**Procedure for registering, investigating and solving the client`s complaints**

The stages of solving the end-customers` complaints are the following:

* + 1. Taking over of the complaints:

The taking over of the end customer`s complaints is performed by the following means:

* Submission in writing at the customer centre;
* By phone: +359 2 8901524/ +40213196823
* By email: scheduling@energo-pro.com
* By fax: +359 2 8901526/ +40213196823
* By postal services, at the following address: 2 Pozitano Square, floor 4, Perform Business Center, 1000 Sofia, Bulgaria or Romania, Bucharest, 1st District, 48 Temisana Street, ground floor, app. 1, office 4.

The information necessary for taking over of the complaints shall be published on the company`s website and will be found on the invoice or on the enclosed documents.

* + 1. Registration of the complaints

To achieve the solving of the complaint, it will be provided to the end customers, on the company`s website the Form for registration of the complaint, on paper and in electronic format.

The responsible for customers shall advice the customers in respect with the registration of the complaints.

* + 1. The analysis of the complaints

The analysis of the complaints shall be performed by the customer care representative and shall be performed with the confidentiality of the personal data.

The Company provides a system of communication with customers, which offers the possibility of informing about the issue of interest regarding the supply of natural gas.

The Company has the following customer service center: 2 Pozitano Square, floor 4, Perform Business Center, 1000 Sofia, Bulgaria. Also, on the Company`s website www.energo-pro.com, is a heading for the clients.

* + 1. Solving the complaints and informing the end customers:

The customer care representative informs the end customer regarding the solution on its compalints.

Depending on the results of the complaints` analysis, there are the following possibilities:

* If the complaint is grounded (in favour of the end customer), the supplier is obliged to grant to the end customers all its rights;
* If the complaint is ungrounded, the supplier shall inform the end customer about this.
  + 1. Complaints` archiving

The complaints received from the end customers, recorded or solved, are archived in accordance with the legal provisions in force.

Thus, the Company ensures the customer communication system, through which customers are informed of aspects of interest related to natural gas trade.

1. Pre-contractual disputes

Any dispute arising in the process of concluding the natural gas supply contract may be settled amicable or, if this is not possible, the parties may appeal to ANRE for the settlement of the dispute, in accordance with the provisions of Order 35/2013.

In the situations in which the client is dissatisfied with the way of solving of the Company of the disputes related to the interpretation or execution of the natural gas supply contract, he has the rights to address ANRE, with headquarters in Bucharest Sector 2, 3 Constantin Nacu Street, postal code 020995, Romania, tel: 021.327.81.74; fax: 021.312.43.65, email: [anre@anre.ro](mailto:anre@anre.ro); website: [www.anre.ro/ro/contact/depunerea-unei-petitii](http://www.anre.ro/ro/contact/depunerea-unei-petitii); to appeal to any other extrajudicial procedure of settlement; to address to the competent courts of law.