

RESULTS REPORT: Q3 2024

CONSUMER RIGHTS AND CITIZEN APPEALS

In the third quarter of 2024, the Agency received a total of 2,388 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:

- 2,169 appeals were related to electricity supply, including 267 of informational nature;
- 168 appeals concerned natural gas supply, with 9 of them being informational;
- 6 appeals were related to heat supply, including 1 of informational nature;
- 45 appeals concerned other issues, with 4 of them being informational;

Out of 2,388 appeals:

- 1,722 appeals were investigated and responded by the Agency (17 appeals were forwarded to relevant institutions for further consideration and action);
- 12 appeals were executed jointly with the Ministry of Energy;
- 373 appeals are under consideration;
- 140 of the 281 informational appeals were expressions of gratitude for resolved issues.

ELECTRICITY AND GAS SUPPLY

Commissioning certificates were issued for electrical units installed in 21 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 87 approved projects.

Inspection of the technical condition of 61 electricity billing meters took place with participation of representatives from Azerenerji OJSC and Azerishiq OJSC.

CONSIDERED ADMINISTRATIVE OFFENSE CASES

A total of 83 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 81 of these cases, while proceedings were terminated in 2 cases.

CONTROL MEASURES IN BUDGET-FUNDED ENTERPRISES

- 283 control measures were conducted to inspect the technical operation of electrical installations, compliance with safety regulations and utilization of electricity;
- 245 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 207 electrotechnicians and personnel responsible for electrical facilities at 75 enterprises. The assessment focused on technical operation rules and safety, with methodological assistance provided to the relevant individuals.