

Results for February 2026

CONSUMER RIGHTS AND CITIZEN APPEALS

In February 2026, the Agency received a total of 1,492 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:

- 1,298 appeals were related to electricity supply, including 182 of informational nature;
- 173 appeals concerned natural gas supply, with 18 of them being informational;
- 12 appeals were related to heat supply, including 1 of informational nature;
- 9 appeals concerned other issues, with 1 of them being informational;

Out of 1,492 appeals:

- 643 appeals were investigated and responded by the Agency (11 appeals were forwarded to the relevant institution for further consideration and action);
- 3 appeals were executed jointly with the Ministry of Energy;
- 644 appeals are under consideration;
- 111 of the 202 informational appeals were expressions of gratitude for resolved issues.

ELECTRICITY, HEAT AND GAS SUPPLY

Commissioning certificates were issued for electrical units installed in 20 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 36 approved projects.

Inspection of the technical condition of 7 electricity billing meters took place with participation of representatives from Azerenerji OJSC and Azerishiq OJSC.

CONSIDERED ADMINISTRATIVE OFFENSE CASES

A total of 41 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 disciplinary actions were imposed in 40 cases, and proceedings were terminated in 1 case.

CONTROL MEASURES IN BUDGET-FUNDED ENTERPRISES

- 88 control measures were conducted to inspect the technical operation of electrical installations, compliance with safety regulations and utilization of electricity;
- 70 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 carried out professional knowledge assessments regarding technical operation and safety regulations, covering 82 electrotechnical staff members and individuals responsible for electrical facilities at 36 enterprises. Following the assessments, recommendations were issued to strengthen professional knowledge, and methodological guidance was provided to the relevant individuals.