

Mustafa Yilmaz, Head of Turkish Energy Market Regulatory Authority (EPDK), said that some power distribution companies have been manipulating data regarding electricity outages in their favor.

Yilmaz added that controls in these companies will be increased. He explained that companies which do not offer high quality services will be penalized, adding that if any power distribution company does not undertake its responsibilities, it will be fined. According to EPDK's statement, a number of directorships were established in order to control and inspect energy markets. These units will determine whether the power distribution companies fulfill their responsibilities to ensure good customer service. Investigations will be launched especially regarding complaints on high electricity bills, problems in subscription applications and problems in transition to other supplier. Last month, Turkish Minister of Energy Berat Albayrak announced the implementation of new criteria for power distribution companies in order to increase the customer satisfaction in this sector, transmits Serbia-energy.eu