

6 months 2020 results

In the first half of 2020, 1858 citizen inquiries received directly by the Azerbaijan Energy Regulatory Agency and through the Ministry of Energy. Of the 1858 telephone calls and email requests, 1513 comprised of electricity, 11 heat supply, 284 gas supply and 50 other issues.

107 of these appeals included positive feedbacks from consumers for resolving their issues.

Inquiries related to electricity included issues such as connection to the power supply network, defects in meters, unusable electrical installations and equipment, power quality, power outages, debts and fines, power outages and other limitations. The appeals related to gas supply consisted of gasification, debts and fines, intermittent gas supply, gas leaks, metering and other issues.

During the reporting period, 18 appeals were forwarded to the relevant authorities for appropriate consideration and resolving the issues. In total, 9 appeals were handled jointly with the Ministry of Energy, and 1527 requests were investigated and answered by the Azerbaijan's energy regulator.

In the second quarter, 901 citizen inquiries received directly by Azerbaijan Energy Regulatory Agency and through the Ministry of Energy. Of the 901 telephone calls and email requests, 754 comprised of electricity, 4 heat supply, 116 gas supply and 27 other issues.

61 of these appeals included positive feedbacks from consumers for resolving their issues.

Inquiries related to electricity included issues such as connection to the power supply network, defects in meters, unusable electrical installations and equipment, power quality, power outages, debts and fines, power outages and other limitations. The appeals related to gas supply consisted of gasification, debts and fines, intermittent gas supply, gas leaks, metering and other issues.

During the reporting period, 5 appeals were forwarded to the relevant authorities for appropriate consideration and resolving the issues. In total, 4 appeals were handled jointly with the Ministry of Energy, and 689 requests were investigated and answered by the Azerbaijan's energy regulator.