

## RESULTS REPORT: AUGUST 2024

### CONSUMER RIGHTS AND CITIZEN APPEALS

In August 2024, the Agency received a total of 805 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:

- 737 appeals were related to electricity supply, including 80 of informational nature;
- 53 appeals concerned natural gas supply, with 1 of them being informational;
- 1 appeal was related to heat supply;
- 14 appeals concerned other issues, with 2 of them being informational;

#### Out of 805 appeals:

- 345 appeals 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;
- 375 appeals are under consideration;
- 39 of the 83 informational appeals were expressions of gratitude for resolved issues.

### ELECTRICITY AND GAS SUPPLY

Commissioning certificates were issued for electrical units installed in 7 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 32 approved projects.

Inspection of the technical condition of 18 electricity billing meters took place with participation of representatives from Azerenerji OJSC and Azerishiq OJSC.

### CONSIDERED ADMINISTRATIVE OFFENSE CASES

A total of 21 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. Administrative disciplinary actions were applied in 20 of these cases, while proceedings were terminated in 1 case.

## CONTROL MEASURES IN BUDGET-FUNDED ENTERPRISES

- 91 control measures were conducted to inspect the technical operation of electrical installations, compliance with safety regulations and utilization of electricity;
- 81 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 39 electrotechnicians and personnel responsible for electrical facilities at 20 enterprises. The assessment focused on technical operation rules and safety, with methodological assistance provided to the relevant individuals.