



The Customer perspective

GNERC 2012



COMMERCIAL QUALITY OF SERVICE

- × Biggest challenge for the GNERC in 2012 is the new Regulation of Commercial Quality of Service;
- × What is most important new regulation will introduce new standards and requirements and first time there will be amount of compensation.



COMMERCIAL QUALITY OF SERVICE

- × GNERC is going to introduce the program, which will give the possibility to observe over everything in live;
- × Program will be able to recognize the violation of the requirements and calculate amount of compensation;



COMMERCIAL QUALITY OF SERVICE

Service	Quality Standard	Compensation for fulfillment of quality standards 100% of the planned interruptions must be informed timely	Amount of Compensation of the annual revenue
to inform consumers about the date and duration of electricity planned interruption	not more than 5 and not less than 2 days	In the case of misconduct, if informed:	
		0-20%	5%
		21-40%	3%
		41-60%	1%
		61-80%	0.5%
		81-90%	0.3%
		91-99%	0.1%
to restore electricity supply to consumers, disconnected due to unplanned interruption	not more than 6 hours for simple jobs	80% of disconnected consumers must be connected timely In the case of misconduct, if connected:	of the annual revenue
		0-20%	1%
		21-40%	0.6%
		41-60%	0.3%
		61-79%	0.1%



COMMERCIAL QUALITY OF SERVICE

<p>call answering (call holding) time to an operator of the contact-centre (call-centre)</p>	<p>80% must be answered within 30 seconds</p> <p>In the case of misconduct, if replied:</p> <p>0-20% 21-40% 41-60% 61-79%</p>	<p>of the annual revenue</p> <p>1% 0.6% 0.3% 0.1%</p>
<p>connection to the network of consumers, disconnected due to nonpayment</p> <p>not more than 6 working hours after payment reflection, bill-submitting by the consumer or shift agreement</p>	<p>households – low voltage</p> <p>nonhouseholds – low voltage</p> <p>average voltage</p> <p>high voltage</p> <p>(per each overlimited day)</p>	<p>GEL 20</p> <p>GEL 30</p> <p>GEL 40</p> <p>GEL 50</p>
<p>proved reply to written claims of consumers</p> <p>reply in written form not more than 15 days</p>	<p>households – nonhouseholds –</p> <p>(per each overlimited day)</p>	<p>GEL 30</p>



COMMERCIAL QUALITY OF SERVICE

inspection of voltage quality or/and metering tools on the base of consumer's request	inspection and written reply not more than 5 working days	households – low voltage nonhouseholds – low voltage average voltage high voltage (per each overlimited day)	GEL 10 GEL 20 GEL 30 GEL 40
registration of subscribers and ensuring power supply	not more than 5 working days after receiving of a notification	households – nonhouseholds – (per each overlimited day)	GEL 20 GEL 40
connection of a new consumer to the network	period-limit defined by Commission under consumer connection package	(per each overlimited day) voltage step - 0.220 kv voltage step - 0.380, 6.-10 kv	of the distribution network connection fee 10% 5%



COMMERCIAL QUALITY OF SERVICE

- ✘ Although GNERC was all the time improving its decrees and regulations real breakthrough happened in november 2011:
- ✘ Doing Business project :
 - ✓ Georgia's aggregate ranking in 2011 which is measured by 11 indicators was – 17;
 - ✓ One of the indicators is - Getting electricity and by this indicator our ranking was – 91.



COMMERCIAL QUALITY OF SERVICE

× GNERC have introduced a so-called "one - stop shop" principle:

Voltage level	Capacity, kW	time for connection to the Distribution network (days)	fee for connecting the distribution network. VAT - including, Gel
0.220	1-10	35	400
	1-10	35	1200
0.380	11-30	40	4700
	31-50	40	7000
	51-80	45	10500
	81-100	45	12000
	101-125	45	14000
	126-200	45	21500
	201-320	60	33000
	321-500	60	50500
	501-800	90	80000
	801-1000	90	100000
6.-10	1-500	60	48500
	500-1000	90	94000
	1001-1500	90	137000
	1501-2000	90	177000
	2001-3000	90	257500
	3001-5000	90	416000



COMMERCIAL QUALITY OF SERVICE

- × New consumer has to fill application form which is adopted by the GNERC and pay half of the "capacity package" fee;
- × No additional documents are required;
- × Distribution company must respond on the application form in 5 days;
- × Everything including collection of permissions must be done by distribution company.



COMMERCIAL QUALITY OF SERVICE

- × The company is obliged to provide for a new customer, the person to contact;
- × Distribution company has to finish connection in the right time, otherwise fee reduces on 50 percent.
- × If new consumer does not get the response within 5 days, although distribution company is already working on connection, new consumer can ask GNERC for reducing the connection fee on 50 percent;

Thank you