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 |
| 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 |