



**INTERNAL REGULATIONS  
On Receiving, Reviewing Applications  
Related to Electricity Supply, and Protecting  
Consumer Rights**

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# 1. General Provisions

## 1.1 Definitions:

- **Electricity Supply Company (ESC):** A legal entity authorized to provide electricity to the public and other consumers.
- **Electricity Consumer:** A legal or physical person who purchases electricity under a contract and uses it through electric receivers.
- **Subscriber (Main Consumer):** A consumer connected to the electricity supply network under a purchase agreement.
- **Household Subscriber (Population):** A consumer using electricity for household purposes in residential apartments, dormitories, and private houses.
- **Electric Network:** Electric installations consisting of various voltage transformer substations, distribution devices, and power lines.
- **Boundary of Balance Affiliation:** The separation point determined by balance affiliation between state electricity enterprises, independent energy producers, and consumers.
- **Technical Specifications:** A technical document containing engineering parameters for project documentation for connecting a construction object to the energy supply network.
- **Applicant:** The owner of electric installations intended to be connected to the network based on the provided technical specifications.

1.2 The **Regulations** are prepared according to the requirements of normative legal documents in the Republic of Azerbaijan to protect consumer rights in the field of electricity supply.

1.3 Legal relations between consumers and the electricity supply network are regulated based on the relevant normative legal acts and the purchase agreement between the two parties.

1.4 Consumer applications are reviewed according to the Law of the Republic of Azerbaijan "On Citizen Appeals" and other relevant legislation.

1.5 If there are amendments to the normative legal acts related to consumer rights protection in the energy supply field, corresponding changes will also be made to these Regulations.

## 2. Methods for Consumers to Submit Applications

2.1 Consumers can submit their applications through active social networks, specifying details and contact information, or directly to "Azərişiq" JSC via online chat.

2.2 By filling out the necessary fields on the official website [www.azerishiq.az](http://www.azerishiq.az) or via the electronic service portal [e-service.azerishiq.az](http://e-service.azerishiq.az).

2.3 By calling the **199 Call Center**.

2.4 Using the "**Azərişiq**" **Mobile Application** by entering the required information.

2.5 Through the **SOS Mobile Application** of "Azərişiq" JSC for issues related to supply disruptions.

2.6 By sending a written application via post or email to the official addresses of "Azərişiq" JSC.

2.7 By submitting a written application to the Customer Service Department.

2.8 By participating in scheduled receptions at the administrative building of the Joint Stock Company.

2.9 By attending meetings with company management during local receptions according to the schedule.

## 3. Rules for Reviewing Applications

3.1 Issues related to energy supply or other technical reasons are addressed as follows:

- 3.1.1 When an application is received via the **199 Call Center**, the necessary information is determined, and the request is forwarded to the relevant online system for resolution.
- 3.1.2 When a consumer applies online via social media, the Joint Stock Company's staff respond in "online chat" mode.
- 3.1.3 Applications made to the official website are registered and forwarded to the relevant department for necessary actions, with a written response sent back to the consumer.
- 3.1.4 Applications submitted through mobile apps are automatically transferred to the relevant department for review, and the result is communicated to the consumer electronically.

- 3.1.5 Written applications received by mail or email are registered and reviewed in accordance with the Law "On Citizen Appeals", with a written response provided to the consumer.

## **4. Main Provisions on Internal Regulations for Consumer Rights Protection**

The protection of consumer rights is outlined in the Law on Consumer Protection of the Republic of Azerbaijan. The main provisions include:

- Ensuring the quality and safety of the goods and services provided.
- Providing accurate and complete information on the quantity, variety, and quality of goods and services.
- The right to appeal to competent state authorities for protection of rights and legitimate interests.

### **4.1 Right to Quality Electricity Supply:**

Electricity is a commodity with specific physical properties. It is required to meet standard quality indicators, including voltage and frequency parameters. The company must ensure a reliable and safe supply of quality electricity.

### **4.2 Right to Information:**

The electricity supply network must provide relevant information to the public, including terms of service, tariffs, and guidelines for efficient electricity use.

## **5. Consumer Rights Related to Electricity Supply**

Consumers have the following rights:

- To demand transparency in the calculation of the electricity consumption fee.
- To be informed in advance of any interruptions in electricity supply.
- To use approved electronic services.
- To obtain information about the services provided by the supply network and their tariffs.
- To request a review of additional services provided by the supply company within the legal timeframe.
- To receive the terms of the contract before signing.
- To be supplied with electricity in accordance with the terms of the purchase agreement.
- To choose among payment methods for the electricity provided by the supplier.

## **6. Responsibilities of the Electricity Supply Company to Consumers**

"Azərişiq" JSC assumes responsibility for uninterrupted and reliable electricity supply to consumers based on the purchase agreements and is committed to:

- Participating in the preparation of normative legal acts related to consumer rights protection.
- Ensuring information is provided through mass media on measures taken to protect consumer rights.
- Organizing events and seminars on consumer rights protection.
- Ensuring that power cut-offs are conducted without violating the rights of other consumers and only on an individual basis.
- Providing prior notification to consumers about any planned electricity outages, including the reasons for the outage.

## List of referenced normative legal acts

1. Decree No. 1313 dated April 4, 2017 of the President of the Republic of Azerbaijan
2. Decree No. 1857 of the President of the Republic of Azerbaijan dated February 28, 2018
3. Decree No. 437 of the President of the Republic of Azerbaijan dated December 25, 2018
4. "Rules for the use of electricity" approved by Resolution No. 18 of the Cabinet of Ministers of the Republic of Azerbaijan dated February 2, 2005
5. Appendix No. 1 approved by the decision No. 180 of the Cabinet of Ministers of the Republic of Azerbaijan dated April 27, 2018
6. Law of the Republic of Azerbaijan "On the use of renewable energy sources in the production of electricity"
7. Law of the Republic of Azerbaijan "On the regulation of inspections conducted in the field of entrepreneurship and protection of the interests of entrepreneurs" Law of the Republic of Azerbaijan "On the use of renewable energy sources in the production of electricity"
8. Azerbaijan Resolution No. 234 of the Cabinet of Ministers of the Republic of August 27, 2013
9. Resolution No. 326 of the Cabinet of Ministers of the Republic of Azerbaijan dated July 24, 2018.
10. Resolution No. 327 of the Cabinet of Ministers of the Republic of Azerbaijan dated July 24, 2018
11. Resolution No. 460 of the Cabinet of Ministers of the Republic of Azerbaijan dated October 17, 2018
12. City Planning and Construction Code of the Republic of Azerbaijan
13. Resolution No. 103 of the Cabinet of Ministers of the Republic of Azerbaijan dated June 10, 2005