

## First-Quarter 2023 Results

### CONSUMER RIGHTS AND CITIZEN APPEALS

In the first quarter of 2023, Azerbaijan Energy Regulatory Agency has received 1456 appeals of consumer protection, customers' supply of electricity, thermal energy and natural gas, and other issues both directly and through the Ministry of Energy.

Out of these:

In total 1182 appeals on electricity supply, including 94 for information;

In total 222 appeals on natural gas supply, including 18 for information;

In total 20 appeals on heating, including 2 for information.

In total 32 appeals on other issues, including 2 for information.

Out of 1456 appeals:

980 appeals were investigated and responded by the Agency (18 appeals were directed to the relevant authorities for implementation and taking measures);

2 appeals were jointly implemented with the Ministry of Energy;

358 appeals are currently under consideration;

44 appeals (out of 116 appeals for information) were letters of gratitude for solving the raised problems.

### ELECTRICITY, HEATING AND GAS SUPPLY

An act of commissioning has been issued to electrical installations installed for external electric power supply of 52 new and reconstructed construction facilities, as well as the facilities with increased capacity permitted for use and updated power supply scheme;

164 industrial gas installations, the construction of which was completed based on the agreed projects, were permitted to operate;

8 billing electricity meters were inspected with the participation of representatives of "Azerenergy" OJSC and "Azerishig" OJSC;

86 cases on administrative offenses under the relevant articles of “The Code of Administrative Offenses of the Republic of Azerbaijan” within the competence of the Agency were considered, and relevant decisions were made.

#### CONTROL MEASURES HELD IN ENTERPRISES FINANCED FROM THE BUDGET

245 control measures were held to investigate the technical operation of electrical installations, compliance with equipment safety rules and the state of electricity use;

5 control measures were held to investigate technical operation of heating facilities, compliance with safety rules and the state of heating use;

178 control measures were held to investigate the compliance with “The efficient use of gas”, “The rules of gas consumption” and “The reliable exploitation of gas facilities”, as well as other regulatory legal acts.

#### PROFESSIONAL QUALIFICATION TEST

In the first quarter of 2023, the professional knowledge of 180 electrotechnical staff and personnel responsible for electrical facilities in 52 enterprises were assessed on the rules of technical operation and safety. As a result of the inspection, proposals were made to increase knowledge, and methodological assistance was provided to relevant people in this direction.

#### TECHNICAL COUNCILS

Technical Councils operating in 15 “ASAN services”, 3 “ASAN Kommunal” centers and 3 SMB houses (Small and Medium Business Houses) received and implemented 1191 appeals on the connection of the entrepreneurial facilities to the electricity network.