

Results for 2022

CONSUMER RIGHTS AND CITIZEN APPEALS

In 2022, the Azerbaijan Energy Regulatory Agency has received 5856 appeals on consumer protection, electric and thermal energy, natural gas supply and other issues both directly and through the Ministry of Energy.

Out of these:

In total 4875 appeals on electricity supply, including 418 for information;

In total 743 appeals on natural gas supply, including 83 for information;

In total 84 appeals on heat supply, including 7 for information;

In total 154 appeals on other issues, including 4 for information.

Out of 5856 appeals:

4957 appeals were investigated and responded by the Agency (64 appeals were sent to the relevant authorities for proper consideration and taking measures);

38 appeals are implemented jointly with the Ministry of Energy

349 applications are currently under consideration;

225 appeals (out of 512 appeals for information) were letters of gratitude for solving the raised problems.

ELECTRICITY AND GAS SUPPLY

An act of commissioning has been issued to electrical installations installed for external electric power supply of 186 new and reconstructed construction facilities, as well as the facilities with increased capacity permitted for use and updated power supply scheme;

528 industrial gas installations whose construction have been completed based on the agreed projects have been permitted to operate;

Technical condition of 80 billing electricity meters was reviewed with the participation of representatives from "Azerenergy" OJSC and "Azerishiq" OJSC;

140 administrative offense cases were considered and relevant decisions were issued based on the relevant articles of "The Code of Administrative Offenses of the Republic of Azerbaijan" within the competence of the Agency.

CONTROL MEASURES HELD IN ENTERPRISES FINANCED FROM THE BUDGET

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

629 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 2022, the professional knowledge of 722 electrotechnical staff and personnel responsible for electrical facilities in 253 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 3852 appeals on the connection of the entrepreneurial facilities to the electricity network.