

Service Quality Regulation in Georgia



Kiev

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Legal Framework

- In 2009 GNERC adopted the Resolution №9 on Approving Instructions for Monitoring of Indicators of Electricity Reliability by Electricity Distribution Licensees
- In 2016 GNERC adopted the Resolution №13 on Commercial Service Quality Rules which replaced the Resolution №6 on "Commercial Service Quality Rules Provided by Electricity Distribution Licensees" and also covered natural gas and water supply sectors.
- Resolution №10 on Grid Code which has been amended and added distribution network code. It defines parameters of electricity quality and sets limits for those parameters both for transmission and distribution networks



Commercial Service Quality Online Monitoring System

- Commercial Service Quality Online Monitoring System enables companies to report information on the fulfillment of the service provided by the "Commercial Service Quality Rules"

The screenshot shows the web interface of the Commercial Service Quality Monitoring System. At the top, there is a blue header with the GNERC logo and the text "Ministry of Energy and Water Regulatory Commission" and "Commercial service quality monitoring system". Below the header is a navigation bar with a "Reports" button and a user profile dropdown labeled "admin_energy".

The main content area features a search and filter interface. It includes a "Type of service" dropdown menu, a "Company" dropdown, and a "period" field. To the right, there are filters for "პასუხის უკვეცხის მიღების თარიღი" (Date of receipt of response), "CODE", and "Customer ID". Below these are buttons for "Result", "Status", "Manufact", "View Stat", "Comment", "Search", and "All".

Below the filters, there are several sections: "All", "Customers are informed of the date and duration of planned interruptions", "Unplanned interruption of supply is switched off for recovery", "Disconnected for nonpayment of debt for supplies of recovery", "Letters and statements", "Consumers appeals in writing to submit a written answer or / dareagireba", "Consumer appeal of the metering devices to check on the spot", "Customers on the basis of technical quality check", "Register as a subscriber", and "New Customers".

At the bottom, there is a table with columns for "COMPANY", "SERVICES", "MANUFACTURING", and "OPERATION". The table contains several rows of data, including entries for "JSC Energo-pro Georgia" with various service descriptions and dates.

COMPANY	SERVICES	MANUFACTURING	OPERATION
JSC Energo-pro Georgia	Register as a subscriber		Q
JSC Energo-pro Georgia	New Customers		Q
JSC Energo-pro Georgia	Consumers appeals in writing to submit a written answer or / dareagireba		Q
JSC Energo-pro Georgia	Unplanned interruption of supply is switched off for recovery		Q
JSC Energo-pro Georgia	Unplanned interruption of supply is switched off for recovery		Q
JSC Energo-pro Georgia	Customers are informed of the date		Q



Commercial Quality (1)

General Standard

1	Time for informing customers about the date and duration of a planned interruption	To meet the standard 90% of the interruptions must be timely informed
2	Time for informing customers about an unplanned interruption	To meet the standard 80% of the disconnected customers shall be reconnected on the timely basis
3	Call Centre's average holding time	To meet the standard 80% of the incoming calls must be responded



Commercial Quality (2)

Guaranteed Standard

#	Type of Service	Standard	Amount of Compensation
1	customer reconnection due to non-payment	Maximum 5 days Minimum 1 days	Residential customer – 5 GEL; Non- residential customer – 10 GEL
2	Written response to written customer inquiries	Maximum 10 days	Residential customer – 5 GEL; Non- residential customer – 10 GEL
3	Checking meter equipment upon request of a customer	Maximum 10 days	Residential customer – 5 GEL; Non- residential customer – 10 GEL
4	Registration as a customer and guarantee him with a supply of electricity	Maximum 5 days	Residential customer – 5 GEL; Non- residential customer – 10 GEL
5	Checking voltage quality upon request of a customer	Maximum 5 days	Residential customer – 5 GEL; Non- residential customer – 10 GEL



Reliability of Supply

- Instruction envisaged following indices of determining electricity reliability of supply:
 - System Average Interruption Duration per customer - SAIDI min/customer.
 - System Average Interruption Frequency per customer – SAIFI outage/customer.
- 2016 Electricity Distribution Companies were obliged to maintain annual indicators of reliability of electricity supply and improve them in case of low indicators. In case of worsening, the Commission is authorized to use appropriate sanctions

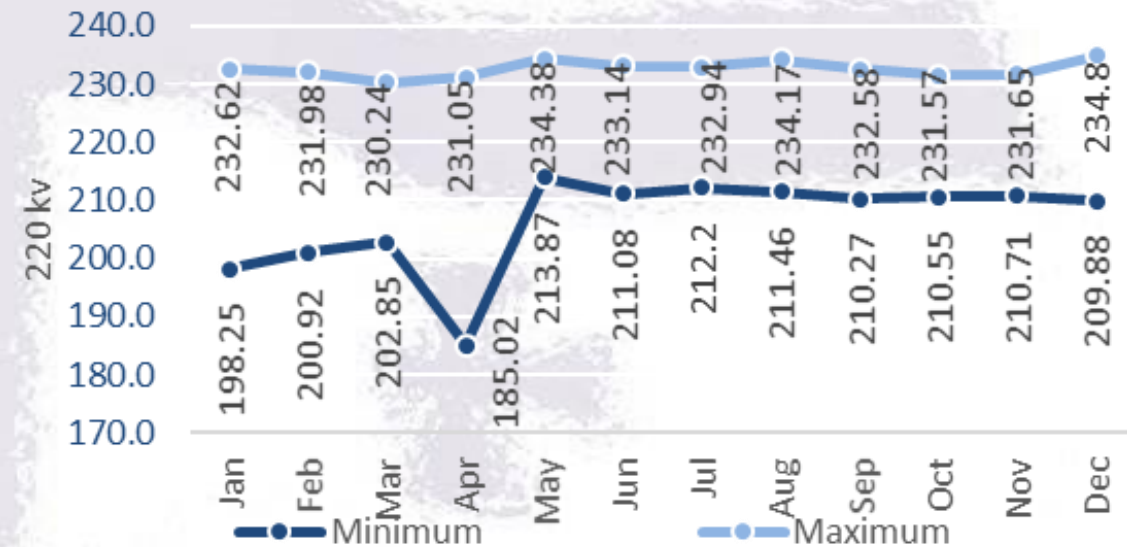
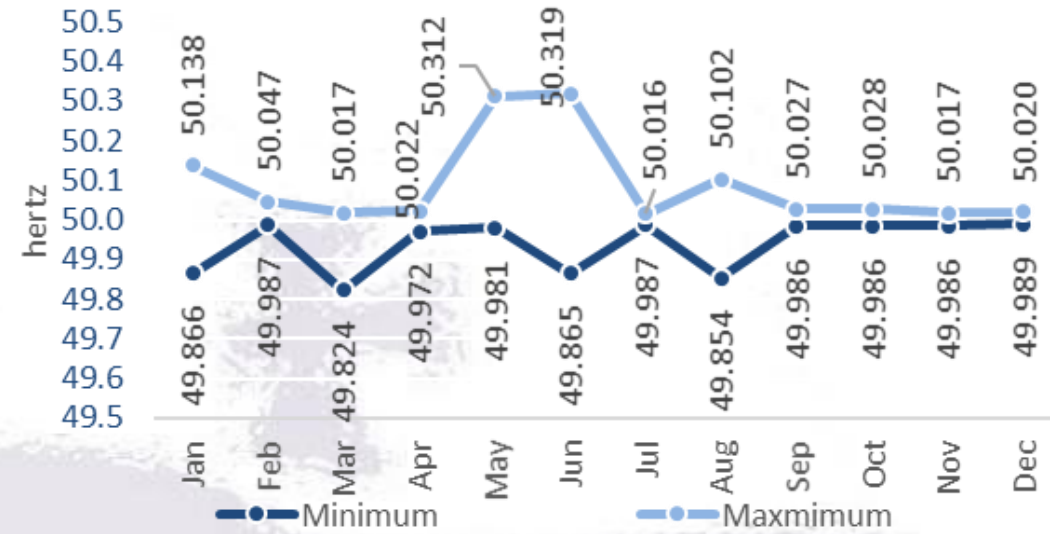
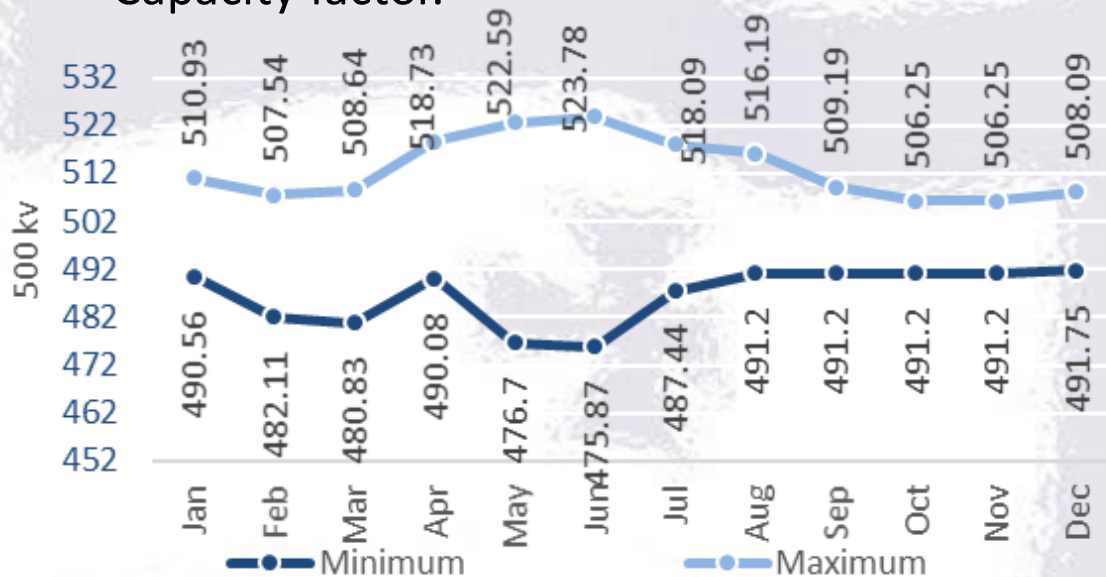
Company/Year	2014		2015		2016		
	SAIDI	SAIFI	SAIDI	SAIFI	SAIDI	SAIFI	
Telasi	487.5	6.85	323.83	5.897	314.2	5.44	
Energo-Pro Georgia	City	422	3.5	331	2.72	305	3.4
	Borough	937	8.1	750	7.05	669	7.55
	Village	3,061	26.2	2,476	22.96	2,203	24.9
Kaketi Energy Distribution	City	394	3.8	220.6	3.2	236.4	2.18
	Village	1,705	11.7	1,271.9	9.63	1,618.6	8



Voltage Quality (1)

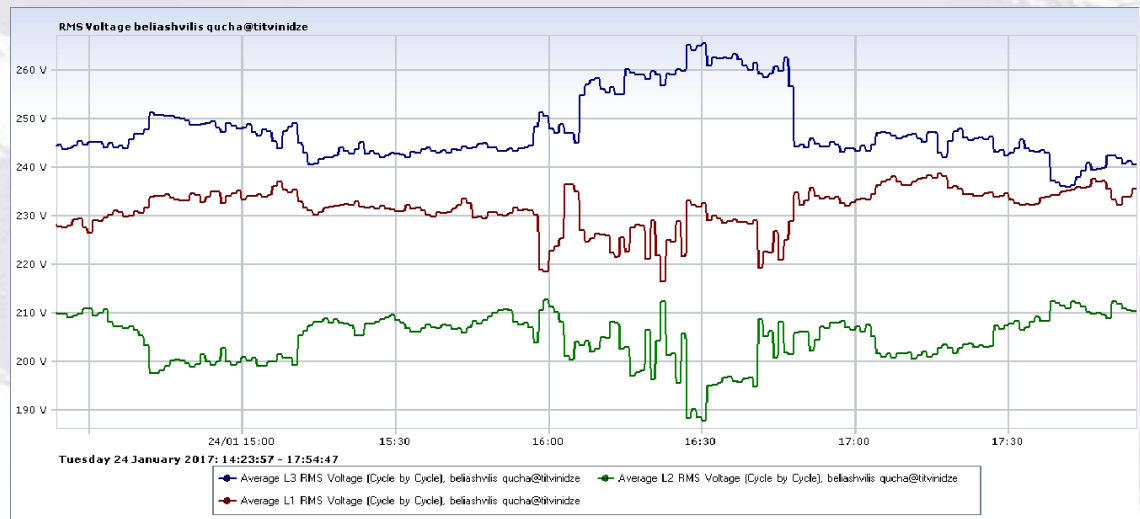
• Following frequency parameters are defined in the transmission network:

- Frequency limits (in parallel mode and in isolated mode);
- Voltage limits (normal and emergency situations);
- Harmonic distortion;
- Voltage fluctuation and flicker;
- Voltage asymmetry;
- Capacity factor.





Voltage Quality (2)





Future Plans and Challenges

- Price-cap regulation without any quality standards or incentive/penalty schemes for quality may provide unintended and misleading incentives to reduce quality levels
- Quality incentives can ensure that cost cuts required by price-cap regimes are not achieved at the expense of quality.
- The increased attention to quality incentive regulation is rooted not only in the risk of deteriorating quality deriving from the pressure to reduce costs under price-cap, but also in the increasing demand for higher quality services on the part of consumers



Future Plans and Challenges

- Develop incentive based regulation for QoS that is simple to understand
- Incorporate QoS standards in incentive based tariff methodology
- Active coordination with distribution licenses/customers in the process
- Improve monitoring procedures for data monitoring
- Improve voltage quality monitoring system and review incentive based regulation
- Incorporate information on reliability of supply in investment projects by distribution licenses

Thank you



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