

August 2022 results

CONSUMER RIGHTS AND CITIZEN REMEDIES

In August 2022, the Azerbaijan Energy Regulatory Agency has handled 568 consumer calls, emails, letters, etc. on electricity, natural gas supply, heat supply and other issues received directly and through the Ministry of Energy.

Out of these:

A total of 486 applications, including 29 for information on electricity supply;

A total of 67 applications, including 4 for information related to natural gas supply;

1 application related to heat supply;

14 appeals were related to other issues.

Out of 568 applications:

271 appeals were investigated and answered by the Agency (5 appeals were sent to the appropriate authorities for consideration and action);

4 applications were executed jointly with the Ministry of Energy;

260 applications are currently under consideration;

19 out of 33 informative appeals were letters of thanks for solving the raised problems.

ELECTRICITY AND GAS SUPPLY

The act of commissioning was issued to electrical installations which were installed for the external electric power supply of 18 new, reconstructed, permitted for usage with an increased capacity, changing energy supply scheme;

According to 31 agreed projects, the operation of completed industrial gas facilities was allowed;

With the participation of representatives of "Azerenergy" OJSC and "Azerishiq" OJSC, the technical condition of 8 billing electricity meters was reviewed;

According to the relevant articles of the Code of Administrative Offenses of the Republic of Azerbaijan, which are related to the powers of the Agency, 28 administrative offense cases were reviewed and relevant decisions were issued.

CONTROL MEASURES CARRIED OUT IN BUDGET-FUNDED INSTITUTIONS

62 control measures were carried out in order to investigate the technical operation of electrical installations, compliance with safety equipment rules and the situation with the electricity usage;

48 control measures were carried out in order to investigate the state of efficient usage of gas, compliance with the "Rules of Gas Usage" and reliable operation of gas facilities, as well as other normative legal acts.

PROFESSIONAL QUALIFICATION TEST

During the reporting period, the agency checked the professional knowledge of 33 electrotechnical staff and persons responsible for electrical facilities in 14 enterprises on the rules of technical operation and safety equipment.

TECHNICAL COUNCILS

261 applications received by the Technical Councils operating in 15 "ASAN xidmət", 2 "ASAN Kommunal" centers and 2 SMB houses (Small and medium business houses) regarding the connection of the business objects to the electric network.