

## Results for June 2024

### CONSUMER RIGHTS AND CITIZEN APPEALS

In June 2024, the Agency received a total of 663 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:**

620 were related to electricity supply, including 50 of informational nature;

36 concerned natural gas supply, with 3 of them being informational;

3 were related to heat supply;

4 appeals concerned other issues.

#### **Out of 663 appeals:**

141 were investigated and responded by the Agency (7 appeals were forwarded to relevant institutions for further consideration and action);

2 appeals were executed jointly with the Ministry of Energy;

467 appeals are under consideration;

28 of the 53 informational appeals were expressions of gratitude for resolved issues.

### ELECTRICITY AND GAS SUPPLY

Commissioning certificates were issued for electrical units installed in 10 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 16 approved projects;

Inspection of the technical condition of 8 electricity billing meters took place with participation of representatives from Azerenerji OJSC and Azerishiq OJSC.

### CONSIDERED ADMINISTRATIVE OFFENSE CASES

18 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, and relevant decisions were issued.

## CONTROL MEASURES IMPLEMENTED IN ENTERPRISES FUNDED FROM THE BUDGET

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

84 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 52 electrotechnician staff and personnel responsible for electrical facilities in 21 enterprises was assessed regarding technical operation rules and safety, and methodological assistance was extended to relevant individuals in this regard.