

RESULTS REPORT: DECEMBER 2024

CONSUMER RIGHTS AND CITIZEN APPEALS

In December 2024, the Agency received a total of 695 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:

- 504 appeals were related to electricity supply, including 60 of informational nature;
- 125 appeals concerned natural gas supply, with 13 of them being informational;
- 24 appeals were related to heat supply;
- 42 appeals concerned other issues.

Out of 695 appeals:

- 370 appeals were investigated and responded by the Agency (9 appeals were forwarded to the relevant institution for further consideration and action);
- 3 appeals were executed jointly with the Ministry of Energy;
- 249 appeals are under consideration;
- 38 of the 73 informational appeals were expressions of gratitude for resolved issues.

ELECTRICITY, HEAT AND GAS SUPPLY

Commissioning certificates were issued for electrical units installed in 26 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 66 approved projects.

Inspection of the technical condition of 23 electricity billing meters took place with participation of representatives from Azerenerji OJSC and Azerishiq OJSC.

CONSIDERED ADMINISTRATIVE OFFENSE CASES

A total of 69 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, and decisions were taken to impose administrative disciplinary actions, while 1 case was referred to court.

CONTROL MEASURES IN BUDGET-FUNDED ENTERPRISES

- 95 control measures were conducted to inspect the technical operation of electrical installations, compliance with safety regulations and utilization of electricity;
- 50 control measures were carried out to inspect the technical operation of heating installations, compliance with safety regulations and utilization of thermal energy;
- 47 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 62 electrotechnicians and personnel responsible for electrical facilities at 27 enterprises. The assessment focused on technical operation rules and safety, with methodological assistance provided to the relevant individuals.