

Information about the right of natural gas users to submit complaints

In order for us - the joint stock company *Latvijas Gāze* - to be able to resolve the disputes arising from the natural gas trade and mutually reach the most beneficial solution, this is to inform you that natural gas users have the right to submit a complaint to the joint stock company *Latvijas Gāze* in the following ways:

- 1) by contacting our customer service specialists via phone on +371 67869866;
- 2) by sending an email with a description of the situation to the email address: sudzibas@lg.lv;
- 3) by sending a complaint via mail, setting forth the circumstances of the situation, addressing it to Customer Service Centre of *Latvijas Gāze* to the following address:
Joint Stock Company *Latvijas Gāze* Customer Service Centre
6 Aristida Briāna Street Riga, LV-1001

We will be able to help you much faster if the complaint sets forth the essence and facts of the complaint in detail. We will review and evaluate the received complaint as soon as possible, but not longer than within 15 days, and we will provide a reasoned reply to you. If additional examination or significant additional information will be required for the review of the complaint, a reply will be provided to you within 30 days after receipt of the complaint. When reviewing the complaint, we will take into account regulatory enactments and the natural gas sale (supply) agreement concluded with the natural gas user.

Operations of the joint stock company *Latvijas Gāze* are governed by the following regulatory enactments:

- [Energy law](#)
- [Law On Regulators of Public Utilities](#)
- [Cabinet Regulation No. 78 "Regulations Regarding the Trade and Use of Natural Gas", adopted on 7 February 2017.](#)