



Verification
Certification

CERTIFICATE

**ISO 10002:2018
CUSTOMER SATISFACTION-
COMPLAINTS HANDLING**

**ENERJİSA İSTANBUL ANADOLU YAKASI
ELEKTRİK PERAKENDE SATIŞ A.Ş.**

Scope

Electrical energy and/or electrical capacity sales activities regarding the eligible customers with bilateral agreements and regarding the regulated customers with national tariffs

Address(es)

Barbaros Mahallesi, Begonya Sokak, Nida Kule,
Ataşehir Batı, No 1/1,
Ataşehir, İstanbul, Türkiye

****All locations affiliated with Enerjisa Retail
Company that are included within the scope*

Certificate Number: VCR.TR.08.015634/R:01

Initial Certification Date: 20.04.2024

Renewal Date: -

Issue Date: 30.12.2025

Expiry Date: 11.04.2027

The first certification date was 2017

Genel Müdür
Fuad Almeman

Vericert Belgelendirme ve Gözetim Hizmetleri Ltd. Şti.

Zümrütevler Mah. Ural Sk. No: 22 İç Kapı No: 18 Maltepe/ İstanbul

T: +90 216 325 25 01 F: +90 216 325 73 79

info@vericert.com.tr www.vericert.com.tr



Form 23-11.07.2025 R:06

Vericert has audited and certified that the organization meets the management system requirements outlined above. This certificate is valid for three years as long as the organization complies with the requirements of the Audit and Certification Activities Guide published at www.vericert.com.tr.