

Results for 2021

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

In 2021, the Azerbaijan Energy Regulatory Agency has handled 6893 consumer calls, emails, letters, etc. on electricity, natural gas supply, heat supply and other issues received directly and through the Ministry of Energy.

- 5253 calls, emails letters, etc. were about electricity supply;
- 905 calls, emails, letters, etc. were about natural gas supply;
- 66 calls, emails, letters, etc. were about heat supply;
- 669 inquiries were related to other issues.

Out of 6893 energy consumer issues

- 5939 - investigated and resolved by the Agency (66 - forwarded to other government bodies for review and resolving);
- 14 - investigated and resolved jointly with the Ministry of Energy;
- 337 - under review;
- 603 - informative calls, emails, letters, etc.
- 171 - positive feedbacks from satisfied consumers.

ELECTRICITY EQUIPMENT AND GAS SUPPLY

- AERA issued operational certificates for electrical facilities installed for outside power supply of 212 new, reconstructed construction facilities, as well as those with increased power and switching power supply circuit;
- Reviewed and approved 254 project design documentations for electrical installations of various construction facilities;
- Rejected 65 requests for approval of project design documentations for electrical facilities due to insufficient papers;
- Based on approved projects, issued 702 operational certificates for completed industrial gas pipework installation in various construction facilities;
- Reviewed and approved project design documentations for gas supply in 3521 construction facilities;
- Rejected 113 request for approval of project design documentations for gas facilities due to insufficient papers;
- The Agency drew up a protocol on 298 administrative violations and issued a decision on imposing 186 administrative penalties;

- Revealed 15 cases of illegal connection to the electricity network and 10 cases of illegal connection to gas distribution network without technical documentation;
 - Tested quality condition of 73 electricity meters with the participation of “Azerenerji” OJSC and “Azerishig” OJSC engineers.
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MAINTENANCE AND OPERATIONAL INSPECTIONS OF NON-HOUSEHOLD CONSUMERS FINANCED FROM THE STATE BUDGET

Carried out 152 maintenance and operational inspections to check the safety of electrical equipments, compliance with safety rules and the use of electricity;

Carried out 152 maintenance and operational inspections to check the efficient gas consumption and safe operation of gas installations, compliance with national legislation and Gas Consumption Standards.

PROFESSIONAL QUALIFICATION TEST

Based on the non-household consumer requests, 588 people responsible for electrical engineering including safety engineers at 133 enterprises have been tested on broad knowledge concerning the safety and health at work, technical exploitation, and technical security.

TECHNICAL COUNCILS

The Technical Councils received 2748 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.