



Verification
Certification

CERTIFICATE

ISO 10002:2018
CUSTOMER SATISFACTION-
COMPLAINTS HANDLING

ENERJİSA TOROSLAR ELEKTRİK PERAKENDE
SATIŞ ANONİM ŞİRKETİ

Scope | **Address(es)**

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

Güzelyalı Mahallesi, Turgut Ozal Bulvarı, 81060
Sokak, No:44/C,
Çukurova, Adana / Türkiye

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

Certificate Number: VCR.TR.08.015635/R:00

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.

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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.