

WHO IS RESPONSIBLE FOR THE QUALITY OF THE SERVICES PROVIDED AND HOW TO RESOLVE DISPUTES?

The composition and quality of gas shall comply with the gas quality requirements established by the legal acts of the Republic of Lithuania. Disputes over gas quality are resolved by mutual agreement, and in the event of failure to reach out-of-court complaint and dispute resolution, the dispute shall be resolved at the National Energy Regulatory Council (as of 1 July 2019). If the conclusion of the dispute determines that there are irregularities causing loss to the User, the costs related to the resolution of the dispute shall be borne by the Supplier, otherwise the costs related to the resolution of the dispute shall be borne by the User.

If the customer has any claims or objections regarding the issued invoice, a written claim on the issued invoice within 10 (ten) calendar days from the day of issuance of the invoice has to be submitted to the supplier, then supplier verifies the invoice and reports the verification results to the customer within 10 (ten) business days after reception of a written claim. Supplier is responsible for direct losses caused to the customer due to incorrect invoice.

The customer shall immediately notify the supplier in writing in case of absence of invoice for the natural gas and services received in the previous month up to the 8th day of the month. In this case, the supplier shall extend the time limit for payment of the invoice for the number of days concerned. Supplier is responsible for direct losses caused to the customer due to late invoice.