



***Survey Report on Commercial connections to  
electricity supply network services***

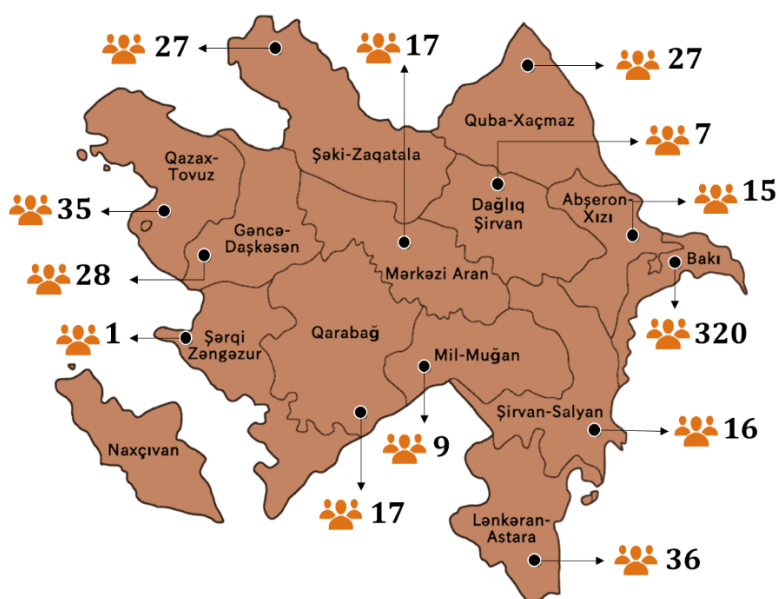
***Baku, 2023***

## Introduction

The survey was conducted among 555 non-resident subscribers connected to the electricity supply network in January-March 2023. The regional representativeness was ensured during the survey. According to the submitted list, **320** respondents (**58%**) were from Baku, **235** respondents (**42%**) from other regions. At the same time, the number of female and male entrepreneurs among the respondents who took part in the survey was recorded separately. In general, **128** female and **427** male entrepreneurs participated in the survey. This approach ensured the representation of different groups in the survey and a more comprehensive evaluation of the results. The table below presents the distribution of survey respondents by territory.

 **555**  
Respondentlərin sayı

Ərazi	Respondentlərin sayı
Bakı	320
Abşeron-Xızı	15
Gəncə-Daşkəsən	28
Şəki-Zaqatala	27
Lənkəran-Astara	36
Quba-Xaçmaz	27
Mərkəzi Aran	17
Qarabağ	17
Şərqi Zəngəzur	1
Dağlıq Şirvan	7
Qazax-Tovuz	35
Mil-Muğan	9
Şirvan-Salyan	16



**427 Male respondent**

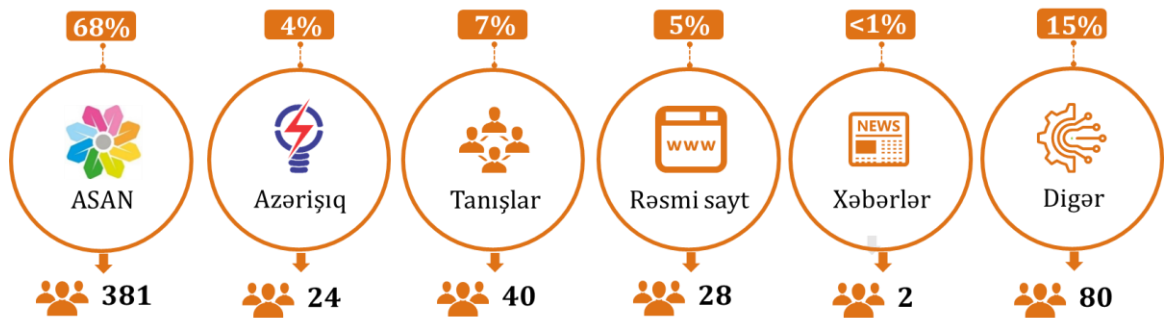


**128 Female respondent**

## Survey findings:

### 1. From which source did you get information about connection to the electricity supply network and purchase of additional power capacity?

Within the survey this question was replied as 381 respondents (68%) got information from ASAN centers, 24 respondents (4%) from Azerishiq JSC, 40 respondents (7%) from acquaintances, 28 respondents (5%) from official website, 2 respondents (<1%) from news, 80 respondents (15%) from other sources.



### 2. Is the information provided in the source clearly understood?

Within the survey 531 respondents (96%) replied "Yes", 24 respondents replied (4%) "No" to this question.



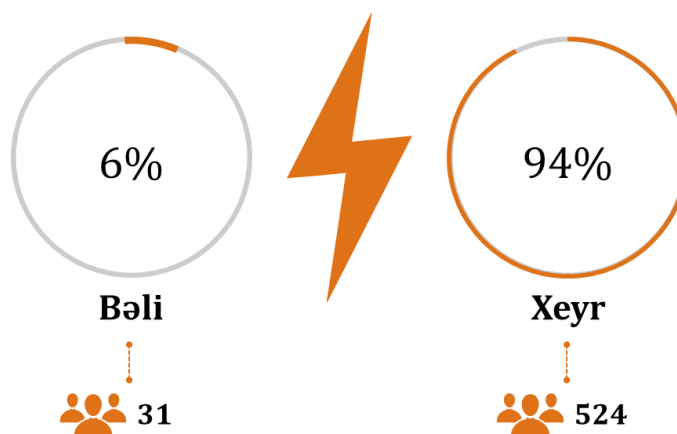
### 3. For which power capacity have you applied for connection to the electricity supply network?

Within the survey 500 respondents (90%) replied that their requests were for electricity up to 20 KW (incl.), and 55 respondents (10%) for electricity of more than 20 KW..



### 4. Have you done any other measures in addition to submission of documents and making of payment?

Within the survey 31 respondents (6%) replied "Yes", 524 respondents (94%) replied "No".



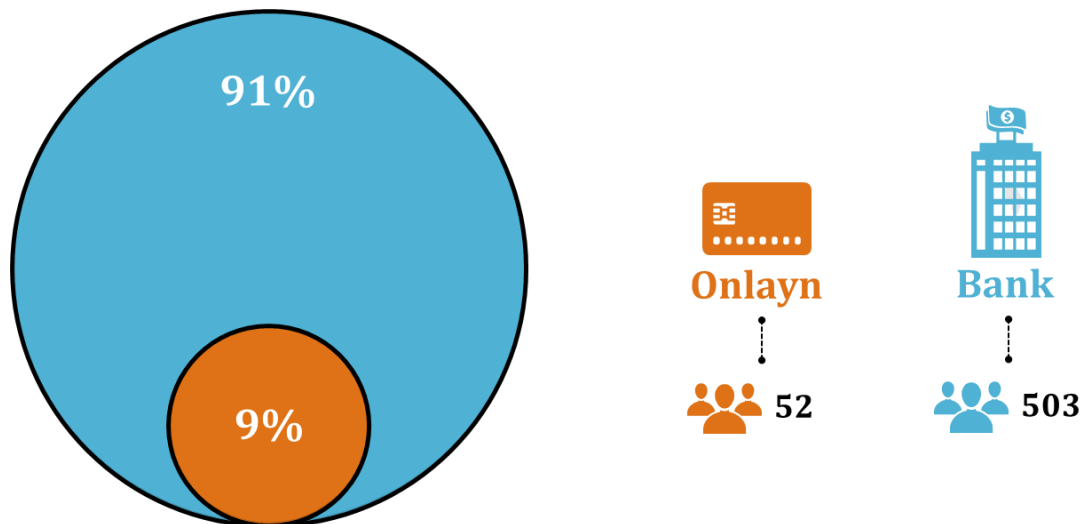
## 5. From where have you applied for connection to electricity supply network?

Within the survey this question was replied as **544** respondents (**97%**) through ASAN centers, **1** respondent (**<1%**) through SME houses, **10** respondents (**2%**) through online portals..



## 6. In what form do you make payments?

Within the survey 52 respondents (9%) replied through “online” portal, 503 respondents (91%) replied through “Bank”.



**7. After submission of the documents and payment, within how many days the meter was installed at your address?**

Within the survey **487** respondents (**88%**) replied that the meter was installed within 20 working days and **68** respondents (**12%**) replied more than 20 working days.



**8. Were you satisfied with the progress and result of the work done?**

Within the survey **514** respondents (**93%**) replied "Yes", **41** respondents (**7%**) replied "No"..

