

Customer Ombudsman 2023 Annual Report

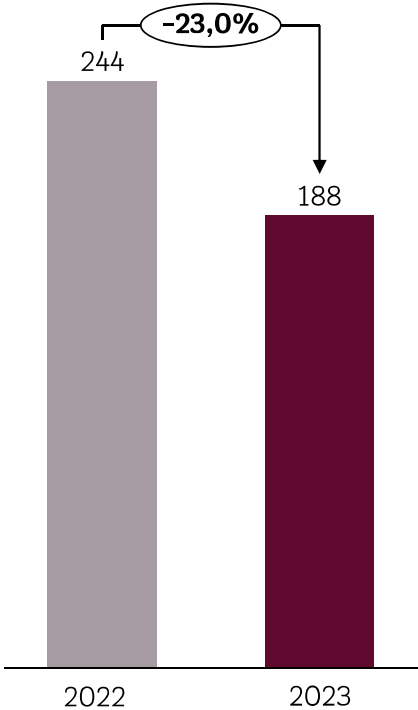
|| SU
ELETRICIDADE

Luís Valadares Tavares*

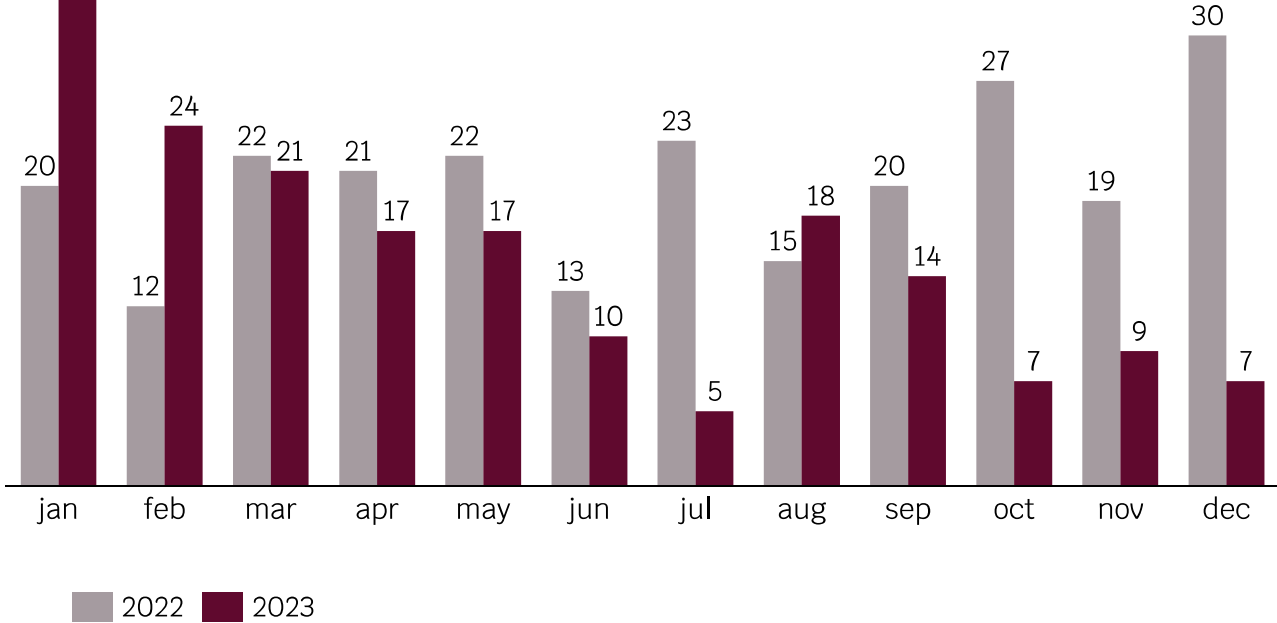
*According to Article 22.º –
1 of the Regulation governing the activities of the Ombudsman
and in full respect of the Article 9.º of the “Código dos Direitos
de Autor e dos Direitos Conexos” (DL 63/84, 14 March).

Claims received by the Ombudsman

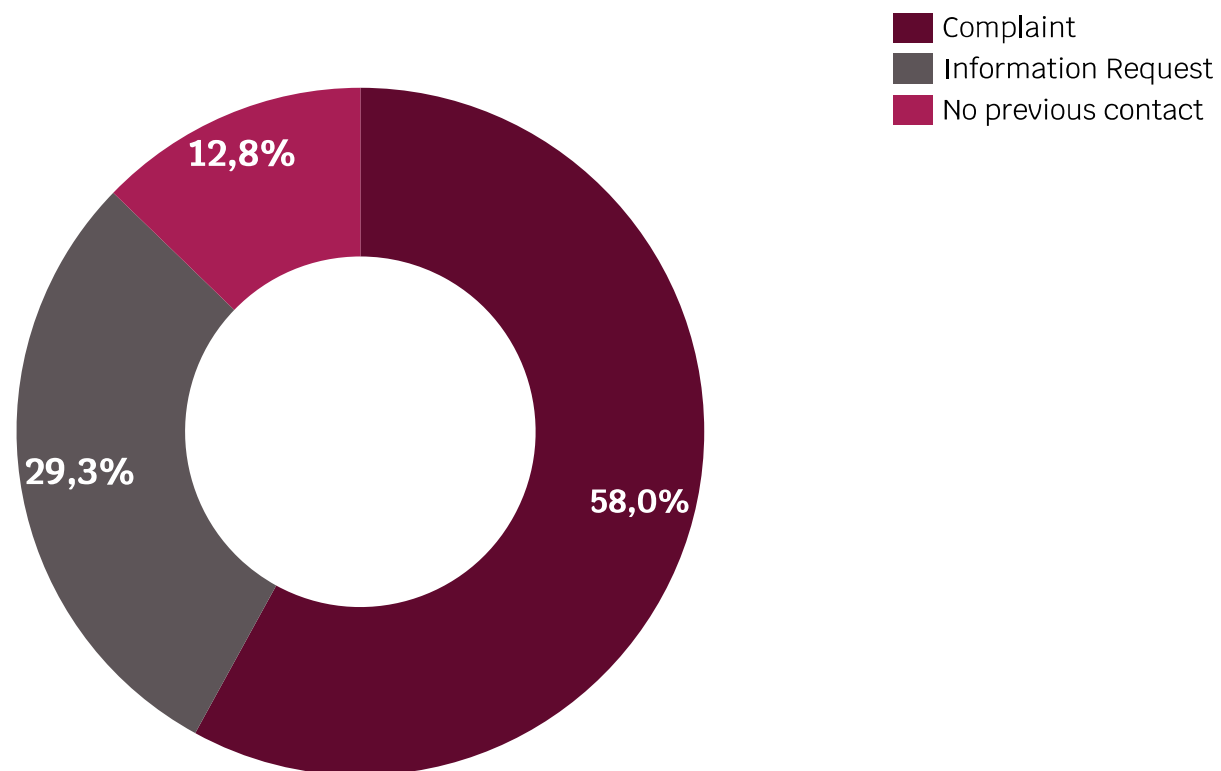
By year



Per month

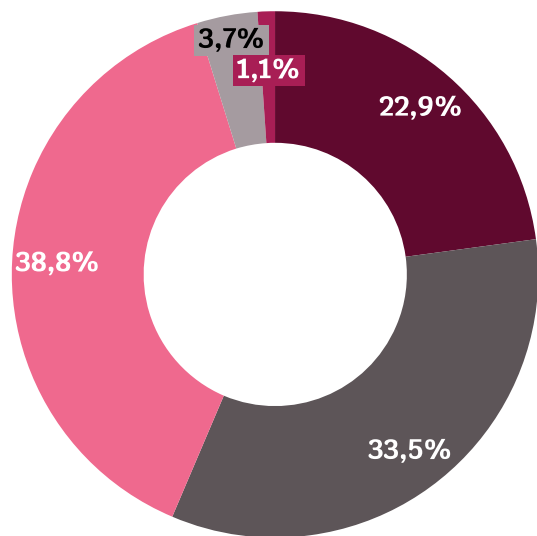


87,3% of all claims were preceded by former complaint or information request to the company



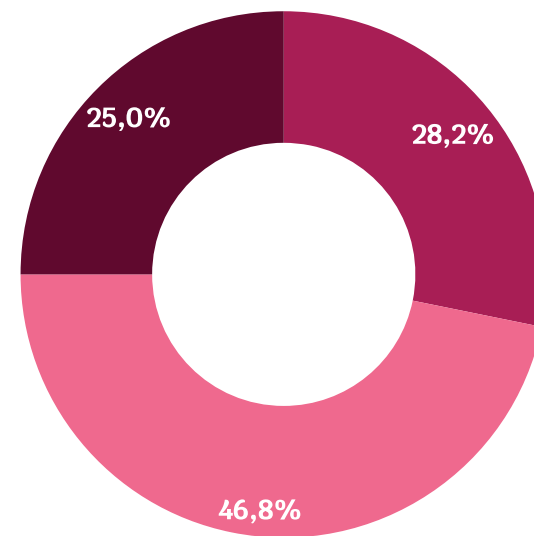
61,7 % of all claims presented either received a positive decision by the customer Ombudsman or were previously solved

Type of decision of the Ombudsman



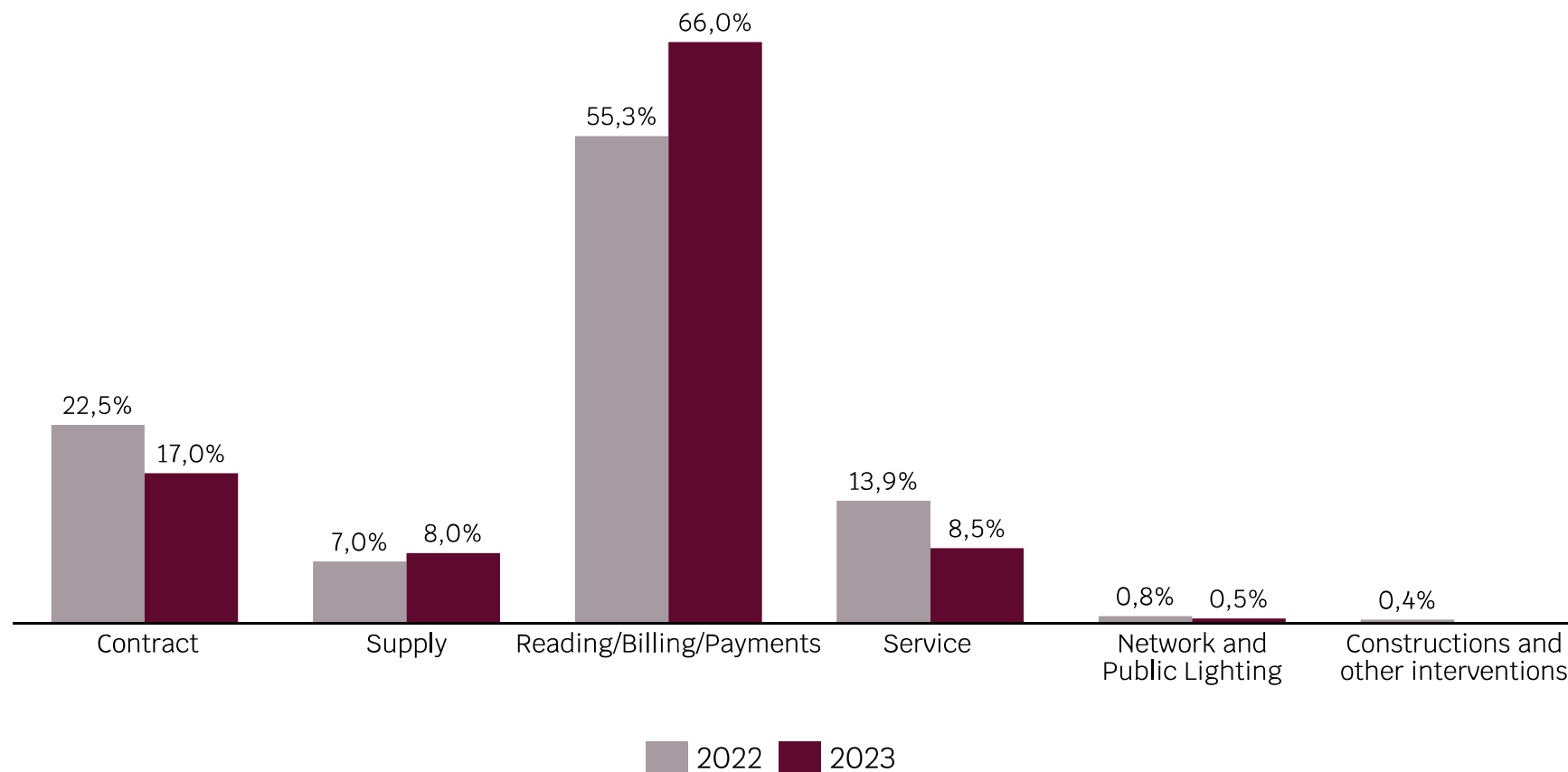
- Claim already resolved
- Negative
- Favorable
- Claim directed to another company
- Information request

Non-resolution claims reasons



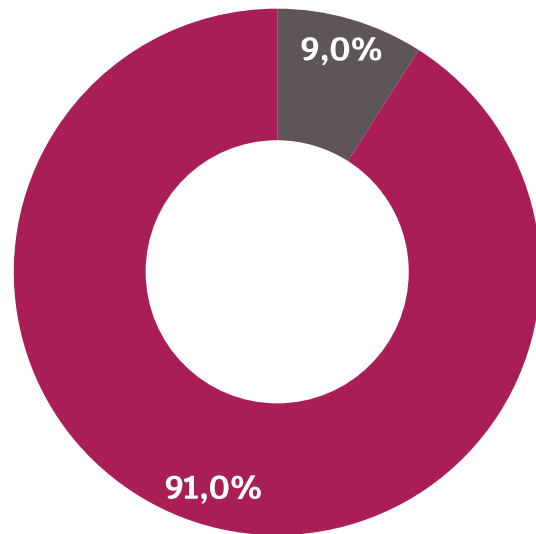
- Information Deficit
- Non Resolution
- Transfer of responsibility

Taxonomy of claims



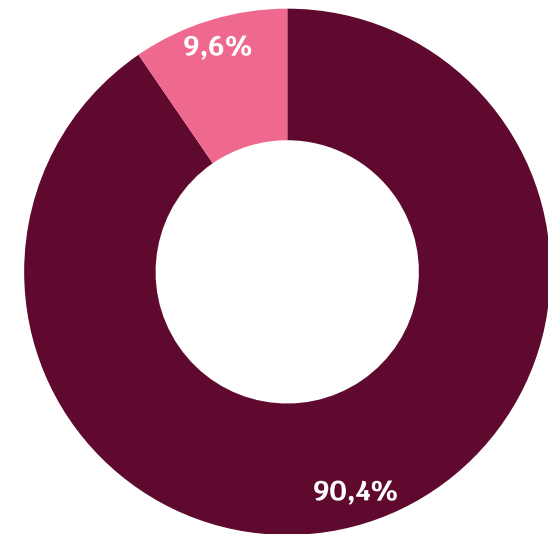
91,0% of all the claims received were made by SU ELETRICIDADE clients

Percentage of claims made by clients



■ Non SUE client
■ SUE client

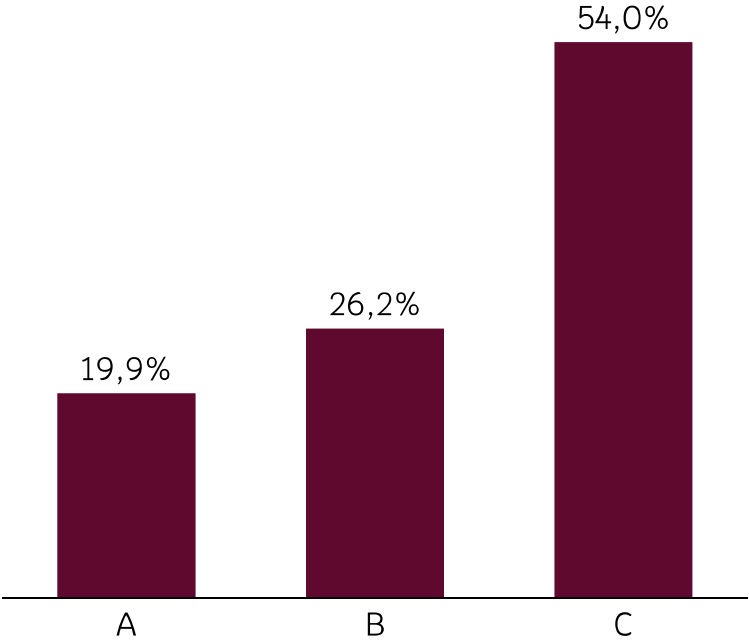
Type of client



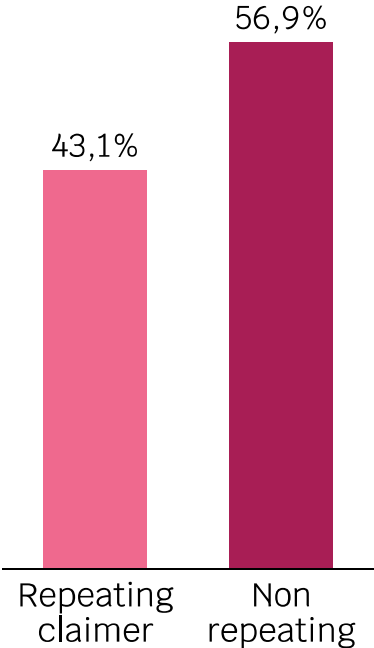
■ Individual
■ Companies

43,1% of all claims were made by a repeated claimer

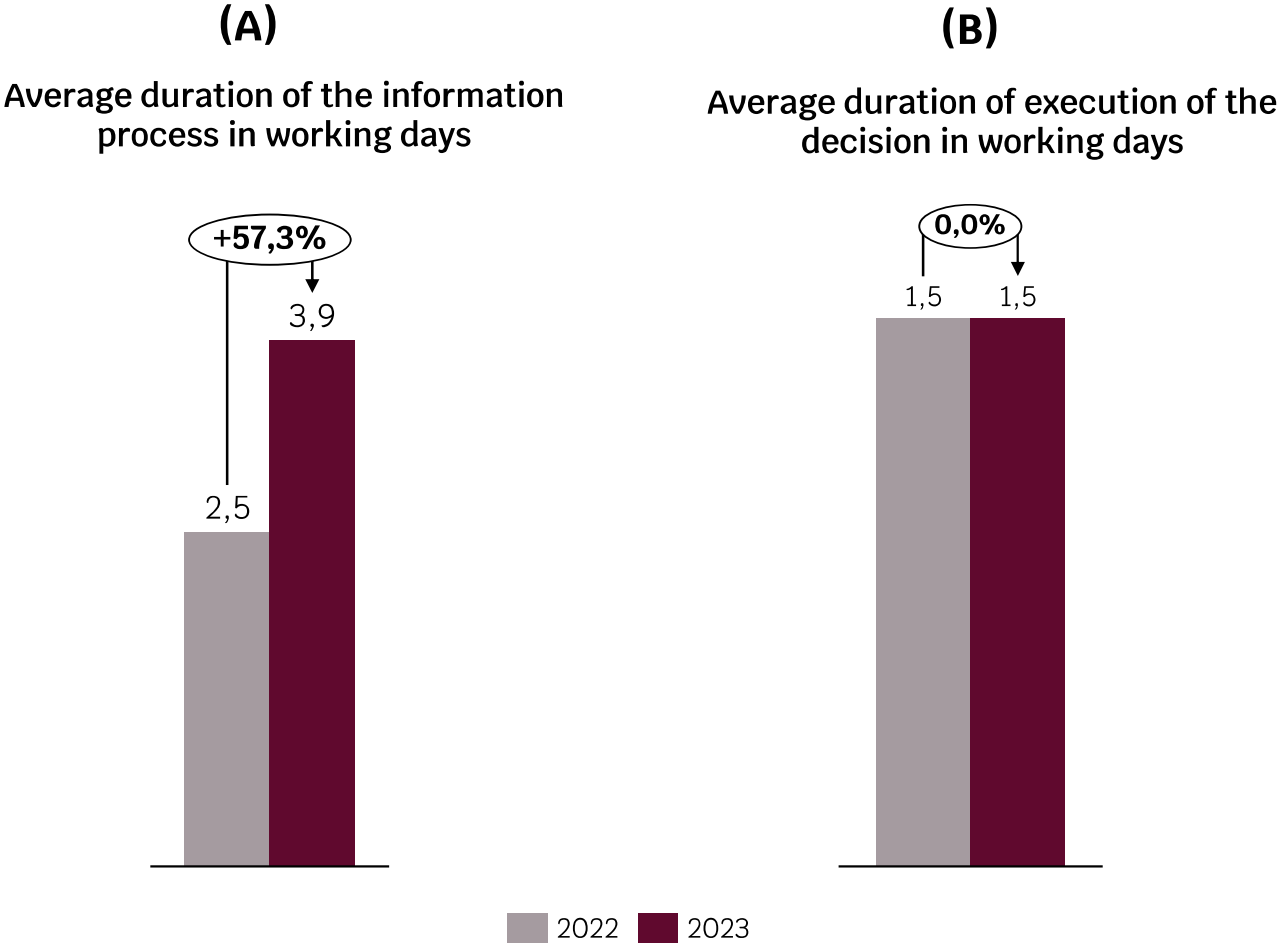
Percentage of claims by Quality-of-Service zones



Percentage of repeated claimers



The average resolution time (A+B) for customer claims increased from 3.2 days to 4.6 days in 2023, a 31% increase.



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END