

Results for January 2024

CONSUMER RIGHTS AND CITIZEN APPEALS

In January 2024, the Agency received a total of 696 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:

572 were related to electricity supply, including 59 of informational nature;

102 concerned natural gas supply, with 12 of them being informational;

15 were related to heat supply;

7 appeals concerned other issues.

Out of 696 appeals:

261 were investigated and responded by the Agency (3 appeals were forwarded to relevant institutions for further consideration and action);

1 appeal was executed jointly with the Ministry of Energy;

362 appeals are under consideration;

39 of the 72 informational appeals were expressions of gratitude for resolved issues.

ELECTRICITY, HEAT AND GAS SUPPLY

Commissioning certificates were issued for electrical units installed in 5 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 18 approved projects;

Inspection of the technical condition of 7 electricity billing meters took place with participation of representatives from Azerenerji OJSC and Azerishiq OJSC.

CONSIDERED ADMINISTRATIVE OFFENSE CASES

17 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. Administrative disciplinary actions were taken in 16 instances, whereas in one case, the decision was made to terminate the proceedings.

CONTROL MEASURES IMPLEMENTED IN ENTERPRISES FUNDED FROM THE BUDGET

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

One control measure was carried out to evaluate the technical operation of heating installations, safety compliance, and thermal energy usage;

85 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 36 electrotechnician staff and personnel responsible for electrical facilities in 12 enterprises was assessed regarding technical operation rules and safety, and methodological assistance was extended to relevant individuals in this regard.

TECHNICAL COUNCILS

266 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.