ANNEX no.1

**COMPLAINT REGISTRATION FORM**

**No. \_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. **IDENTIFICATION DATA** | | | | | | | | |
| Crt. No. | End user | | | | | | Natural gas supplier | |
| 1 | Name | | | | | | KOLMAR BULGARIA EOOD | |
| 2.a. | End user code : | | | | | |  | |
| 2.b. | Measurement point identification code/place of consumption code : | | | | | |  | |
| 3.a. | Mailing address : | | | | | | Address: Patriarh Evtimiy street, no.66 | |
| 4 | City : | | | | | | Sofia, Bulgaria | |
| 5 | Postal code : | | | | | |  | |
| 6 | Tel/fax | | | | | | +40745 379598 | |
| 7 | E-mail | | | | | | [l.gliga@kolmaragents.com](mailto:l.gliga@kolmaragents.com) | |
| Legal representative | |  | | | | | Other details |  |
| 1. **END USER COMPLAINT** | | | | | | | | |
| 1. Reported issues : | | | | | | | | |
| Date on which the problem occurred: \_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_/\_\_\_\_\_\_\_\_\_ (D/M/Y) | | | | | | | | |
| Indicate whether the problem occurred for the first time or not: | | | | | | | | |
| Complaint about : | | | 1 | Gas supply contract clauses | | | | |
|  | | | 2 | How natural gas is billed | | | | |
|  | | | 3 | Consumption and bill value of natural gas, determination of the gross calorific value of natural ga | | | | |
|  | | | 4 | Unrecorded payments, misallocated payments, billing for overhauls and checks of gas installations | | | | |
|  | | | 5 | Quoting prices and tariffs | | | | |
|  | | | 6 | Continuity of gas supply | | | | |
|  | | | 7 | Quality of gas supplied | | | | |
|  | | | 8 | Operation of measuring groups | | | | |
|  | | | 9 | Changing supplier | | | | |
|  | | | 10 | Informing end users | | | | |
|  | | | 11 | Natural gas supply performance standards | | | | |
|  | | | 12 | Others | | | | |
|  | | | Additional information : | | | | | |
|  | | | Other types of problems : | | | | | |
| 1. Details of the complaint : | | | | | | | | |
| 1. End user requirements | | | | | | | | |
| Request : | | | | | 1. Deferment of natural gas bill payments | | | |
|  | | | | | 1. Penalties according to natural gas supply performance standards | | | |
|  | | | | | 1. Check natural gas meter | | | |
|  | | | | |  | | | |
|  | | | | |  | | | |
| 1. Attached documents | | | | | | | | |
| List of supporting documents | | | | | 1. | | | |
|  | | | | | 2. | | | |
|  | | | | | 3. | | | |
|  | | | | | 4. | | | |
|  | | | | | 5. | | | |
| Date : | | | | | End user signature : | | | |
| 1. **FORM FOR KOLMAR BULGARIA EOOD** | | | | | | | | |
| Registration No. Response | | | | | |  | | |
| Reply to complaint No. : | | | | | |  | | |
|  | | | | | | | | |
| I agree with the end customer's requirements and will take the following actions: | | | | | |  | | |
| I partially agree and propose the following: | | | | | |  | | |
| I do not agree, but I propose the following: | | | | | |  | | |
| Rejection of the final customer's complaint as unfounded: | | | | | | Legal justification : | | |
| Rejection of the final customer's complaint as unresolvable | | | | | | The cause | | |
|  | | | | | |  | | |
| KOLMAR BULGARIA EOOD representative : | | | | | |  | | |
| Date : | | | | | | Signature | | |