

RESULTS REPORT: Q1 2025

CONSUMER RIGHTS AND CITIZEN APPEALS

In the first quarter of 2025, the Agency received a total of 1,793 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:

- 1,435 appeals were related to electricity supply, including 271 of informational nature;
- 244 appeals concerned natural gas supply, with 39 of them being informational;
- 57 appeals were related to heat supply, including 8 of informational nature;
- 57 appeals concerned other issues, with 2 of them being informational;

Out of 1,793 appeals:

- 1,174 appeals were investigated and responded by the Agency (31 appeals were forwarded to the relevant institution for further consideration and action);
- 3 appeals were executed jointly with the Ministry of Energy;
- 296 appeals are under consideration;
- 126 of the 320 informational appeals were expressions of gratitude for resolved issues.

ELECTRICITY, HEAT AND GAS SUPPLY

Commissioning certificates were issued for electrical units installed in 30 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 90 approved projects.

Inspection of the technical condition of 33 electricity billing meters took place with participation of representatives from Azerenerji OJSC and Azerishiq OJSC.

CONSIDERED ADMINISTRATIVE OFFENSE CASES

A total of 181 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. Of these, decisions were made to impose administrative penalties in 178 cases, proceedings were terminated in 2 cases, and 1 case was referred to court for a ruling on the imposition of an administrative penalty.

CONTROL MEASURES IN BUDGET-FUNDED ENTERPRISES

- 273 control measures were conducted to inspect the technical operation of electrical installations, compliance with safety regulations and utilization of electricity;
- 6 control measures were carried out to inspect the technical operation of heating installations, compliance with safety regulations and utilization of heat;
- 224 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 144 electrotechnicians and personnel responsible for electrical facilities at 58 enterprises. The assessment focused on technical operation rules and safety, with methodological assistance provided to the relevant individuals.