

| 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 | 1,713        | 1,586               | 127                    | 1,014        | 918                 | 96                     | 2,727        | 2,504               | 223                    |
| 2        | Prin intermediul unui centru de telefonie                       | 934          | 880                 | 54                     | 873          | 816                 | 57                     | 1,807        | 1,696               | 111                    |
| 3        | Prin intermediul unei adrese de e-mail                          | 1,062        | 834                 | 228                    | 471          | 385                 | 86                     | 1,533        | 1,219               | 314                    |
| 4        | Prin intermediul formularului on-line                           | 542          | 428                 | 114                    | 392          | 338                 | 54                     | 934          | 766                 | 168                    |
| 5        | Prin fax                                                        | 0            | 0                   | 0                      | 0            | 0                   | 0                      | 0            | 0                   | 0                      |
| 6        | Prin posta                                                      | 14           | 14                  | 0                      | 13           | 12                  | 1                      | 27           | 26                  | 1                      |
| Total    |                                                                 | 4,265        | 3,742               | 523                    | 2,763        | 2,469               | 294                    | 7,028        | 6,211               | 817                    |