**FORM FOR REGISTRATION OF COMPLAINT**

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

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| 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: |