

# April 2022 results

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

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In April 2022, the Azerbaijan Energy Regulatory Agency has handled 523 consumer calls, emails, letters, etc. on electricity, natural gas supply, heat supply and other issues received directly and through the Ministry of Energy.

- 439 calls, emails letters, etc. were about electricity supply;
- 67 calls, emails, letters, etc. were about natural gas supply;
- 2 calls, emails, letters, etc. were about heat supply;
- 15 inquiries were related to other issues.

### Out of 523 energy consumer issues

- 217 - investigated and resolved by the Agency (5 - forwarded to other government bodies for review and resolving);
- 5 - investigated and resolved jointly with the Ministry of Energy;
- 260 - under review;
- 41 - informative calls, emails, letters, etc.
- 20 - positive feedbacks from satisfied consumers.

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## ELECTRICITY EQUIPMENT AND GAS SUPPLY

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- Expertise of energy supply projects of 24 construction objects was conducted and registered;
- Due to the shortcomings identified as a result of the examination of the energy supply project, the registration of 7 energy supply projects was refused;
- The commissioning act was issued for the electrical installations installed for the external power supply of 18 new, reconstructed, increased capacity and changed the power supply scheme;
- Examination and registration of gas supply projects for 247 construction sites were conducted;
- Due to the shortcomings identified as a result of the examination of the gas supply project, the registration of 14 gas supply projects was refused;
- Permission was granted for the operation of completed industrial gas facilities under 47 agreed projects;
- Tested quality condition of 5 electricity meters with the participation of "Azerenerji" OJSC and "Azerishig" OJSC engineers.

- Cases on 11 administrative offenses under the relevant articles of the Code of Administrative Offenses of the Republic of Azerbaijan within the Agency's competence were considered and relevant decisions were made.

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

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Carried out 70 maintenance and operational inspections to check the safety of electrical equipments, compliance with safety rules and the use of electricity;

Carried out 53 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, 49 people responsible for electrical engineering including safety engineers at 20 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 267 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.