



Categories of complaints

A. Electricity supply:

- Contractual terms of electricity supply
- Electricity invoicing
- Consumption and electricity invoiced amount
- Payments unregistered, payments incorrectly allocated
- Prices and tariffs offered
- Continuity in electricity supply
- The quality of electricity supplied
- Operation metering units
- Changing the supplier
- Information to the customers
- Performance standards of electricity supply
- Other

B. Natural gas supply

- Contractual terms of natural gas supply
- Natural gas invoicing
- Natural gas consumption and invoicing; determining natural gas gross calorific
- Payments unregistered, payments incorrectly allocated; natural gas revisions and checks of natural gas installations
- Prices and tariffs offered
- Continuity in natural gas supply
- Natural gas quality
- Operation metering units
- Changing the supplier
- Information to the customers
- Performance standard of natural gas supply
- Other