**Structura plangerilor in functie de modul de preluare si tipul clientului final**

Perioada:Semestrul 1 anul 2019

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Nr. crt. | Modul de prelucrare a plangerilor | |  |  |  | | --- | --- | --- | | Total | Client final casnic | Client final noncasnic |   Nr. plangeri | | | |
| 1. | Depunere in scris la punctele unice de contact ale furnizorilor | | 1 | 1 | 0 |
| 2. | Prin intermediul unui centru de telefonie | | 753 | 677 | 76 |
| 3. | Prin intermediul unei adrese de E-mail | | 210 | 155 | 55 |
| 4. | Prin intermediul formularului on-line | | 60 | 53 | 7 |
| 5. | Prin fax | | 6 | 5 | 1 |
| 6. | Prin posta | | 3 | 3 | 0 |

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| TOTAL: | 1033 | 894 | 139 |