

## RESULTS REPORT: SEPTEMBER 2024

### CONSUMER RIGHTS AND CITIZEN APPEALS

In September 2024, the Agency received a total of 545 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:

- 472 appeals were related to electricity supply, including 53 of informational nature;
- 61 appeals concerned natural gas supply, with 4 of them being informational;
- 3 appeals were related to heat supply;
- 9 appeals concerned other issues, with 1 of them being informational;

#### Out of 545 appeals:

- 225 appeals were investigated and responded by the Agency (2 appeals were forwarded to relevant institutions for further consideration and action);
- 262 appeals are under consideration;
- 33 of the 58 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 37 approved projects.

Inspection of the technical condition of 16 electricity billing meters took place with participation of representatives from Azerenerji OJSC and Azerishiq OJSC.

### CONSIDERED ADMINISTRATIVE OFFENSE CASES

A total of 39 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.

## 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;
- 83 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 93 electrotechnicians and personnel responsible for electrical facilities at 31 enterprises. The assessment focused on technical operation rules and safety, with methodological assistance provided to the relevant individuals.