

Results for October 2025

CONSUMER RIGHTS AND CITIZEN APPEALS

In October 2025, the Agency received a total of 962 appeals, submitted both directly and through the Ministry of Energy, concerning consumer rights protection, the supply of electricity and natural gas, and other matters.

Of these:

- 829 appeals were related to electricity supply, including 173 of informational nature;
- 121 appeals concerned natural gas supply, with 15 of them being informational;
- 2 appeals were related to heat supply;
- 10 appeals concerned other issues.

Out of 962 appeals:

- 387 appeals were investigated and responded by the Agency (11 appeals were forwarded to the relevant institution for further consideration and action);
- 5 appeals were executed jointly with the Ministry of Energy;
- 382 appeals are under consideration;
- 61 of the 188 informational appeals were expressions of gratitude for resolved issues.

ELECTRICITY, HEAT 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 55 approved projects.

Inspection of the technical condition of 22 electricity billing meters took place with participation of representatives from Azerenerji OJSC and Azerishiq OJSC.

CONSIDERED ADMINISTRATIVE OFFENSE CASES

A total of 40 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

- 90 control measures were conducted to inspect the technical operation of electrical installations, compliance with safety regulations and utilization of electricity;
- 69 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 assessed the professional knowledge of 64 electrotechnical staff members and individuals responsible for electrical facilities at 28 enterprises in relation to technical operation and safety regulations. Following the assessment, recommendations were issued to strengthen professional knowledge, and methodological guidance was provided to the relevant individuals.