

Natural gas consumers' right to choose the means of dispute settlement

In order to settle any disagreement on matters regarding the trade and supply of natural gas, the customers of JSC “Latvijas Gāze” (hereinafter – *Latvijas Gāze*) are entitled to apply to *Latvijas Gāze* in accordance with the laws and regulations in the following ways:

- 1) by calling the *Latvijas Gāze* Contact and Digital Trade Centre on 1855;
- 2) by sending an email with a description of the situation to the email address: info@lg.lv;
- 3) by mailing an application in writing explaining the circumstances of the situation to the postage address of the JSC “Latvijas Gāze”, Vagonu iela 20, Rīga, LV-1009; or
- 4) by appearing personally at the *Latvijas Gāze* Customer Service Centre, Vagonu iela 20, Rīga, LV-1009 (precise information on working hours is available on the *Latvijas Gāze*'s website <http://www.lg.lv> under the section Contacts).

After the receipt of information from a user of natural gas, *Latvijas Gāze* will assess the received information and provide a reply concerning the possible ways of disagreement resolution. If a user of natural gas is not satisfied with the proposed solutions for the resolution of the disagreement, it has the right to lodge a complaint with a competent authority or exercise the right to a judicial remedy.

*The information is provided according to the requirements of point 12 of Public Utilities Commission Decision No. 1/6, of March 09. 2017 “Provisions Concerning Information for End-users of Electricity and Natural Gas”.