

3rd quarter 2020 results

Q3 2020: CONSUMER RIGHTS AND CITIZENS' APPEALS

In the third quarter of this year, the number of citizens' appeals directly to the Agency and from the Ministry of Energy regarding electricity, gas supply, heat supply and other areas amounted to 1106 appeals, which is 205 appeals or 22.8% more than in the previous quarter;

- Out of 1106 received citizens' applications in the 3rd quarter, 9 were implemented jointly with the Ministry of Energy;
- The number of citizens' appeals to the Electricity Supply Agency increased by 20% compared to the previous quarter and amounted to 905 appeals;
- 155 appeals were received for natural gas supplies, which is 33.6% more than in the previous quarter;
- 4 citizens' appeals were related to heat supply;
- The number of other appeals increased to 42 in the third quarter;
- Out of 81 informative appeals, 35 were letters of gratitude for solving the issues raised;
- 281 appeals are currently under consideration;
- A total of 735 appeals were investigated and answered by the Agency, including 7 appeals sent to the relevant agencies for appropriate consideration and action;

Q3 2020: ELECTRICITY AND GAS SUPPLY

By the Decree of the President of the Republic of Azerbaijan Ilham Aliyev No. 1138 dated August 17, 2020, in accordance with the Code of Administrative Offenses, the Agency is authorized to take action in case of revealing signs of an administrative error on issues within its competence;

- During the 3rd quarter of 2020 - 53 new, reconstructed, increased capacity and changed power supply schemes of 53 construction facilities were commissioned.
- The number of project documents approved by the examination of electrical installations of various construction sites increased by 14% compared to the previous quarter and reached 69;
- 11 project documents were returned to entrepreneurs due to the identified shortcomings, which is a decrease of 31% compared to the second quarter;
- During this quarter, the technical condition of 20 metering electricity meters was inspected, the circuits and ratios of current transformers were checked and sealed, and the meters were read by a computer;
- According to 144 agreed projects in this quarter, the operation of industrial gas facilities was allowed, which is an increase of 60% compared to the second quarter;
- The number of construction projects for which project documents were examined and approved increased by 66% compared to the second quarter and reached 860;
- 3 facts of illegal connection to the gas distribution network without technical documentation were revealed;
- During the quarter, 65 protocols on administrative violations were drawn up, which is a 51% decrease compared to the second quarter;

Q3 2020: PROFESSIONAL TESTING

- The process of testing professional knowledge based on applications from enterprises has increased compared to the second quarter. In the 3rd quarter, at 29 enterprises that applied to the Agency, the professional knowledge of 93 people responsible for electrical engineering and a safety engineer was tested, at 29 enterprises that entered the Agency, free proposals for improving knowledge as well as methodological help were provided.

Q3 2020: TECHNICAL COUNCIL

- The number of appeals to the Technical Councils related to the connection of business facilities to the electricity network increased by 60% or 224 compared to the second quarter and amounted to 591 appeals in the third quarter. Out of these appeals, 589 were resolved positively, and 2 appeals were not considered due to inconsistencies;

The appeals were considered by the Technical Councils operating in 16 "ASAN service" and "ASAN Communal" centers and 1 SME house (Small and medium business houses) located in Baku and regions.