

## August 2020 results - Citizens requests

In **August** this year, the Energy Regulatory Agency received a total of **325** requests directly and through the Ministry of Energy on consumer protection issues in the field of **electricity, gas, heating and other areas**. Of these, 260 were connected with electricity, 55 with gas supply, 2 with heat supply and 8 with other issues.

Only 4 out of 325 calls were implemented jointly with the Ministry of Energy, and 9 out of 21 information calls were letters of thanks for solving the issues raised. 178 requests are currently pending and 126 requests have been investigated and answered by the Energy Regulatory Agency. 3 appeals were sent to the appropriate authority for consideration and action.