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

Perioada:Semestrul 2 anul 2018

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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 | 0 | 0 | 0 |
| 2. | Prin intermediul unui centru de telefonie | 638 | 565 | 73 |
| 3. | Prin intermediul unei adrese de E-mail | 173 | 134 | 39 |
| 4. | Prin intermediul formularului on-line | 40 | 34 | 6 |
| 5. | Prin fax | 1 | 1 | 0 |
| 6. | Prin posta | 4 | 3 | 1 |

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| --- | --- | --- | --- |
| TOTAL:  | 856 | 737 | 119 |