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

Perioada:Semestrul 1 anul 2018

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| Nr. crt. | Modul de prelucrare a plangerilor |

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| --- | --- | --- |
| Total  | Client final casnic | Client final noncasnic |

 Nr. plangeri |
| 1. | Depunere in scris la puncteleunice de contact ale furnizorilor | 1 | 1 | 0 |
| 2. | Prin intermediul unui centru de telefonie | 358 | 315 | 43 |
| 3. | Prin intermediul unei adrese de E-mail | 152 | 117 | 35 |
| 4. | Prin intermediul formularului on-line | 39 | 34 | 5 |
| 5. | Prin fax | 6 | 5 | 1 |
| 6. | Prin posta | 10 | 9 | 1 |

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| --- | --- | --- | --- |
| TOTAL:  | 566 | 481 | 85 |