

Results for November 2022

CONSUMER RIGHTS AND CITIZEN REMEDIES

In November 2022, the Azerbaijan Energy Regulatory Agency has handled 472 consumer calls, emails, letters, etc. on electricity, natural gas supply, heat supply and other issues received directly and through the Ministry of Energy.

Out of these:

A total of 389 applications, including 35 for information on electricity supply;

A total of 58 applications, including 7 for information related to natural gas supply;

19 applications related to heat supply;

6 appeals were related to other issues.

Out of 472 applications:

176 appeals were investigated and answered by the Agency (2 appeals were sent to the appropriate authorities for consideration and action);

1 application was executed jointly with the Ministry of Energy;

252 applications are currently under consideration;

13 out of 43 informative appeals were letters of thanks for solving the raised problems.

ELECTRICITY AND GAS SUPPLY

The act of commissioning was issued to electrical installations which were installed for the external electric power supply of 18 new, reconstructed, permitted for usage with an increased capacity, changing energy supply scheme;

According to 51 agreed projects, the operation of completed industrial gas facilities was allowed;

With the participation of representatives of "Azerenergy" OJSC and "Azerishiq" OJSC, the technical condition of 10 billing electricity meters was reviewed;

According to the relevant articles of the Code of Administrative Offenses of the Republic of Azerbaijan, which are related to the powers of the Agency, 9 administrative offense cases were reviewed and relevant decisions were issued.

In accordance with the requirements of the "Rules on monitoring the preparedness of enterprises operating in the field of electricity and heating energy, as well as gas supply for the autumn and winter season by the Azerbaijan Energy Regulatory Agency", 76 control measures

were conducted for the examination of the compliance with safety rules, the state of electricity use and the technical operation of electrical installations. Moreover, 61 control measures were held to examine the status of compliance with the requirements of the “Rules on the use of gas” and reliable operation of gas installations, as well as other regulatory legal acts.

PROFESSIONAL QUALIFICATION TEST

During the reporting period, the agency checked the professional knowledge of 46 electrotechnical staff and persons responsible for electrical facilities in 21 enterprises on the rules of technical operation and safety equipment.

TECHNICAL COUNCILS

413 applications received by the Technical Councils operating in 15 “ASAN xidmət”, 2 “ASAN Kommunal” centers and 2 SMB houses (Small and medium business houses) regarding the connection of the business objects to the electric network.