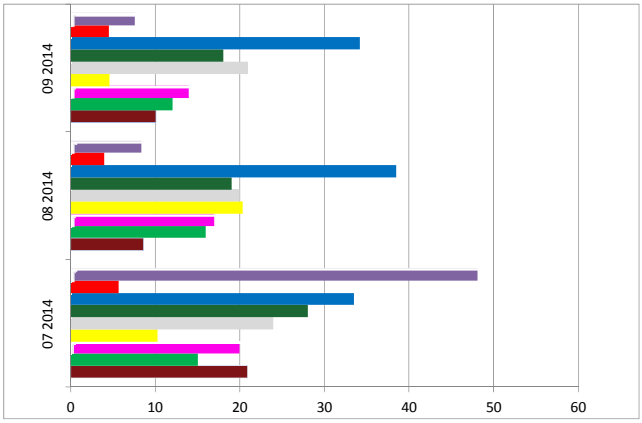
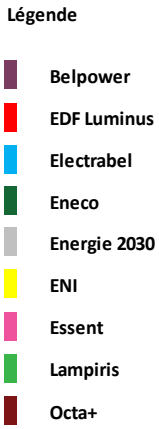
Indicateurs de performance des fournisseurs d'électricité et de gaz
3e trimestre 2014

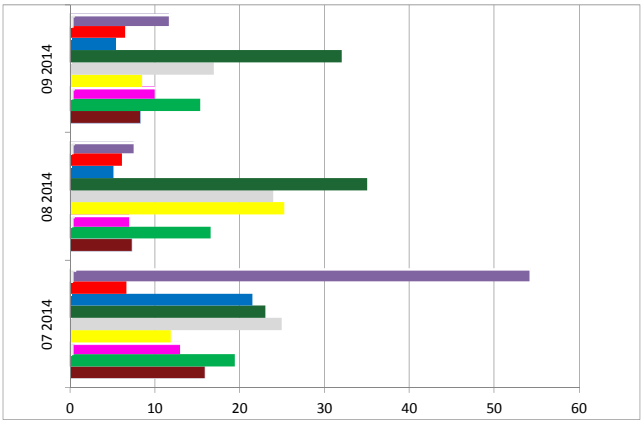
SERVICES DE FACTURATION – DELAI D'EDITION DES FACTURES (JOURS CALENDRIERS)

Régularisation annuelle de la consommation

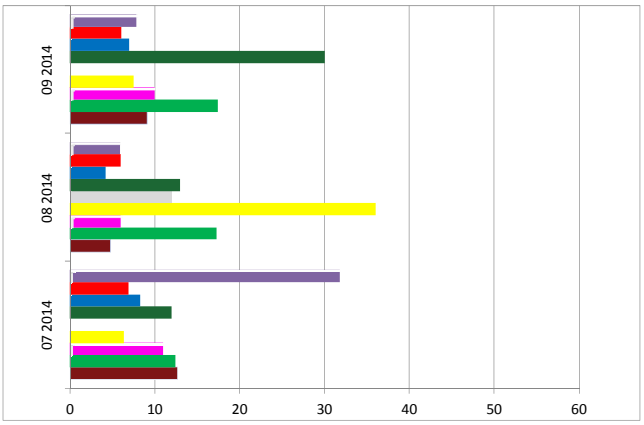




Clôture suite au déménagement



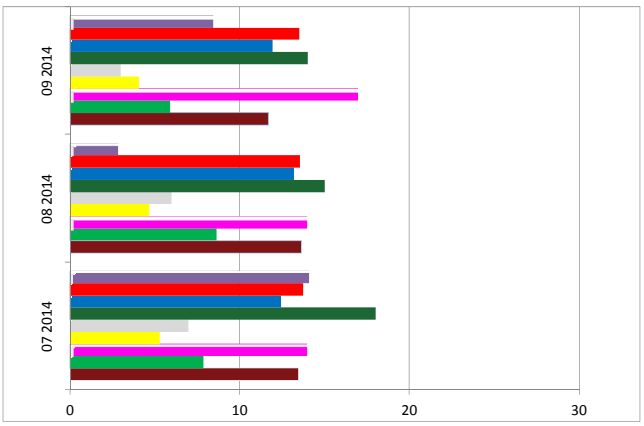
Clôture suite au changement de fournisseur

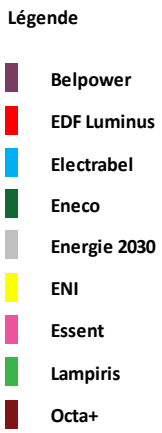


1. **Dans un souci de représentativité, seuls les indicateurs dont le calcul se base sur plus de 5 factures sont publiés.**

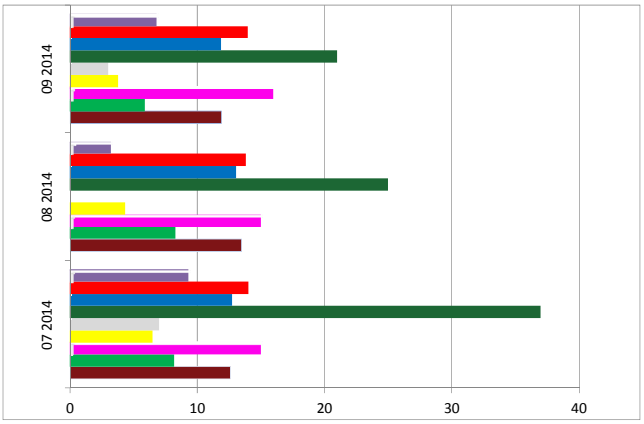
SERVICES DE FACTURATION – DELAI DE REMBOURSEMENT (JOURS CALENDRIERS)

Régularisation annuelle de la consommation

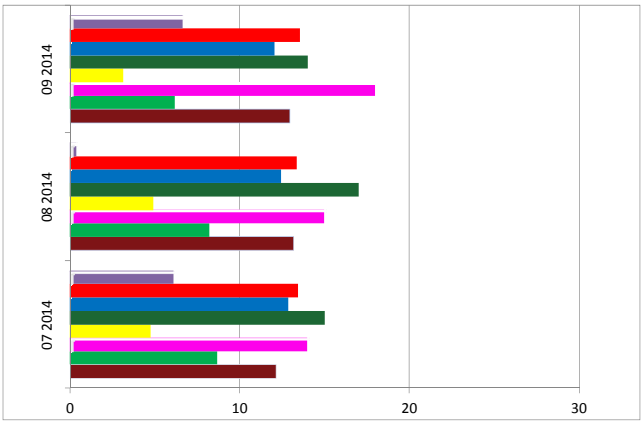




Clôture suite au déménagement

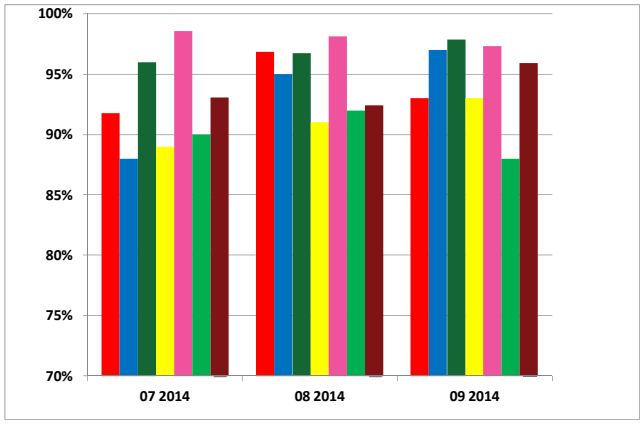


Clôture suite au changement de fournisseur

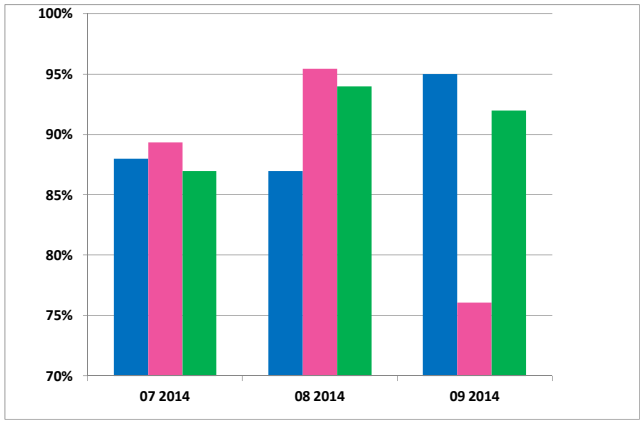


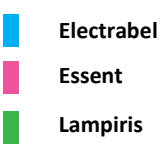
SERVICE D'INFORMATION – TAUX D'ACCESSIBILITE

Appels téléphoniques en français



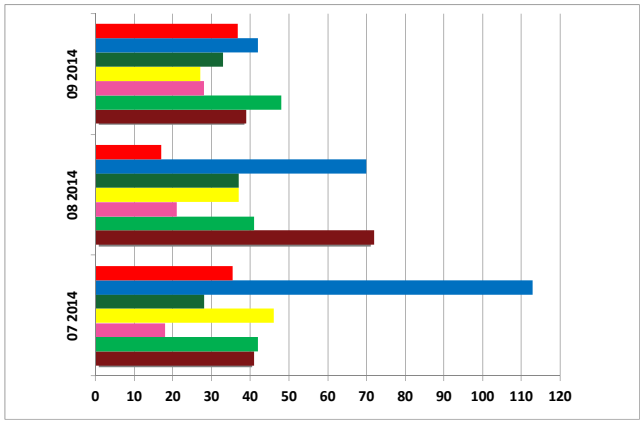
Appels téléphoniques en allemand





SERVICES D'INFORMATION – DELAI DE REPONSE (SECONDES)

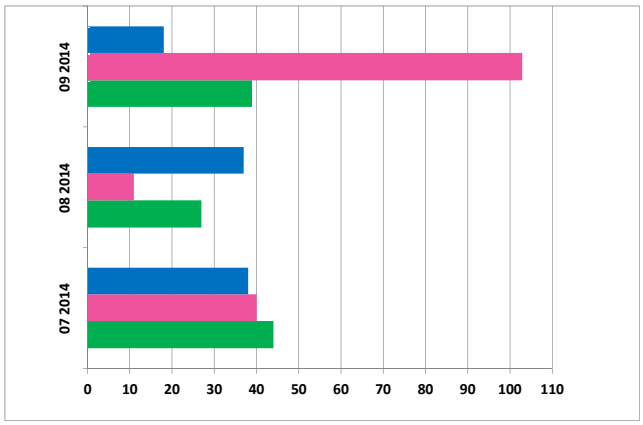
Appels téléphoniques en français



Légende

- EDF Luminus
- Electrabel
- Eneco
- ENI
- Essent
- Lampiris
- Octa+

Appels téléphoniques en allemand



Légende

- Electrabel
- Essent
- Lampiris