

Results for Q1 2024

CONSUMER RIGHTS AND CITIZEN APPEALS

In the first quarter of 2024, the Agency received a total of 1,770 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:

1,444 were related to electricity supply, including 161 of informational nature;

260 concerned natural gas supply, with 29 of them being informational;

42 were related to heat supply, including 2 of informational nature;

24 appeals concerned other issues, with 5 of them being informational;

Out of 1,770 appeals:

1,183 were investigated and responded by the Agency (18 appeals were forwarded to relevant institutions for further consideration and action);

2 appeals were executed jointly with the Ministry of Energy;

388 appeals are under consideration;

100 of the 197 informational appeals were expressions of gratitude for resolved issues.

ELECTRICITY, HEAT AND GAS SUPPLY

Commissioning certificates were issued for electrical units installed in 29 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 61 approved projects;

Inspection of the technical condition of 57 electricity billing meters took place with participation of representatives from Azerenerji OJSC and Azerishiq OJSC.

CONSIDERED ADMINISTRATIVE OFFENSE CASES

42 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 40 instances, whereas in two cases, the decision was made to terminate the proceedings.

CONTROL MEASURES IMPLEMENTED IN ENTERPRISES FUNDED FROM THE BUDGET

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

5 control measures were carried out to evaluate the technical operation of heating installations, safety compliance, and thermal energy usage.

243 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 143 electrotechnician staff and personnel responsible for electrical facilities in 64 enterprises was assessed regarding technical operation rules and safety, and methodological assistance was extended to relevant individuals in this regard.

TECHNICAL COUNCILS

647 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.