

## Results for Q3 2025

### CONSUMER RIGHTS AND CITIZEN APPEALS

In the third quarter of 2025, the Agency received a total of 3,558 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:

- 3,236 appeals were related to electricity supply, including 504 of informational nature;
- 251 appeals concerned natural gas supply, with 36 of them being informational;
- 14 appeals were related to heat supply, including 6 of informational nature;
- 57 appeals concerned other issues, with 10 of them being informational.

#### Out of 3,558 appeals:

- 2,432 appeals were investigated and responded by the Agency (42 appeals were forwarded to the relevant institution for further consideration and action);
- 13 appeals were executed jointly with the Ministry of Energy;
- 557 appeals are under consideration;
- 245 of the 556 informational appeals were expressions of gratitude for resolved issues.

### ELECTRICITY AND GAS SUPPLY

Commissioning certificates were issued for electrical units installed in 46 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 152 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 162 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, administrative penalties were imposed in 160 cases, proceedings were terminated in 2 cases.

## CONTROL MEASURES IN BUDGET-FUNDED ENTERPRISES

- 265 control measures were conducted to inspect the technical operation of electrical installations, compliance with safety regulations and utilization of electricity;
- 201 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 161 electrotechnical staff members and individuals responsible for electrical facilities at 67 enterprises. The assessment focused on technical operation and safety rules, and methodological assistance was provided to the relevant individuals.