

## RESULTS REPORT: 2024

### CONSUMER RIGHTS AND CITIZEN APPEALS

In 2024, the Agency received a total of 7,931 appeals, submitted both directly and through the Ministry of Energy, concerning consumer rights protection, the supply of electricity, heat and natural gas, and other matters.

#### **Of these:**

- 6,821 appeals were related to electricity supply, including 819 of informational nature;
- 828 appeals concerned natural gas supply, with 81 of them being informational;
- 123 appeals were related to heat supply, including 8 of informational nature;
- 159 appeals concerned other issues, with 15 of them being informational;

#### **Out of 7,931 appeals:**

- 6,704 appeals were investigated and responded by the Agency (87 appeals were forwarded to the relevant institution for further consideration and action);
- 26 appeals were executed jointly with the Ministry of Energy;
- 278 appeals are under consideration;
- 465 of the 923 informational appeals were expressions of gratitude for resolved issues.

### ELECTRICITY, HEAT AND GAS SUPPLY

Commissioning certificates were issued for electrical units installed in 139 new and reconstructed facilities, including those 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 350 approved projects.

Inspection of the technical condition of 211 electricity billing meters took place with participation of representatives from Azerenerji OJSC and Azerishiq OJSC.

### CONSIDERED ADMINISTRATIVE OFFENSE CASES

A total of 384 administrative offense cases were examined under the relevant articles of the Code of Administrative Offenses of the Republic of Azerbaijan, falling under the Agency's competence. Of these, decisions were made to impose administrative penalties in 377 cases, proceedings were terminated in 7 cases, and 1 case was referred to court.

## CONTROL MEASURES IN BUDGET-FUNDED ENTERPRISES

- 1,132 control measures were conducted to inspect the technical operation of electrical installations, compliance with safety regulations and utilization of electricity;
- 58 control measures were carried out to inspect the technical operation of heating installations, compliance with safety regulations and utilization of thermal energy;
- 953 control measures were implemented to ensure adherence to “Gas Usage Rules,” efficient utilization of gas, reliable operation of gas facilities, and compliance with other regulatory acts.

## EVALUATION OF PROFESSIONAL SKILLS

During the reporting period, the Agency evaluated the professional knowledge of 712 electrotechnicians and personnel responsible for electrical facilities at 279 enterprises. The assessment focused on technical operation rules and safety, with methodological assistance provided to the relevant individuals.