



Information on compliance with minimum standards and requirements for the quality of customer service in providing natural gas supply services and the amount of compensation paid for non-compliance with these standards and requirements

Legal basis: [Art. 4.8. of the NEURC Regulation of 21st September 2017 №1156 "On approval of the Minimum Standards and Requirements for the Quality of Consumer Service and Natural Gas Supply"](#)

Convenience translation

4.8. Operator of the GDN or supplier shall, annually by March 1 of the year following the reporting one, provide to the NEURC and publish on their official website information on meeting the minimum standards and requirements for the quality of consumer services in the course of provision of natural gas distribution services as well as amounts of compensation paid for failure to meet such standards and requirements according to the form given in Annex 15 to these Standards and requirements, and/or information on meeting the minimum standards and requirements for the quality of consumer services in the course of provision of natural gas supply services as well as amounts of compensation paid for failure to meet such standards and requirements according to the form given in Annex 16 to these Standards and requirements.