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**GENERAL SERVICES OF THE ENERGY SUPPLY CONTRACT  
IN THE REPUBLIC OF KAZAKHSTAN**

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The provision of services is made on the basis of an individual contract (hereinafter referred to as the contract) between the service provider and the consumer. Consumers' management or an individual or legal entity has the right to delegate their rights to conclude a contract in accordance with the procedure established by law. The agreement does not contradict any law, and its text must be agreed with the territorial antimonopoly authorities. The agreement is considered concluded for an indefinite period [1, 22B.].

The consumer nature and mode of providing services meet the requirements established by regulatory and technical documents:

- For heat supply-sanitary standards that determine the daily air temperature in residential premises during the heating season;
- For electricity supply-to the parameters of electric energy according to the current year-round standards;
- Hygienic requirements for cold and hot water supply for the composition, properties and heating temperature of the daily supply water throughout the year, as well as for the estimated water consumption at the distribution point.
- Through the sewer system-to ensure a complete outflow of waste water throughout the year.

- For gas supply-to the parameters established by regulatory technical documents for the pressure and thermal characteristics of the gas supplied daily during the year.

Energy supply services in the Republic of Kazakhstan include: technical conditions for connecting consumers with thermal energy; service for limiting and stopping the transmission of electric energy; service for organizing electricity supply; procedure for paying for services rendered; rights and obligations of the service provider.

Technical conditions for connecting heat energy for new consumers or receiving from the organization transmitting heat energy by the consumer, in which the consumer is connected to heat networks when increasing the heat energy consumed at existing facilities. The energy transmission organization, after receiving orders from the consumer, within two Friday from the Expert (Reference) organization, within two seven years provides preliminary conditions for heat supply of newly built enterprises, buildings, structures, their queues or modernization of individual production facilities, existing enterprises, buildings, structures, heat-using installations and heating networks [2, 35B].

Energy transmission organizations may also request other information related to the issue of heat supply to the consumer.

The service of restriction and termination of electricity transmission. Electricity transmission is carried out without interruption in accordance with the contract concluded with the consumer. The stability of power supply by category of electric reception of consumers must comply with the requirements of regulatory and technical documents. The power supply organization has the right to completely terminate or allocate the consumer and electric energy in the following cases::

- Due to the lack of payment for electricity within the time limits set by the contract;
- External connection of current consumption with metering devices or violation of the electrical energy metering scheme;
- Do not send representatives of electric grid organizations to metering devices for electricity.

In order to take measures to prevent or eliminate devices that cannot be stopped, electric grid organizations have the right to disconnect the consumer's electrical installation within 24 hours, alternately notifying the subscriber of the reasons for disconnection in writing.

Activities of the organization of power supply. Purchase and sale of electric energy in the electricity and electric energy market is carried out on the basis of an energy supply contract concluded between the consumer and the energy supply organization, whose electric networks and electrical installations are connected to the electric networks of an energy supply or energy transmission organization.

The use of electric energy by the consumer is allowed only on the basis of a contract concluded between the energy supply organization and the consumer (subscriber). The contract includes the division of the balance sheet subordination of the electric networks to which the consumer is connected, the act of bilateral consumer liability, the act of emergency and technological reservation and other documents drawn up in accordance with the established procedure. The act of emergency and technological reservation on power supply is drawn up jointly with the subscriber and the power supply organization. The consumer guarantees the power supply Organization payment for the electrical energy received by the emergency and technological armor, and the power supply organization – uninterrupted power supply of objects included in the emergency and technological armor chain [3, 132B.].

Disputes arising between the consumer and energy-producing, energy-supplying, and energy-transmitting organizations are resolved in court in accordance with the established procedure.

Procedure for paying for the specified service. Payment for the provision of services subject to regulation in accordance with the current legislation is made at the rates approved by the authorized body in accordance with the established procedure.

Payment must be made by the Consumer no later than the 25th day of the reporting month or by agreement between the consumer and the service provider within the period stipulated in the contract. In case of late payment, the consumer pays the fine established by the agreement.

Taking readings of metering devices and recording calculations for energy are made by representatives of energy supply organizations, who are required to present service certificates when visiting apartments. The report is submitted to the consumer, and in case of his absence-to an adult member of the consumer's family living in the same apartment with him.

If it is impossible to obtain readings of metering devices in an apartment or in a private house due to the fault of the consumer during two reporting periods, the energy supply organization has the right to terminate its supply in accordance with the established procedure if the consumer himself does not provide the energy supply organization with information about the amount of energy consumed by him.

Payment for heat supply is made by the service provider in agreement with the consumer during the period of providing one normal or other type of service during the year and is determined by the contract. All issues related to unpaid debts between the service provider and the consumer are resolved in court [4, 39B.].

Rights and obligations of the service provider.

- Receive timely and full payment for the services and energy provided;
- Control over energy consumption and payment;;
- Unilaterally suspend the contract in connection with non-payment by the energy consumer, in case of a warning within the time limits established by the contract;
- In case of prepayment for the provision of services, the consumer has the right to make discounts from the current tariff approved in accordance with the established procedure.

Service provider:

- Provide the consumer with information about the tariff for services, payment conditions, mode of provision of services, their consumer characteristics, the availability of certificates (depending on the services subject to certification) ;
- Provide the consumer with energy and services related to the quality of mandatory requirements of regulatory and technical documents;
- Keep records and control over the quality and quantity of energy supplied, take timely measures to prevent and eliminate violations of the quality of services provided to the consumer within the terms established by the contract;
- Provide the consumer with a monthly report on the services and energy provided.

Now in Kazakhstan, electricity, blue fuel, and heating systems are out of the question. After the country entered the new economic relations, private ownership began to be allowed. However, many types of private property have contributed to the recovery of Kazakhstan's economy, and some of them have further exacerbated the problem. For example, in the mid-nineties, the energy system in the Republic began to collapse. 950 million in 1990. electricity production in kWh decreased in 1996. In 1990, it fell to 780 million kWh. Why did we fall so low? After all, intermediaries deal with the nodes of the state energy complex. All they want is to buy cheap electricity somewhere and sell it to consumers.

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