

## RESULTS REPORT: Q4 2024

### CONSUMER RIGHTS AND CITIZEN APPEALS

In the fourth quarter of 2024, the Agency received a total of 1,953 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:

- 1,548 appeals were related to electricity supply, including 207 of informational nature;
- 266 appeals concerned natural gas supply, with 21 of them being informational;
- 65 appeals were related to heat supply, including 3 of informational nature;
- 74 appeals concerned other issues, with 3 of them being informational;

#### Out of 1,953 appeals:

- 1,435 appeals were investigated and responded by the Agency (32 appeals were forwarded to the relevant institution for further consideration and action);
- 6 appeals were executed jointly with the Ministry of Energy;
- 278 appeals are under consideration;
- 137 of the 234 informational appeals were expressions of gratitude for resolved issues.

### ELECTRICITY, HEAT AND GAS SUPPLY

Commissioning certificates were issued for electrical units installed in 49 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 135 approved projects.

Inspection of the technical condition of 48 electricity billing meters took place with participation of representatives from Azerenerji OJSC and Azerishiq OJSC.

### CONSIDERED ADMINISTRATIVE OFFENSE CASES

A total of 142 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

- 254 control measures were conducted to inspect the technical operation of electrical installations, compliance with safety regulations and utilization of electricity;
- 53 control measures were carried out to inspect the technical operation of heating installations, compliance with safety regulations and utilization of thermal energy;
- 217 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 199 electrotechnicians and personnel responsible for electrical facilities at 79 enterprises. The assessment focused on technical operation rules and safety, with methodological assistance provided to the relevant individuals.