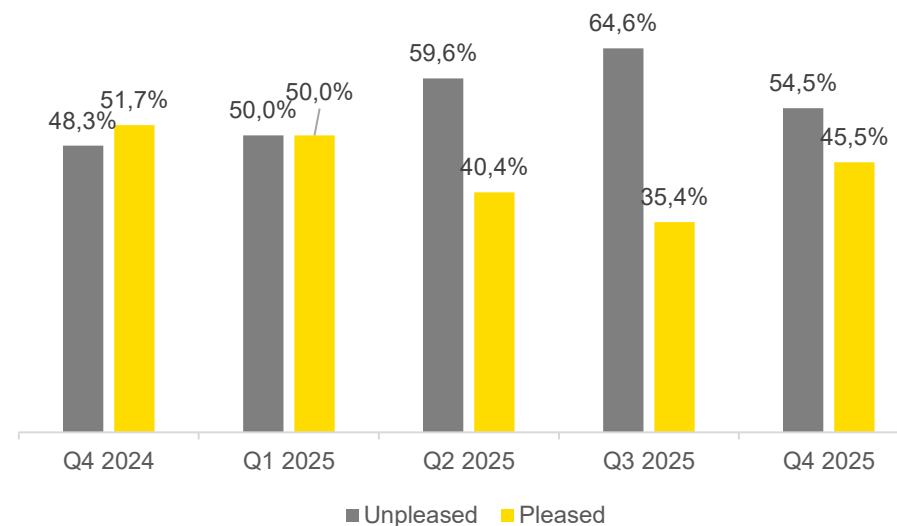


CUSTOMER SURVEY RESULTS AFTER THE CLAIM IS ANSWERED

EASE OF LODGING A CLAIM FOR CLIENTS PERCEIVING A FAVOURABLE DECISION

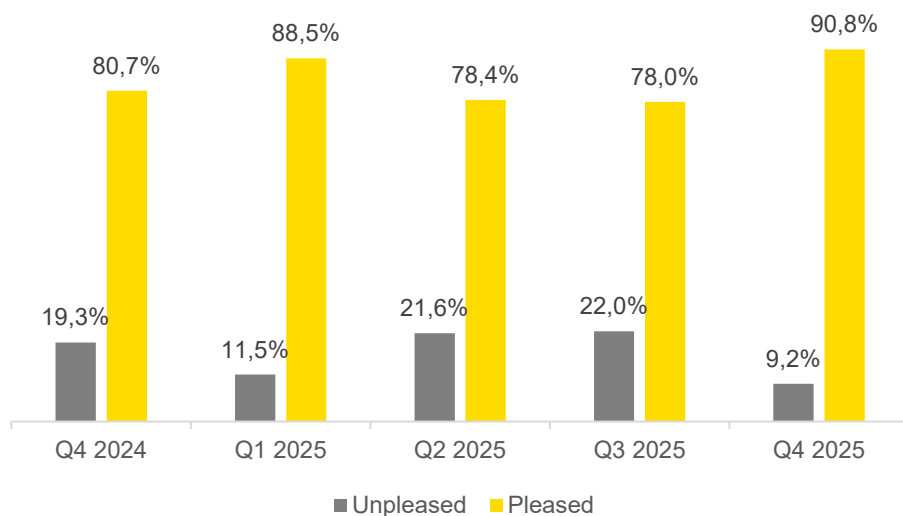


EASE OF LODGING A CLAIM FOR CLIENTS PERCEIVING A UNFAVOURABLE DECISION

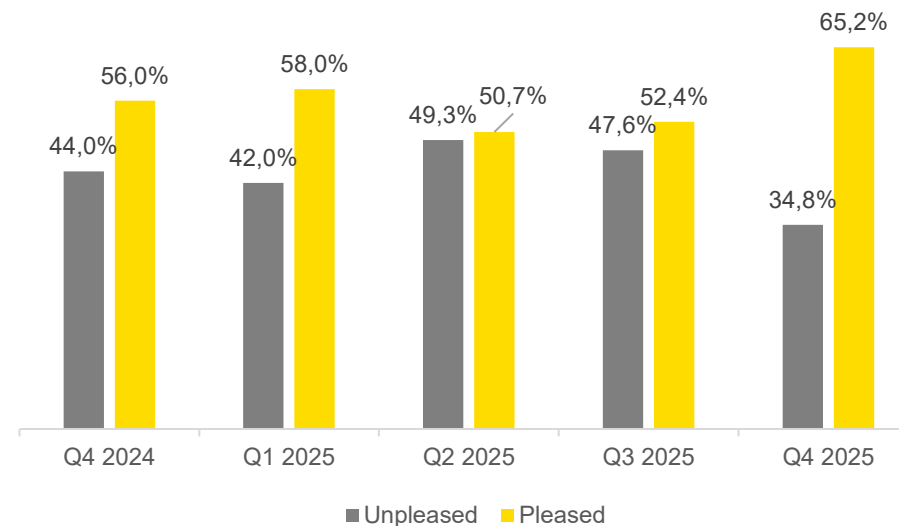


CUSTOMER SURVEY RESULTS AFTER THE CLAIM IS ANSWERED

OMBUDSMAN'S RESPONSE TIME FOR CLIENTS PERCEIVING A FAVOURABLE DECISION

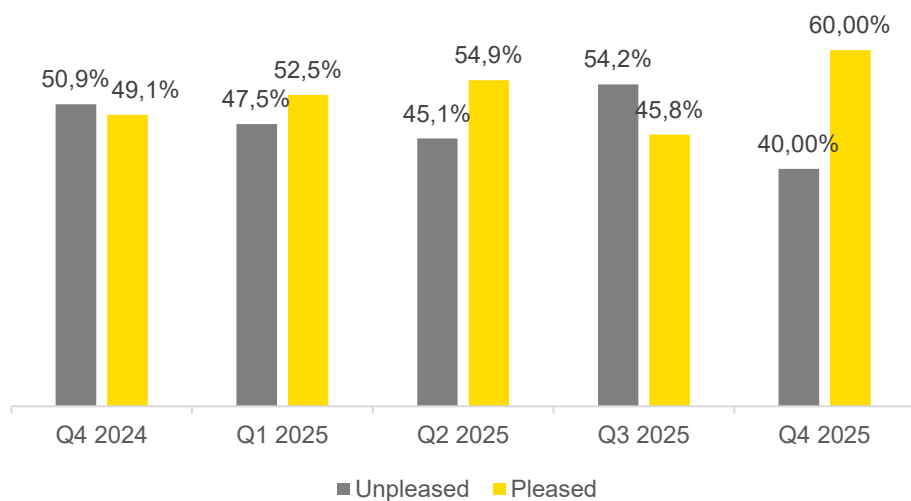


OMBUDSMAN'S RESPONSE TIME FOR CLIENTS PERCEIVING A UNFAVOURABLE DECISION

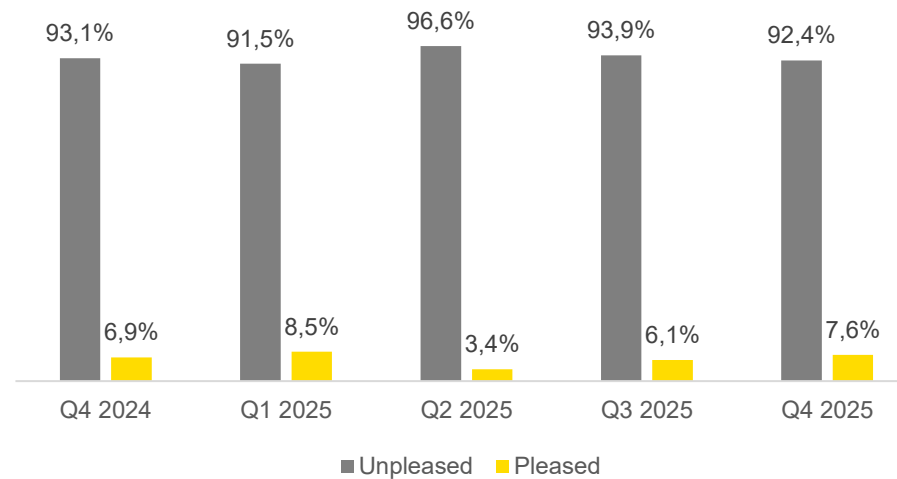


CUSTOMER SURVEY RESULTS AFTER THE CLAIM IS ANSWERED

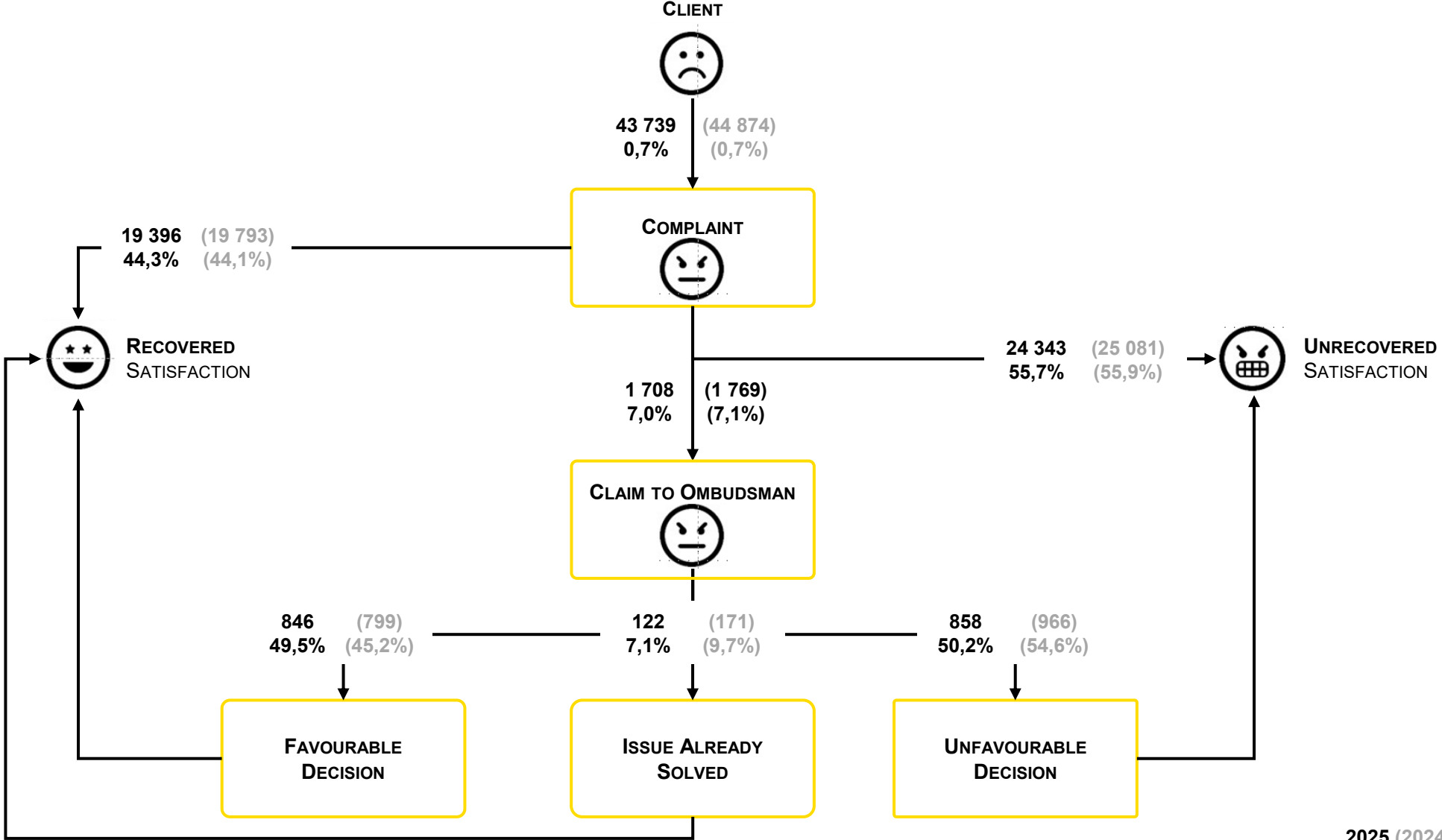
OMBUDSMAN'S CONTRIBUTION LEVEL OF SATISFACTION FOR CLIENTS PERCEIVING A FAVOURABLE DECISION



OMBUDSMAN'S CONTRIBUTION LEVEL OF SATISFACTION FOR CLIENTS PERCEIVING A UNFAVOURABLE DECISION



DISSATISFACTION ROADMAP COMPARISON WITH HOMOLOGOUS PERIOD



Final Comments

1. The report about 2025 shows the continuous improvement of E-REDES clients management making better use of online interactions and innovative solutions. Actually, the percentage of complaints using the online channel is reaching 80% which is by far the highest level in Europe and the use of innovative products such as video calls, job-flows and grid simulations is increasing rapidly more than 60%/year.
2. The number of complaints and claims is dropping 3% but E-REDES should improve the time management as there is about 8% of complaints management taking too long.
3. The role of the Ombudsman was particularly demanding during 2025 due to several storms and unexpected events and the percentage of claims deserving agreement by the Ombudsman increased to almost 50%.
4. The survey of satisfaction answered by the clients was answered by more than 40% of clients and the level of satisfaction has increased significantly, namely for the clients considering that have received a positive answer:
 1. Convenience of site use - 2024: 80% » 2025: 89%
 2. Answering time - 2024: 80% » 2025: 90%
 3. Contribution of the Ombudsman to solve clients 'problem - 2024: 49% » 60%
5. These results are outstanding considering that they started a litigation process.
6. This very positive evolution has been achieved within hard and hectic conditions and was achieved due to the outstanding competence and dedication of the team, namely, Miguel Gordinho and Luís Miguel Fernandes.

