

**REPORTING PURSUANT TO THE
ERE REGULATION ON THE “STANDARDS FOR THE ADDRESSING OF
COMPLAINTS OF ELECTRICITY AND NATURAL GAS CUSTOMERS BY
LICENSEES IN THE SUPPLY ACTIVITY“**

1st QUARTER, 2021

A) The number of complaints received during the relevant quarter - **0**

| | |
|---|------------|
| i) Customer categories: | n/a |
| ii) Object of the complaint: | n/a |
| iii) Local area or administrative unit where the event that constitutes the object of the complaint has occurred: | n/a |

B) The number of complaints per category that have been resolved in accordance with the requirements of the Customer - **0**

| | |
|---|------------|
| i) Customer categories: | n/a |
| ii) Object of the complaint: | n/a |
| iii) Local area or administrative unit where the event that constitutes the object of the complaint has occurred: | n/a |

C) The number of complaints per category that have not been resolved in accordance with the expectations of the Customer – **0**

| | |
|---|------------|
| i) Customer categories: | n/a |
| ii) Object of the complaint: | n/a |
| iii) Local area or administrative unit where the event that constitutes the object of the complaint has occurred: | n/a |

D) The steps and actions taken by the Licensee to resolve each problem category according to the local area or administrative unit.

| |
|---|
| Energji Ashta does not have customers supplied with electric energy. Therefore, no steps and actions have been taken to resolve complaints. |
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2nd QUARTER, 2021

E) The number of complaints received during the relevant quarter - **0**

| | |
|--|------------|
| iv) Customer categories: | n/a |
| v) Object of the complaint: | n/a |
| vi) Local area or administrative unit where the event that constitutes the object of the complaint has occurred: | n/a |

F) The number of complaints per category that have been resolved in accordance with the requirements of the Customer - **0**

| | |
|--|------------|
| iv) Customer categories: | n/a |
| v) Object of the complaint: | n/a |
| vi) Local area or administrative unit where the event that constitutes the object of the complaint has occurred: | n/a |

G) The number of complaints per category that have not been resolved in accordance with the expectations of the Customer – **0**

| | |
|--|------------|
| iv) Customer categories: | n/a |
| v) Object of the complaint: | n/a |
| vi) Local area or administrative unit where the event that constitutes the object of the complaint has occurred: | n/a |

H) The steps and actions taken by the Licensee to resolve each problem category according to the local area or administrative unit.

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3rd QUARTER, 2021

I) The number of complaints received during the relevant quarter - **0**

| | |
|--|------------|
| vii) Customer categories: | n/a |
| viii) Object of the complaint: | n/a |
| ix) Local area or administrative unit where the event that constitutes the object of the complaint has occurred: | n/a |

J) The number of complaints per category that have been resolved in accordance with the requirements of the Customer - **0**

| | |
|--|------------|
| vii) Customer categories: | n/a |
| viii) Object of the complaint: | n/a |
| ix) Local area or administrative unit where the event that constitutes the object of the complaint has occurred: | n/a |

K) The number of complaints per category that have not been resolved in accordance with the expectations of the Customer – **0**

| | |
|--|------------|
| vii) Customer categories: | n/a |
| viii) Object of the complaint: | n/a |
| ix) Local area or administrative unit where the event that constitutes the object of the complaint has occurred: | n/a |

L) The steps and actions taken by the Licensee to resolve each problem category according to the local area or administrative unit.

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4th QUARTER, 2021

A) The number of complaints received during the relevant quarter - **0**

| | |
|---|------------|
| i) Customer categories: | n/a |
| ii) Object of the complaint: | n/a |
| iii) Local area or administrative unit where the event that constitutes the object of the complaint has occurred: | n/a |

B) The number of complaints per category that have been resolved in accordance with the requirements of the Customer - **0**

| | |
|---|------------|
| i) Customer categories: | n/a |
| ii) Object of the complaint: | n/a |
| iii) Local area or administrative unit where the event that constitutes the object of the complaint has occurred: | n/a |

C) The number of complaints per category that have not been resolved in accordance with the expectations of the Customer – **0**

| | |
|---|------------|
| i) Customer categories: | n/a |
| ii) Object of the complaint: | n/a |
| iii) Local area or administrative unit where the event that constitutes the object of the complaint has occurred: | n/a |

D) The steps and actions taken by the Licensee to resolve each problem category according to the local area or administrative unit.

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| <p>Energji Ashta does not have customers supplied with electric energy. Therefore, no steps and actions have been taken to resolve complaints.</p> |
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