

July 2020 results - Issued certificates

In July, 374 citizen inquiries received directly by the Azerbaijan Energy Regulatory Agency and through the Ministry of Energy. Of the 374 requests, 335 comprised of electricity, 39 gas supply and 10 other issues. 6 of these appeals included positive feedbacks from consumers after their issues had been resolved.

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. 1 appeal was forwarded to the relevant authorities for appropriate consideration and resolving the issues.

In total, 2 appeals were handled jointly with the Ministry of Energy, and 185 requests were investigated and answered by the Azerbaijan's energy regulator.