

PPCE		2025								
Nr. crt.	Modul de preluare a plangerilor	Semestrul I			Semestrul II			Total		
		Nr. plangeri			Nr. plangeri			Nr. plangeri		
		Total	Client final casnic	Client final noncasnic	Total	Client final casnic	Client final noncasnic	Total	Client final casnic	Client final noncasnic
1	Depunere in scris la punctele unice de contact ale furnizorilor	10,355	8,743	1,612	9,945	8,403	1,542	20,300	17,146	3,154
2	Prin intermediul unui centru de telefonie	13,334	11,238	2,096	13,511	12,134	1,377	26,845	23,372	3,473
3	Prin intermediul unei adrese de e-mail	7,746	5,536	2,210	6,513	5,211	1,302	14,259	10,747	3,512
4	Prin intermediul formularului on-line	8,016	6,387	1,629	7,325	6,209	1,116	15,341	12,596	2,745
5	Prin fax	3	0	3	2	0	2	5	0	5
6	Prin posta	319	204	115	226	164	62	545	368	177
Total		39,773	32,108	7,665	37,522	32,121	5,401	77,295	64,229	13,066