**FORM FOR REGISTRATION OF COMPLAINT**

No. ......./Date ..............

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. **IDENTIFICATION DATA** | | | | |
| No. crt. | End customer | | | Natural gas supplier |
| 1. | Name: | | | Name: Energo-Pro Trading EAD |
| 2.a | End customer`s code: | | |  |
| 2.b | Consumption place code | | |  |
| 3. | Correspondence address: | | | Address: |
| 4. | Locality: | | | Locality: |
| 5. | Postal Code: | | | Postal Code: |
| 6. | Tel./Fax | | | Tel./Fax |
| 7. | E-mail | | | E-mail |
| Legal representative: | | | | Other details: |
| 1. **End Customer`s complaint** | | | | |
| **I. Issues** | | | | |
| Date of issue`s occurrence: ...../......./.............. (dd/mm/yyyy) | | | | |
| Indicate if the issue occurred for the first time or not: | | | | |
| Complaint related to: | |  | NATURAL GAS SUPPLY | |
| 1. | Contractual clauses | |
| 2. | Modality of invoicing | |
| 3. | Consumption and value of the invoice; determining the upper calorific value of natural gas | |
| 4. | Unregistered payments, misplaced payment, invoicing the inspections and verifications of natural gas installations | |
| 5. | Offers of prices and tariffs | |
| 6. | Continuity in natural gas supply | |
| 7. | Quality of natural gas | |
| 8. | Functioning of measurement groups | |
| 9. | Change of the supplier | |
| 10. | End customers` informing | |
| 11. | Performance standards for natural gas supply | |
| 12. | others | |
| Additional information: | | |
| Other types of issues: | | |

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| **II. Details regarding the complaint** | | | |
|  | | | |
| Date | Signature end customer | |  |
| **C. FORM FOR THE SUPPLIER** | | | |
| Registration no of the answer: | |  | |
| Answer to the complaint no.: | |  | |
|  | | | |
| Agree with the client`s requirement and shall take the following measures: | |  | |
| Partially agree and further propose the following: | |  | |
| Don`t agree, but propose the following: | |  | |
| Rejection of the complaint as ungrounded: | | Legal justification: | |
| Rejection of the complaint as un-solving | | Cause: | |
|  | |  | |
| Responsible: | |  | |
| Date: | | Signature: | |