

# July 2021 results

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## CONSUMER PROTECTION AND ENERGY CONSUMERS' CALLS, EMAILS, LETTERS, ETC.

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In July 2021, the Azerbaijan Energy Regulatory Agency has handled 598 consumer calls, emails, letters, etc. on electricity, natural gas supply, heat supply and other issues received directly and through the Ministry of Energy.

- 506 calls, emails letters, etc. were about electricity supply;
- 45 calls, emails, letters, etc. were about natural gas supply;
- 1 calls, emails, letters, etc. were about heat supply;
- 46 inquiries were related to other issues.

### Out of 598 energy consumer issues

- 244 - investigated and resolved by the Agency (7 - forwarded to other government bodies for review and resolving);
- 3 - investigated and resolved jointly with the Ministry of Energy;
- 305 - under review;
- 49 - informative calls, emails, letters, etc.
- 14 - positive feedbacks from satisfied consumers.

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## ELECTRICITY EQUIPMENT AND GAS SUPPLY

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AERA issued operational certificates for electrical facilities installed for outside power supply of 16 new, reconstructed construction facilities, as well as those with increased power and switching power supply circuit;

- Reviewed and approved 22 project design documentations for electrical installations of various construction facilities;
- Rejected 3 requests for approval of project design documentations for electrical facilities due to insufficient papers;
- Based on approved projects, issued 28 operational certificates for completed industrial gas pipework installation in various construction facilities;
- Reviewed and approved project design documentations for gas supply in 205 construction facilities;
- Rejected 4 request for approval of project design documentations for gas facilities due to insufficient papers;
- Issued 3 notices of violation on electricity and gas supply in line with the Code of Administrative Violations and ruled on 17 of them;
- Revealed 1 cases of illegal connection to the electricity network without technical documentation.

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**MAINTENANCE AND OPERATIONAL INSPECTIONS OF NON-HOUSEHOLD CONSUMERS FINANCED FROM THE STATE BUDGET**

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- Carried out 11 maintenance and operational inspections to check the safety of electrical equipments, compliance with safety rules and the use of electricity;
- Carried out 13 maintenance and operational inspections to check the efficient gas consumption and safe operation of gas installations, compliance with national legislation and Gas Consumption Standards.

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**PROFESSIONAL QUALIFICATION TEST**

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Based on the non-household consumer requests, 22 people responsible for electrical engineering including safety engineers at 10 enterprises have been tested on broad knowledge concerning the safety and health at work, technical exploitation, and technical security.

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**TECHNICAL COUNCILS**

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The Technical Councils received 246 applications regarding the connection of business facilities to the electricity network. All these applications were reviewed and responded positively. The applications were received by the Technical Councils operating in 15 "ASAN service", 2 "ASAN Kommunal" centers and 2 SME houses (Small and medium business houses) located in Baku and the regions.