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## National Energy Ombudsman: how do you use it?


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The National Energy Ombudsman proposes friendly solutions to disputes between energy suppliers and consumers. It also helps inform consumers about their rights. Before using the mediator, you should contact your energy supplier. The Ombudsman is free of charge.

### Disputes handled by the Ombudsman

The National Energy Ombudsman may intervene in the following disputes:

- Invoice too high
- Connection times by Enedis (ex ERDF) or GRDF too long
- Poor energy consumption estimate
- Problem with fuel oil delivery

 **Warning** : the national energy ombudsman is not competent for disputes concerning electricity generation (photovoltaic, wind...).

### Who can use the Ombudsman?


- Individual
- Artisan
- Trader and Professional
- SMEs with fewer than 10 employees €2 million turnover
- Non-profit association
- Local Community
- Co-Owner Union

### When to contact the Ombudsman?

Before using the National Energy Mediator, you must first contact your energy supplier's customer service. Contact information can be found on your subscription or invoice.

If the dispute is not resolved, you must make a written complaint to your supplier by registered letter with notice of receipt.


If after 2 months you do not get an answer or if it does not satisfy you, you can appeal to the National Energy Ombudsman in a **maximum 10 months**.

 **FYI** : some suppliers (EDF, ENGIE) have their own internal mediation service. However, it is not necessary to resort to an internal mediator in advance to appeal to the National Energy Ombudsman.


### How to use the Ombudsman?

You can contact the Ombudsman directly online or by mail.

#### Online

 Referring to the National Online Energy Ombudsman

National Energy Ombudsman

Go to  
online service   
(<https://www.sollen.fr/case/submit/step0#>)

#### By mail

Your mail must describe the subject matter of your dispute.

Who shall I contact

- National Energy Ombudsman

**By mail**

National Energy Ombudsman  
Free answer 59252  
75443 PARIS Cedex 09

**Phone**

0 800 112 212 (service and free calls)

**On the Internet**

By declaring his dispute online [↗ \(https://www.sollen.fr/case/submit/step0\)](https://www.sollen.fr/case/submit/step0)

**Email**

[infoconso@energie-mediateur.fr](mailto:infoconso@energie-mediateur.fr) [↗ \(http://www.energie-mediateur.fr/bas\\_de\\_page/contact.html\)](http://www.energie-mediateur.fr/bas_de_page/contact.html)

## Cost

The Ombudsman is free of charge.

## How is the application processed?

During the review of your case, the mediator asks your supplier to provide his or her comments on the dispute.

The mediator *dispute resolution recommendation* in **90 days**.

This recommendation is in writing.

It is passed on to you and your supplier.

You and your supplier are free to follow this recommendation.

If your supplier chooses to follow the recommendation, it must inform the mediator within 1 month.

If you are not satisfied with the recommendation, you will be informed in writing of the possibility to make a [appeal to judge](https://www.service-public.fr/particuliers/vosdroits/F20851?lang=en) (<https://www.service-public.fr/particuliers/vosdroits/F20851?lang=en>).

## Statute and miscellaneous references

- Energy Code: Articles L122-1 to L122-5 [↗ \(http://www.legifrance.gouv.fr/affichCode.do?idSectionTA=LEGISCTA000023985676&cidTexte=LEGITEXT000023983208\)](http://www.legifrance.gouv.fr/affichCode.do?idSectionTA=LEGISCTA000023985676&cidTexte=LEGITEXT000023983208)  
*Case of appeal*
- Consumption Code: Article L612-1 [↗ \(https://www.legifrance.gouv.fr/affichCodeArticle.do?idArticle=LEGIARTI000032224805&cidTexte=LEGITEXT000006069565\)](https://www.legifrance.gouv.fr/affichCodeArticle.do?idArticle=LEGIARTI000032224805&cidTexte=LEGITEXT000006069565)  
*Persons*

## Online services and forms

- Referring to the National Online Energy Ombudsman (<https://www.service-public.fr/particuliers/vosdroits/R13148?lang=en>)  
Online service

## For more information, please contact

- Website of the National Energy Ombudsman [↗ \(https://www.energie-mediateur.fr/\)](https://www.energie-mediateur.fr/)  
*National Energy Ombudsman*
- End of regulated natural gas tariffs [↗ \(http://www.inc-conso.fr/content/questions-denergies-un-nouveau-dossier-de-linc-et-du-mediateur-de-lenergie\)](http://www.inc-conso.fr/content/questions-denergies-un-nouveau-dossier-de-linc-et-du-mediateur-de-lenergie)  
*National Institute of Consumer Affairs (INC)*