

## Results for October 2023

### CONSUMER RIGHTS AND CITIZEN APPEALS

In October 2023, Azerbaijan Energy Regulatory Agency has received 682 appeals on 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 542 appeals on electricity supply, including 66 for information;

In total 112 appeals on natural gas supply, including 6 for information;

In total 10 appeals on heating, including 1 for information;

In total 18 appeals on other issues.

Out of 682 appeals:

254 appeals were investigated and responded by the Agency (8 appeals were directed to the relevant authorities for implementation and taking measures);

5 appeals were jointly implemented with the Ministry of Energy;

350 appeals are currently under consideration;

46 appeals (out of 73 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 8 new and reconstructed construction facilities, as well as the facilities with increased capacity permitted for use and updated power supply scheme;

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

1 case 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

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

1 control measure was held to investigate technical operation of heating facilities, compliance with safety rules and the state of heating use;

59 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 October, the professional knowledge of 38 electrotechnical staff and personnel responsible for electrical facilities in 21 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 225 appeals on the connection of the entrepreneurial facilities to the electricity network.