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Dear customers, colleagues, and friends,

Allow me to present to you the Annual Report on the activities of the ČEZ Ombudsman in 2024. This year, as in all previous years, my colleagues and I were looking for ways to be useful to the complainants who contacted me with their submissions. This search is becoming more difficult every year. The main reason is that the quality of services provided by CEZ Group companies to their customers has been improving over the long term. Another fact that contributes to this situation is the significant strengthening of customer orientation and the responsiveness of the complaint-handling departments of the relevant companies. Some types of submissions in our "Ombudsman portfolio" have completely disappeared during our fifteen-year operation and some now appear very little. In simple terms – these days, companies do automatically for their customers what they only did after the Ombudsman's intercession in the past.

The number of submissions in 2024, similar to 2023, was higher than in previous years, mainly due to changes in energy prices. It may seem like a paradox at first glance, but the reduction in energy prices brought a significant number of complaints, with customers trying to get out of disadvantageous fixed-price contracts. However, the fact that such contracts were disadvantageous only became apparent after a few months. It could have been different, prices could rise and fixing would then have turned out to be an advantage. In any case, in these situations, none of us knows what will happen in the future – we assume something, we decide accordingly, and we bear the consequences. Sometimes they are advantageous for us, sometimes they are not.

2024 was the fifteenth full year of existence of the ČEZ Ombudsman, and the number of customer submissions that the Ombudsman dealt with exceeded 11,000. We also recorded a major anniversary – justified submission number 1,000. Symbolically, it regarded a photovoltaic system. Symbolically, because this type of submission now appears more and more.

It is due to the development of this segment of "small energy", as manifested by the growing number of installations. Many submissions are justified and, admittedly, in this field

of business, CEZ Group companies and especially their subcontractors are still somewhat lagging behind the highest level of services provided in the field of energy supply.

In many cases, however, customer dissatisfaction stems from unrealistic expectations caused by advertisements to which people are permanently exposed. Smaller photovoltaic power plants used by residential customers constitute an important additional energy source and are advantageous especially for entities which consume the generated electricity themselves. If someone acquires such a power plant with the intention of earning money from supplies to the grid, they will face a number of obstacles in the form of supply limitations, purchase prices other than those expected, sanctions for exceeding supply, and reductions in state subsidies. These are all matters in which I can only help the complainants by explaining the situation to them in a clear and understandable manner, together with my colleagues.

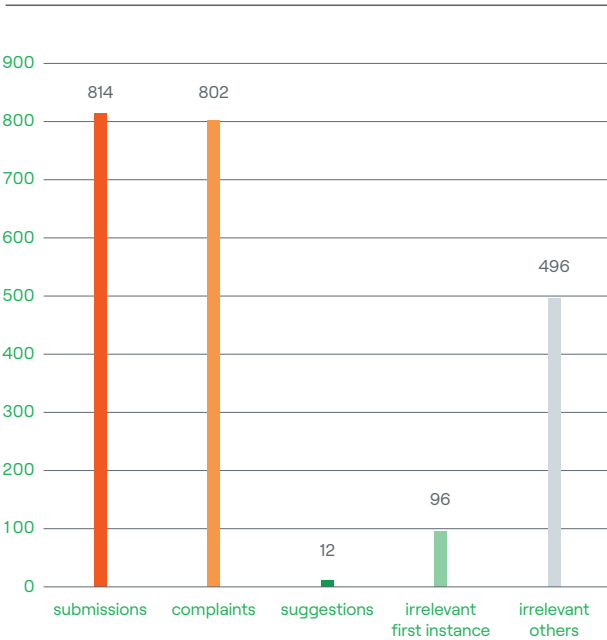
In addition to investigating individual customer submissions, last year we continued in our search for systemic measures; their implementation by subsidiaries will also benefit other customers because a similar problem will not occur again. During the period of our department's existence, we have already found more than a hundred such measures. We have proposed almost ninety of them for implementation, and of these, more than fifty have been accepted.

Dear customers, colleagues, and friends,
I want to assure you that I, together with my colleagues, am still committed to investigating customer submissions impartially, consistently, and independently. If I conclude that a submission is justified, I will keep on persuading and, in the end, I will persuade companies to reconsider their conclusion made in the complaint process. And if I find that a submission is not justified, I will try to explain this to the complainant as clearly as possible.

Josef Sedlák
ČEZ Ombudsman

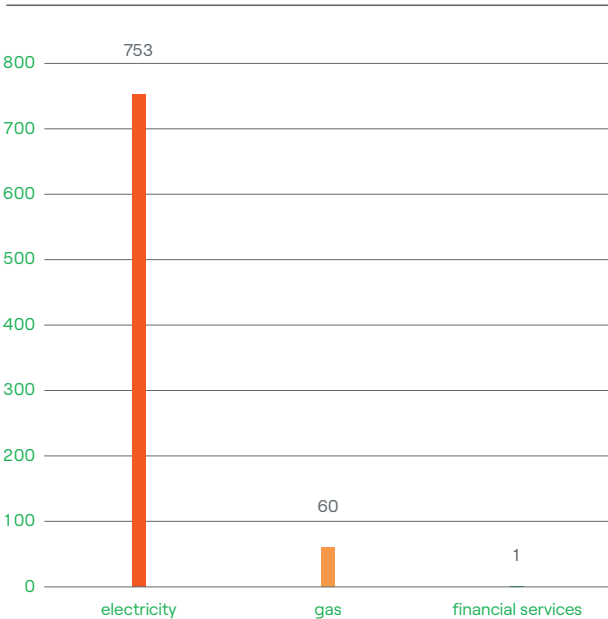
Statistics – year 2024

Submissions received by the ČEZ Ombudsman



In 2024, the ČEZ Ombudsman received 814 submissions, of which 802 were complaints and 12 suggestions for improvement. 96 complaints were considered irrelevant due to failure to meet the condition that the matter must first be processed under standard complaint or grievance procedures of the respective ČEZ Group company, and 496 complaints were irrelevant for other reasons.

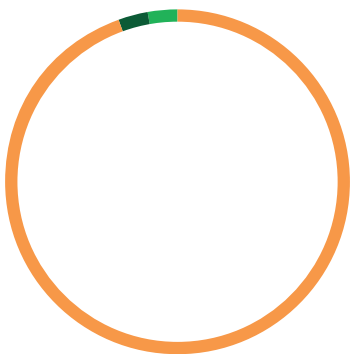
Comparison of the number of complaints by commodity



In 2024, the number of submissions was practically identical to the previous year, but there was a relatively significant decrease in submissions from the gas sector compared to the electricity sector.

Numbers of closed complaints by justifiability

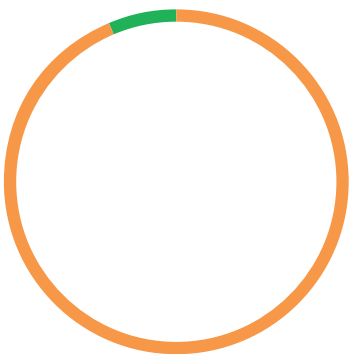
unjustified	742
justified – recognized by CEZ Group	22
justified – specific approach	20



In 2024, a total of 784 complaints were closed. Of those, 742 complaints were evaluated as unjustified, in 22 cases the complaint was recognized as justified by the CEZ Group companies after discussion with the ČEZ Ombudsman, and in 20 cases the ČEZ Ombudsman recommended that the customer be accommodated despite no failure being detected on the part of the CEZ Group companies.

Speed of resolving complaints

within 30 days	735
over 30 days	49

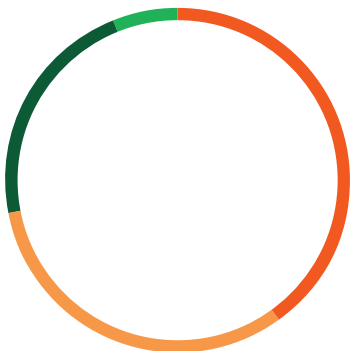


The deadline of 30 calendar days, as determined for the handling of complaints, was observed in case of 735 complaints, i.e., 93.8% of the total of 784 complaints closed in 2024.

Categories of complaints reviewed by the ČEZ Ombudsman in 2024

Breakdown of complaints reviewed into main categories

contractual matters and payments	40 %
metering and unauthorized consumption	32 %
other	22 %
electricity distribution	6 %



The most complaints were related to the category of **Contractual matters and payments** (42%). Of these, 83% of cases were grievances about contractual fines and penalties, distribution rates, start and end date of electricity or gas supply, and products and services provided. 12% were complaints about advances and payments, and only 5% were submissions related to complaints about interruptions in the supply of electricity and gas.

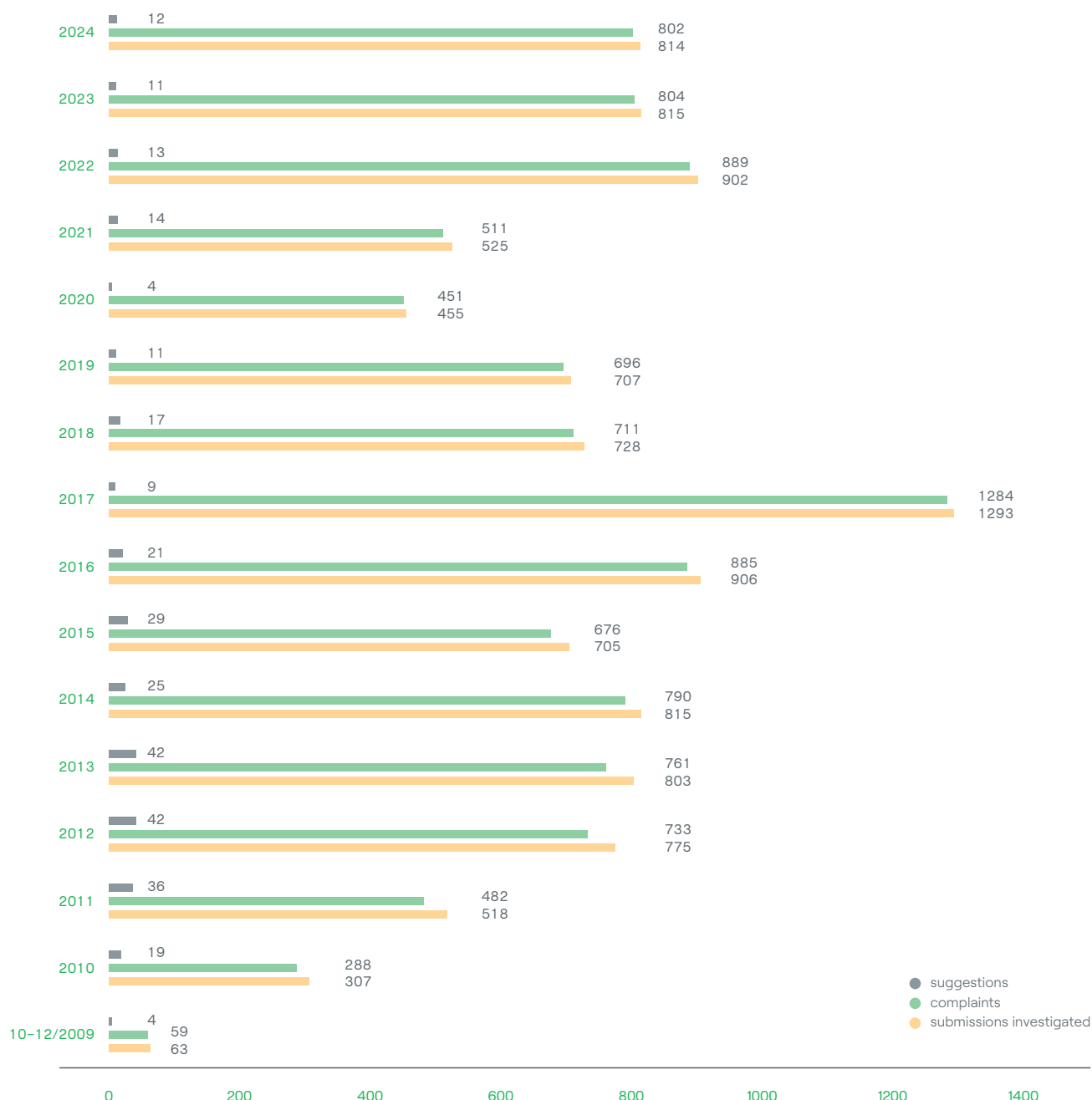
In the category of **Metering and unauthorized consumption** (32%), 99% of all complaints related to consumption metering, disagreement with invoiced electricity or gas consumption, and meter readings when transferring service points to new customers or upon termination of contracts. Only 1% concerned unauthorized consumption.

In the **Other** category (22%), 78% of complaints could not be clearly classified under any of the categories. 22% of the complaints concerned requests for a payment schedule or postponement of a receivable.

In the **Electricity Distribution** category (6%), 55% of the complaints concerned damage to appliances and 45% related to connection conditions.

Overview – years 2009 to 2024

Development of the number of submissions received (October 2009–2024)



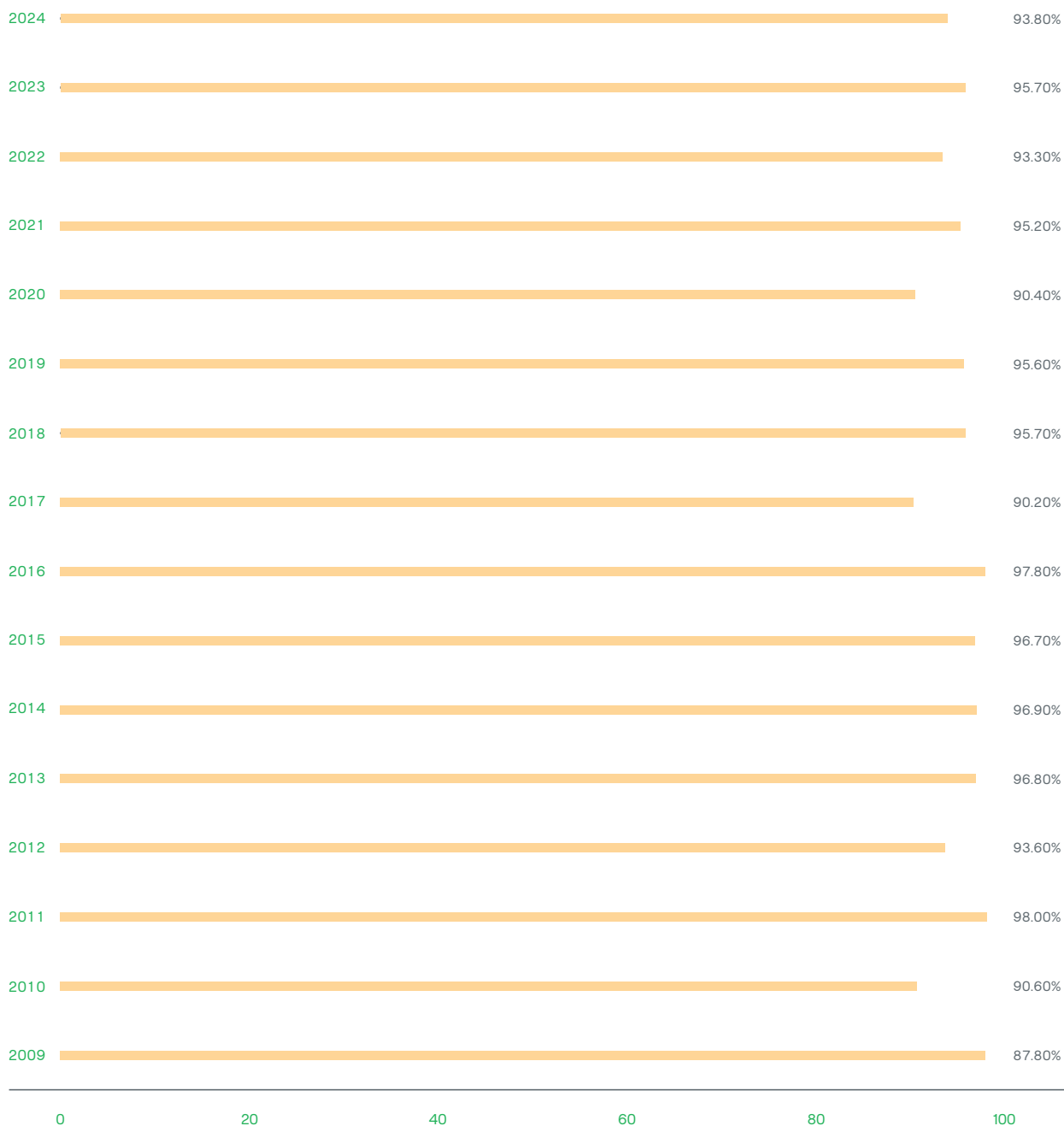
Over the course of the operation of the ČEZ Ombudsman (from October 2009 to December 2024), a total of 11,131 submissions were received, of which 10,822 were complaints and 309 suggestions. With the exception of 2009, when the ČEZ Ombudsman began its activities, an average of 738 submissions was received per year.

Comparison of proportion of justified complaints (October 2009–2024)



In 2024, the total proportion of unjustified complaints was 94.64%.

Proportion of complaints resolved within 30 days (October 2009–2024)



With the exception of the first year of activity of the ČEZ Ombudsman, the 30-day deadline for resolving complaints was observed in more than 90% of cases. The overall average is 94.3%, as in the previous year.

People's stories

The story of Ms. Kamila

Ms. Kamila from the Most region contacted the ČEZ Ombudsman with a request to investigate the procedure of ČEZ Prodej in a matter concerning her complaint against the final billing of gas at her service point. She handed over the place to a new property owner. She disputed the initial and final readings of the gas meter and requested an investigation into her matter, correction of the gas meter consumption values, and issuance of a corrected bill, because she did not want to pay the additional charge, which, according to her, was billed incorrectly.

In this case, it is necessary to bear in mind that determining the amount of gas consumption for the purposes of issuing a bill falls within the exclusive competence of the relevant distributor. Although the complaint is therefore directed against the trader, the entity that can do something for the customer in this matter is the distributor, who provides ČEZ Prodej with the documents for the purposes of issuing the bill. And this is exactly what Ms. Kamila said she did – addressed the handover protocol with all the necessary data to the distributor. The trader reported this information to the distributor, but received a response that they had not received any such document and refused to correct the readings accordingly.

The ČEZ Ombudsman called on ČEZ Prodej to contact the distributor once again with a request to be more diligent and intensive in their search. And the document was indeed found and, based on it, the distributor corrected the initial and final readings of the gas meter; ČEZ Prodej was then able to issue a corrective bill, with which the customer was satisfied.

The story of Mr. Bohuslav

Mr. Bohuslav from Olomouc submitted a complaint to resolve his issue with ČEZ Distribuce regarding the need to submit an application for connection to settle a discrepancy in the reserved capacity (the values of main circuit breakers) at his service point. Simply put, the distribution company's employees discovered during an inspection that the customer had a circuit breaker of a higher value than what they had in their records and the company logically demanded correction, including financial compensation.

Mr. Bohuslav had acquired the property in which the service point was located 7 years before that. The property had recently undergone renovation and no changes had been made to the electrical installations during his ownership of the property. Since the distribution equipment had been properly sealed by the distribution company's technician, the customer assumed that everything was in order. Having been called on by the distributor to submit a request for connection for a higher circuit breaker value and pay fees to cover the costs incurred, he contacted the ČEZ Ombudsman. He stated that he had not taken any steps while he owned the house and that there was probably an error in the distributor's records. And if any changes had occurred, they had occurred under the previous owner of the property. Therefore, he requested that the distributor's records be corrected without having to submit the relevant request and pay the aforementioned fees. This explanation alone would not be enough for the Ombudsman to grant the customer's request. As the saying goes: "A house is inherited even with debts". But there was another serious circumstance – Mr. Bohuslav's property was affected by autumn floods. Based on this fact, the ČEZ Ombudsman recommended that ČEZ Distribuce grant the customer's request, which it did.

The story of Mr. Zdeněk

Two entities are involved in the supply of electricity – the distributor and the trader. The distributor is determined locally, it is the company with distribution grids in the given supply area. The customer can choose the trader. Each of these two entities provides its services on the basis of different licenses and provides different activities and services in the field of electricity supply. They also have their own customer information systems and the information contained in them is, based on applicable legislation, separated from each other, without the possibility of mutual access to these systems. For this reason, for example, the employees of the trading company do not have some information of a distribution nature about the customer's service point and if the customer does not communicate it to them, it may lead to misunderstandings. This was also the case of Mr. Zdeněk from the Chrudim region, who negotiated an agreement to change the contract on associated electricity supply services to a new product at the customer center. As he states in his complaint to the ČEZ Ombudsman, the concluded agreement was negotiated on the basis of incorrect information from the customer center's employee. He therefore filed a complaint with the company and, given that it was not recognized, asked the Ombudsman for an independent investigation of his matter, recognition of his complaint, and the possibility of withdrawal from the concluded agreement.

The Ombudsman found out in his investigation that shortly after the conclusion of the agreement, ČEZ Prodej contacted the customer with information that the product he requested could not be arranged. In the meantime, another electricity meter with a manufacturing EAN code was installed at his service point. And that was the core of the problem – the customer believed that the employee of the company's customer center should have had this information, but he could not have it due to the independence of the trading and distribution companies. So the employee rather expected the customer to inform him of his intentions with the use of the service point.

In such an unclear situation, the ČEZ Prodej Ombudsman could not simply recommend that the company proceeds differently – to acknowledge his complaint and allow him to withdraw from the agreement in question. A product with the possibility of taking into account electricity overflows into the network in the billing is only granted on the condition that only one electricity meter is installed at the service point.

The Ombudsman found a way to reconcile the two parties by recommending ČEZ Prodej to allow the customer to change the currently contracted product, with which he was not satisfied, to another and not have to wait for the expiration of its three-year fixation period. The company offered this solution and Mr. Zdeněk accepted it.

The story of Ms. Helena

Every year, cases appear in the ČEZ Ombudsman's mailbox that at first glance appear to be disputes between energy companies and their customers, but in reality they are disputes between people handled through energy suppliers. The saddest situations are those in which the closest relatives fight each other mercilessly and use the "evil ČEZ juggernaut" for their often vicious fight. In one such case, Ms. Helena from Karlovy Vary contacted the ČEZ Ombudsman with a request that the house in which she lives with her family and has a permanent residence there not be disconnected from electricity supply. Ms. Helena is the owner of a half of the property. Her uncle, who owns the other half of the house, requested the disconnection. Since he himself lives in another municipality and does not need the house for living, he is trying to find all possible ways to "kick out" his close relatives from the house. By disconnecting the house from electricity, he tried to ensure that his relatives could not live in the house and that it could be offered for sale as a vacant house. I do not know who the "good guy" and the "bad guy" are in this situation. It is quite possible that the uncle is right and that he is the injured party whose property had been blocked. However, what I am absolutely certain of is that this is not how a family dispute should be resolved. That is what the courts are for, not energy companies. I told the complainant this opinion, asking the relevant company not to disconnect the house. It did not disconnect it. Many months have passed since then and nothing has happened. The Ombudsman's words probably fell on fertile ground.

You can find practical information and principles
of the operation of the ČEZ Ombudsman here: www.cez.cz/ombudsman

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