

Results for 2023

CONSUMER RIGHTS AND CITIZEN APPEALS

In 2023, the Agency received a total of 6,765 appeals, both directly and through the Ministry of Energy, concerning consumer rights protection, electric and thermal energy supply, natural gas, and other related matters.

Of these:

5,672 were related to electricity supply, including 568 of informational nature;

864 concerned natural gas supply, with 64 of them being informational;

103 were related to heat supply, including 7 of informational nature;

126 appeals concerned other issues, with 8 of them being informational.

Out of 6,765 appeals:

5,632 were investigated and responded by the Agency (113 appeals were forwarded to relevant institutions for further consideration and action);

14 appeals were executed jointly with the Ministry of Energy;

472 appeals are under consideration;

328 of the 647 informational appeals were expressions of gratitude for resolved issues.

ELECTRICITY, HEAT AND GAS SUPPLY

Commissioning certificates were issued for electrical units installed in 165 new and reconstructed facilities, as well as in the facilities with increased capacity and updated power supply schemes, which had been granted permission for use;

Operational clearance was granted for industrial gas facilities constructed under 521 approved projects;

Inspection of the technical condition of 21 electricity billing meters took place with participation of representatives from Azerenerji OJSC and Azerishiq OJSC.

CONSIDERED ADMINISTRATIVE OFFENSE CASES

Administrative offense cases were considered in line with the relevant articles of the Code of Administrative Offenses of the Republic of Azerbaijan, falling under the Agency's competence, and administrative disciplinary measures, in the form of fines, were imposed in 191 instances.

CONTROL MEASURES IMPLEMENTED IN ENTERPRISES FUNDED FROM THE BUDGET

861 control measures were conducted to assess the technical operation of electrical installations, adherence to safety rules, and electricity usage;

63 control measures were carried out to evaluate the technical operation of heating installations, safety compliance, and thermal energy usage.

718 control measures were implemented to ensure compliance with efficient gas utilization, “Gas Usage Rules”, and the reliable operation of gas facilities, as well as other regulatory acts.

EVALUATION OF PROFESSIONAL SKILLS

During the reporting period, the professional knowledge of 709 electrotechnician staff and personnel responsible for electrical facilities in 273 enterprises was assessed regarding technical operation rules and safety, and methodological assistance was extended to relevant individuals in this regard.

TECHNICAL COUNCILS

3,848 requests for connecting entrepreneurial facilities to the electrical grid, addressed to Technical Councils in 15 “ASAN Service” centers, 3 “ASAN Kommunal” centers and 3 SME (small and medium enterprise) houses, were received and processed accordingly.