

**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“**

**3rd QUARTER, 2023**

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

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

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

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

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

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

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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