

## Results for the third quarter of 2023

### CONSUMER RIGHTS AND CITIZEN APPEALS

In the third quarter of 2023, Azerbaijan Energy Regulatory Agency has received 1898 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 1679 appeals on electricity supply, including 158 for information;

In total 158 appeals on natural gas supply, including 8 for information;

In total 23 appeals on heating, including 1 for information;

In total 38 appeals on other issues, including 3 for information.

Out of 1898 appeals:

1320 appeals were investigated and responded by the Agency (48 appeals were directed to the relevant authorities for implementation and taking measures);

2 appeals were jointly implemented with the Ministry of Energy;

406 appeals are currently under consideration;

92 appeals (out of 170 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 32 new and reconstructed construction facilities, as well as the facilities with increased capacity permitted for use and updated power supply scheme;

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

1 billing electricity meter was inspected with the participation of representatives of "Azerenergy" OJSC and "Azerishig" OJSC;

28 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

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

177 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 third quarter, the professional knowledge of 169 electrotechnical staff and personnel responsible for electrical facilities in 72 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 916 appeals on the connection of the entrepreneurial facilities to the electricity network.