



COMMERCIAL SERVICE QUALITY

MONITORING SYSTEM – CASE STUDY GEORGIA



QUALITY OF SERVICE

CONTINUITY OF SUPPLY

COMMERCIAL QUALITY

TECHNICAL QUALITY



SERVICE STANDARDS

THE OVERALL STANDARDS

 **Planned Interruptions;**

 **Unplanned Interruptions;**

 **Call Center;**

 **Reduction of the Average Interruption Duration (to be enacted on 01.01.2020);**

THE GUARANTEED STANDARDS

 **Connection of new customer;**

 **Registering as a subscriber;**


 **Restoration of supply;**

 **Provision of the written response or reaction;**

 **Inspection of the metering devices;**

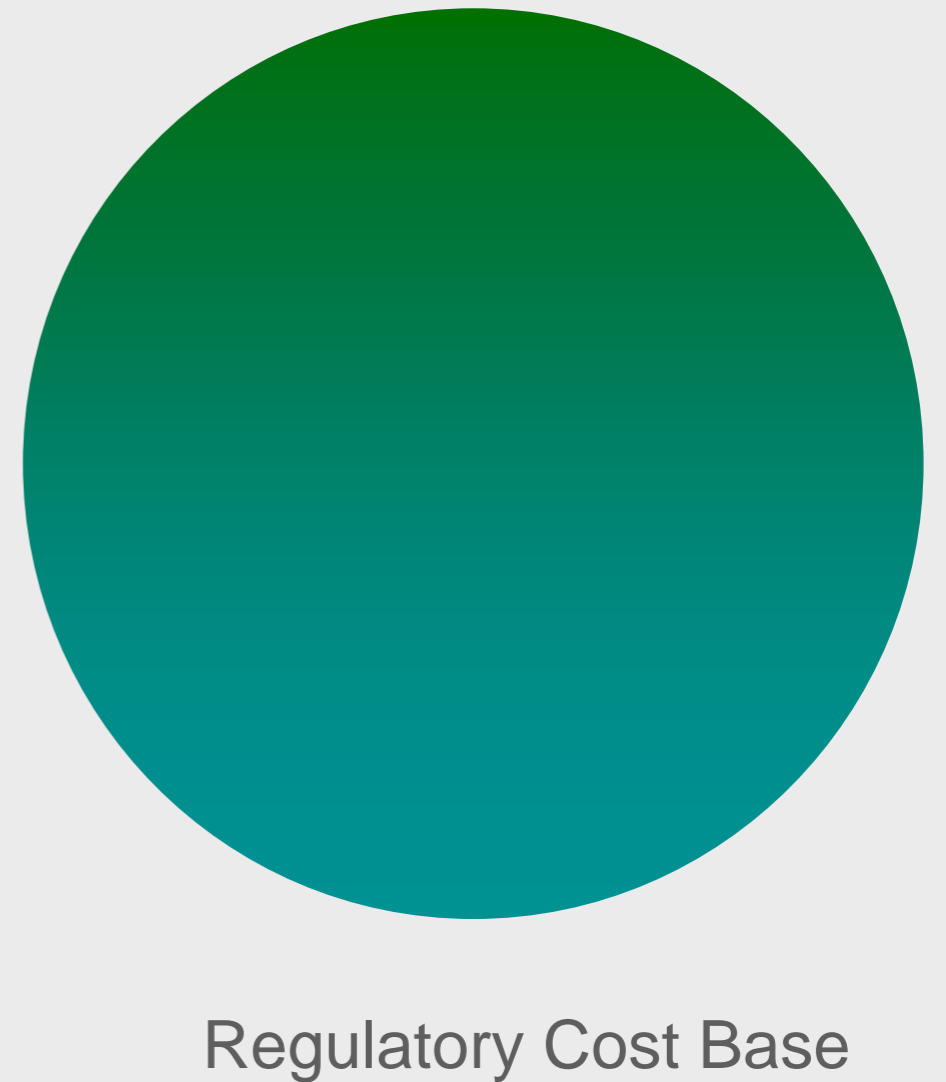
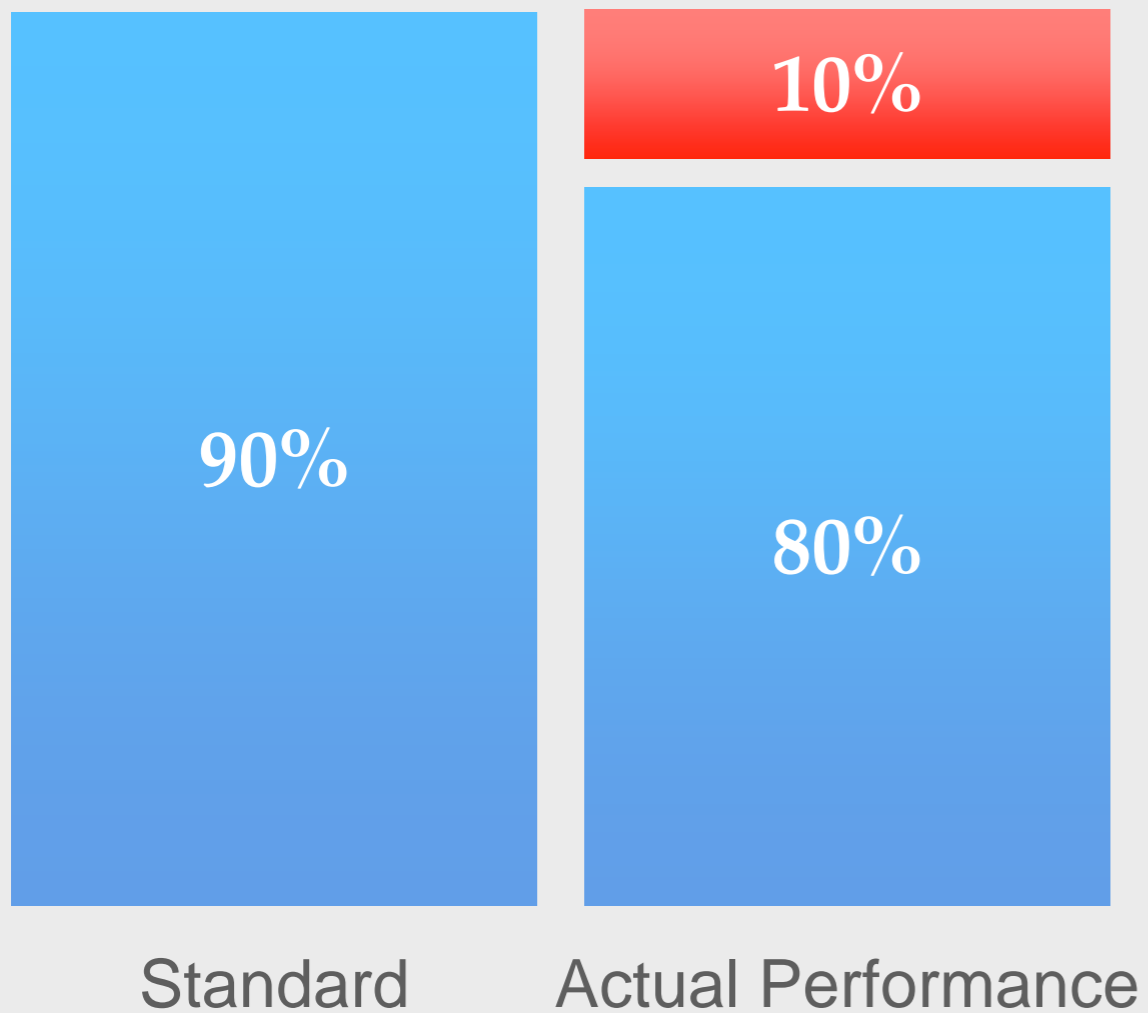
 **Inspection of the technical quality of supply.**

 **Issuing a technical condition (to be enacted on 01.07.2019);**

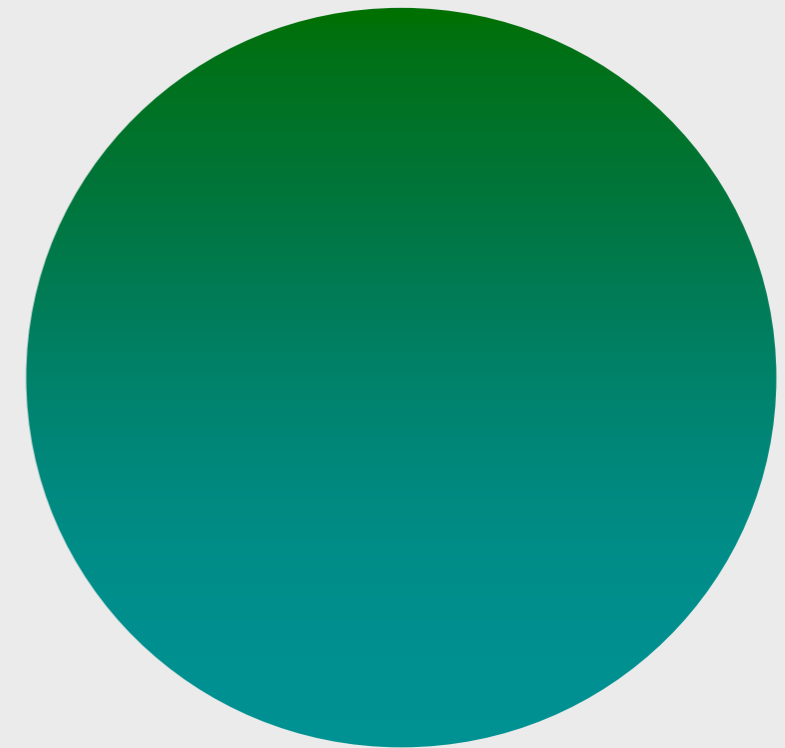
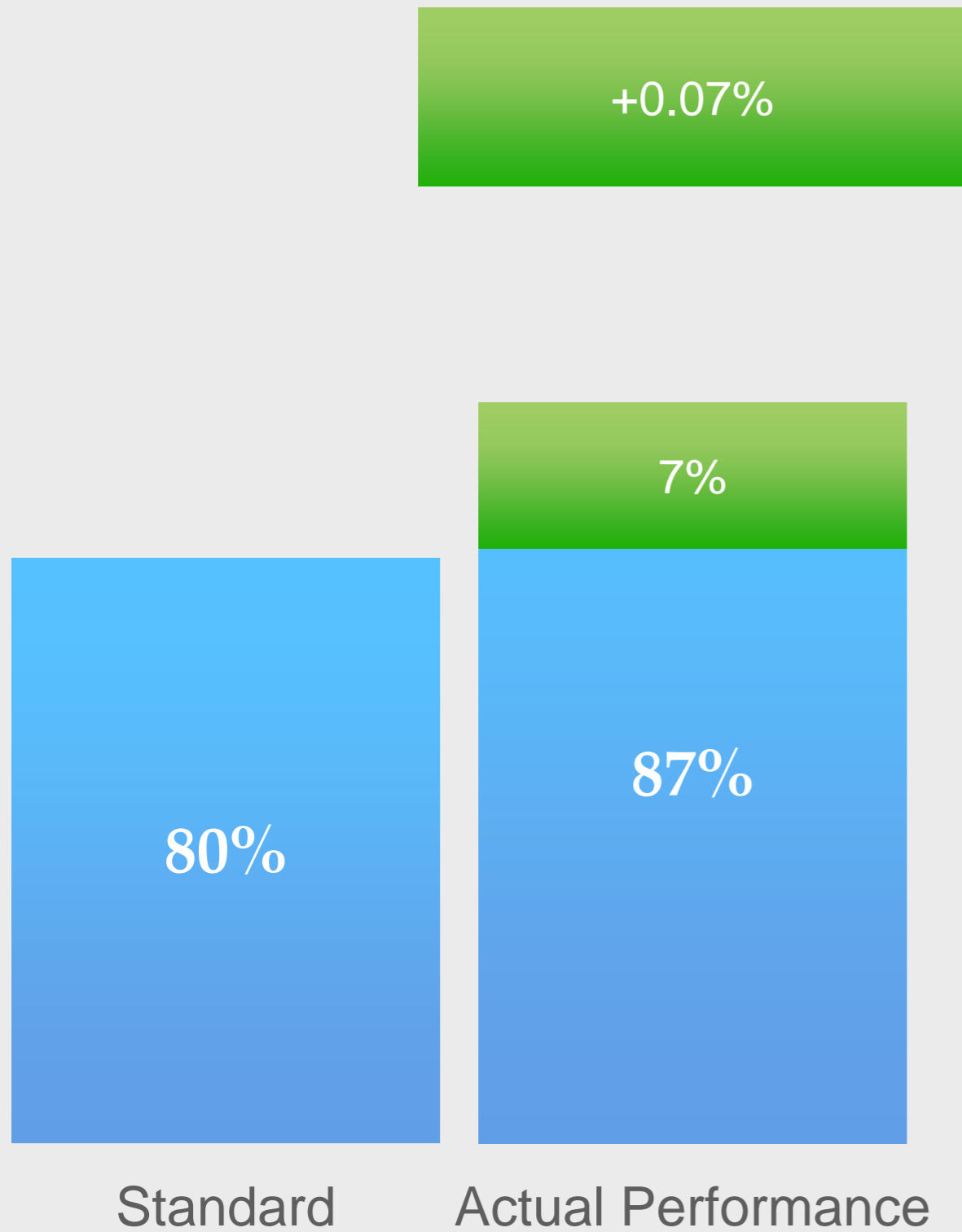
 **Technical supervision over the construction, meter installation and starting energy delivery to the property (to be enacted on 01.07.2019).**

IN CASE OF WORSENING THE OVERALL STANDARD - INFORMING A CONSUMER

-10 X 0.01%

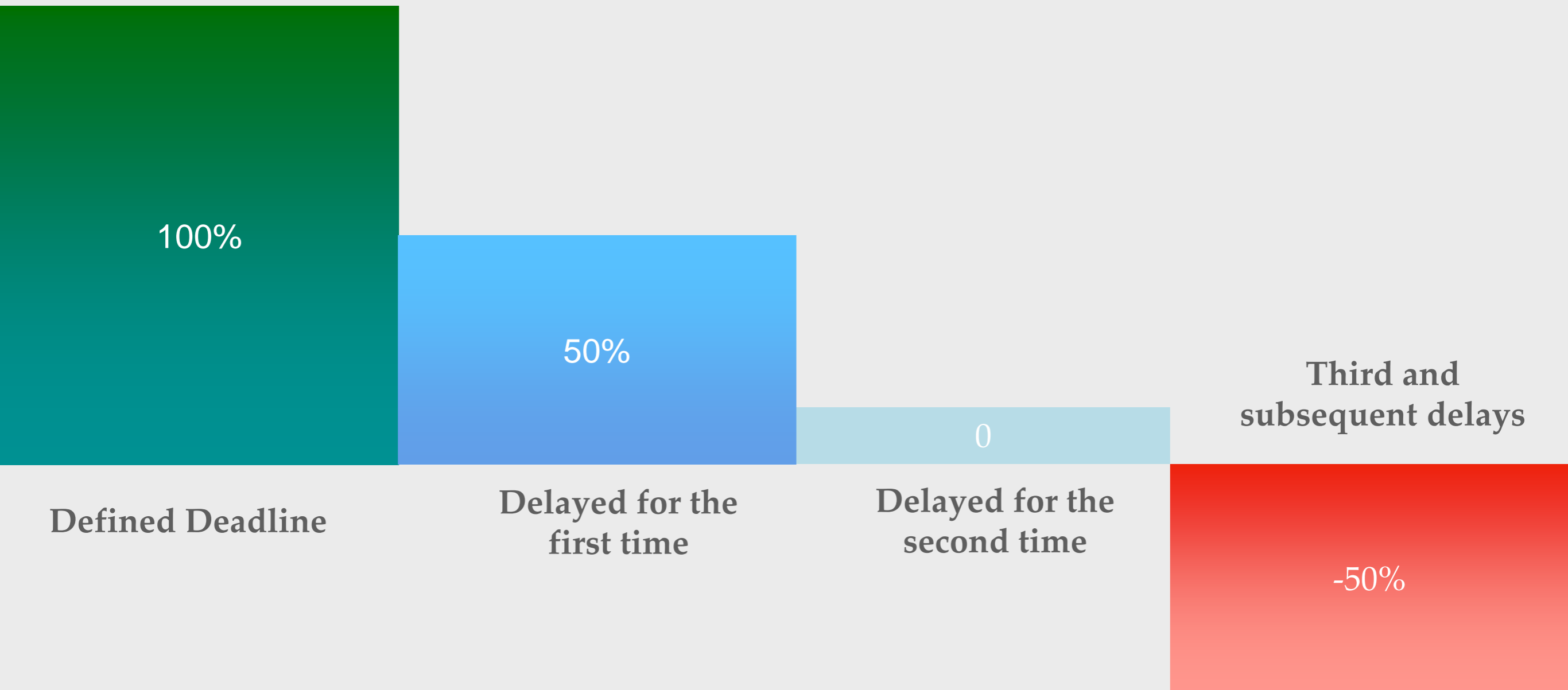


IN CASE OF IMPROVING THE OVERALL STANDARD - RESTORATION OF UNPLANNED OUTAGES



Regulatory Cost Base

OVERDUE PERFORMANCE OF THE NEW CONNECTION STANDARD



OVERDUE PERFORMANCE OF OTHER GUARANTEED STANDARDS

5 GEL \approx 1.57 EUR



Household
Customer

10 GEL \approx 3.14 EUR



Non-household
Customer

DOING BUSINESS RANKING

Georgia by Getting Electricity Index:



65th position
in 2016

39th position
in 2017

30th position
in 2018

39th position
in 2019

Georgia in the Ease of Doing Business Ranking:

2016	2017	2018	2019
23	16	9	6

How can we control the fulfillment
of quality of service standards



THE QUALITY OF SERVICE MONITORING SYSTEM

Data Providers

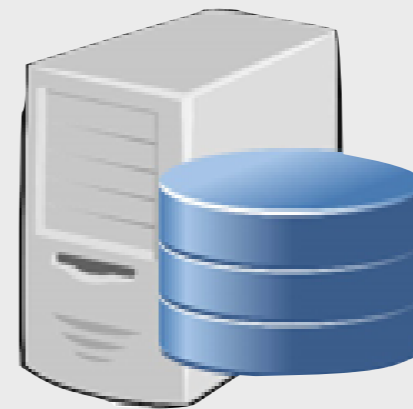
Data Collection

Data Base

Data Processing and analyzing



When balance is achieved



Utilities, as soon as they register the consumer's request

Receiving by Services or filling online

Data Base - My SQL

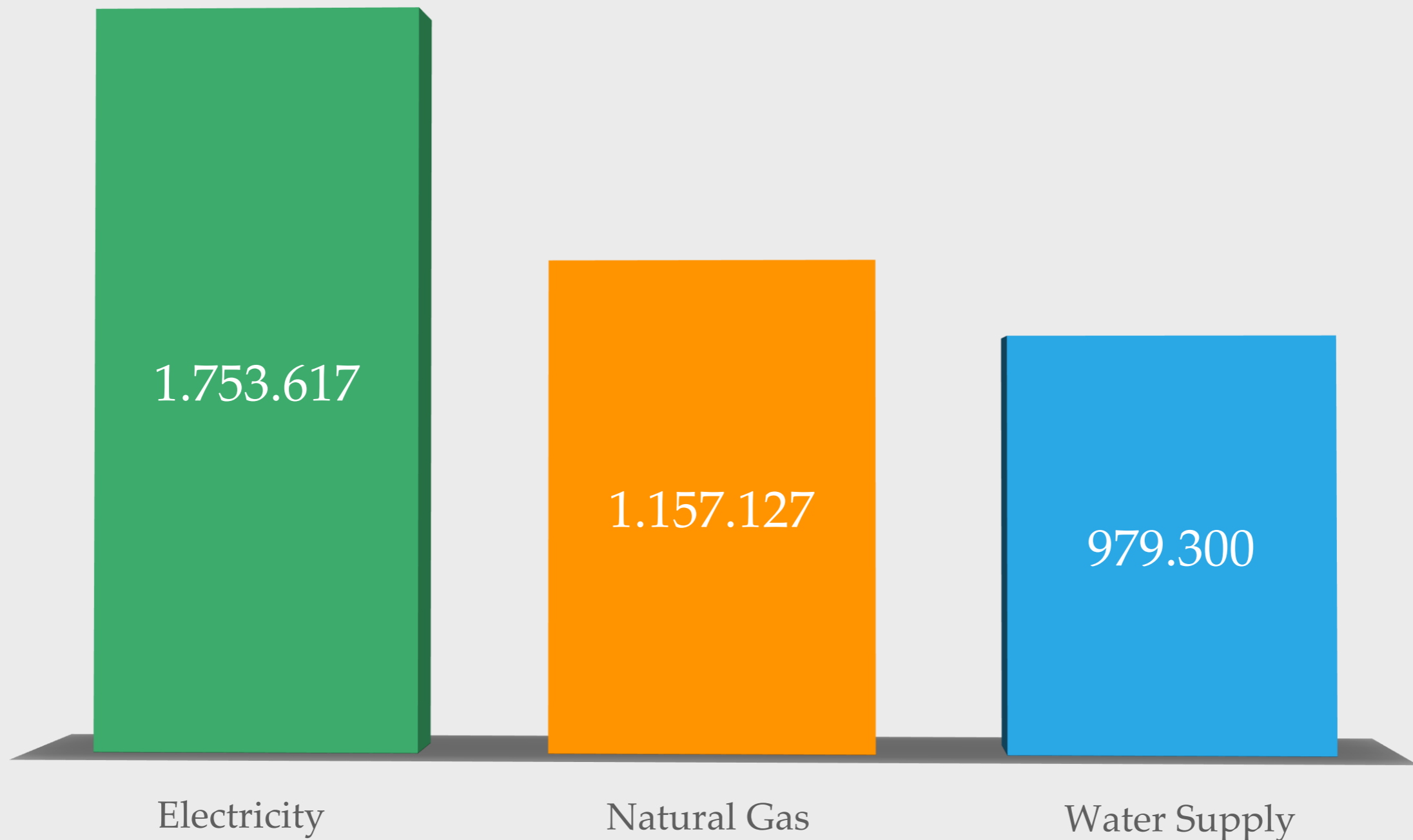
Analyzing data using BI software -QLIK View

THE QUALITY OF SERVICE MONITORING SYSTEM

STATISTICAL DATA FROM 2017 TO 2018



NUMBER OF CUSTOMERS IN THE SECTORS REGULATED BY GNERC



NUMBER OF RECORDS REGISTERED IN THE ELECTRONIC JOURNAL BY STANDARDS FOR EACH SECTOR

3 002 321 records

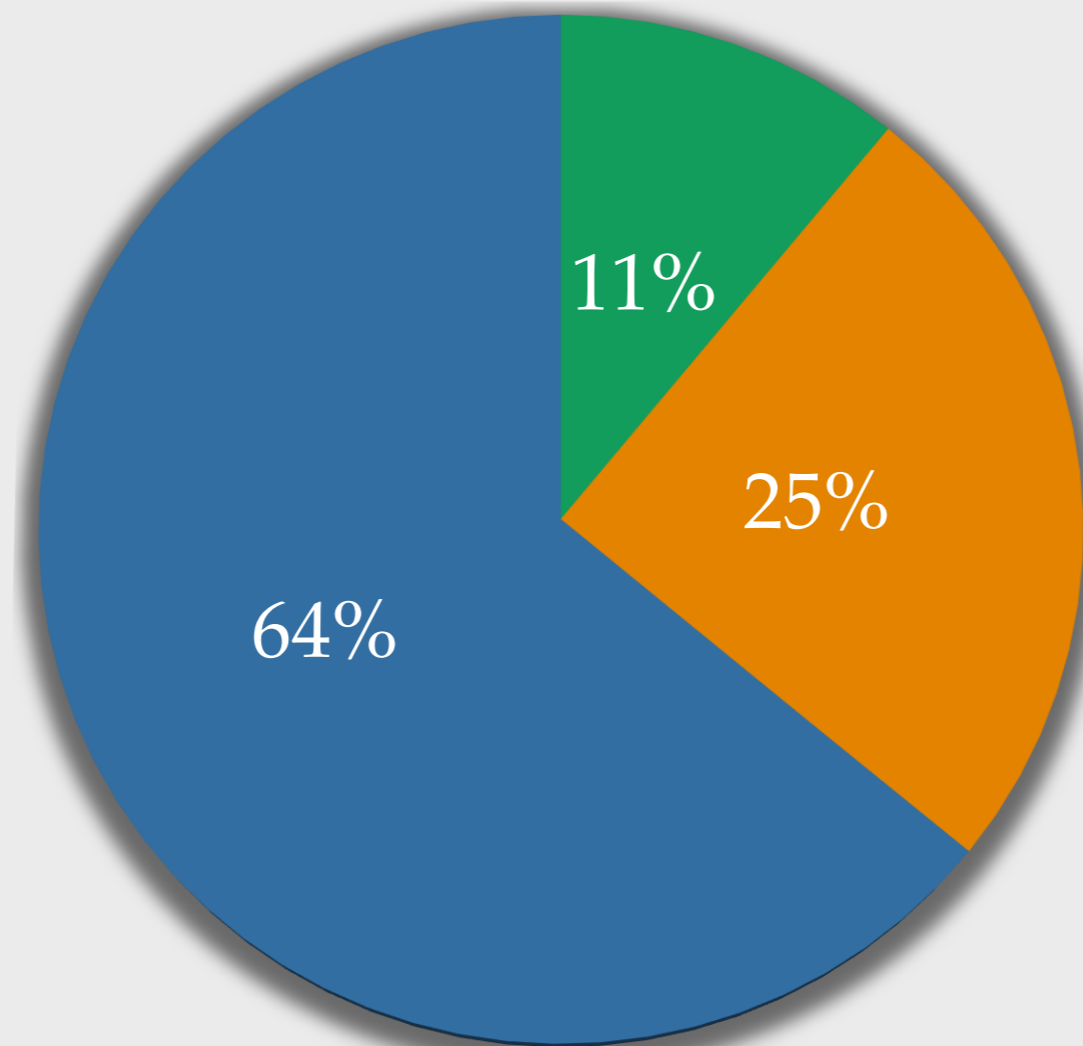
Standard	Electricity	Natural Gas	Water Supply
Total	2 087 570	632 952	281 799
Planned Interruptions	31 541	3 457	1 352
Unplanned Interruptions	53 145	1 859	19 181
Connection of new customer	26 638	146 898	10 519
Registration as a subscriber	73 344	42 766	34 082
Restoration of Supply	1 764 153	356 276	89 751
Provision of the written response or reaction	123 305	80 146	121 712
Inspection of metering devices	14 781	866	3 584
Inspection of technical quality of supply	663	684	1 618

PERCENTAGE OF FULFILLMENT OF THE STANDARDS

Standard	Electricity		Natural Gas		Water Supply	
Year	2 017	2 018	2 017	2018	2017	2018
Planned Interruptions	89 %	99 %	57 %	88 %	49 %	91 %
Unplanned Interruptions	94 %	95 %	82 %	78 %	63 %	89 %
Connection of new customer	91 %	98 %	83 %	98 %	60 %	73 %
Registration as a subscriber	91 %	100 %	95 %	100 %	77 %	98 %
Restoration of Supply	73 %	99 %	67 %	95 %	65 %	98 %
Provision of the written response or reaction	89 %	99 %	78 %	92 %	76 %	85 %
Inspection of metering devices	73 %	99 %	75 %	100 %	37 %	58 %
Inspection of technical quality of supply	70 %	96 %	97 %	100 %	36 %	66 %

PAID COMPENSATION BY EACH SECTOR

Total 4 764 885 GEL \approx 1 496 603 EUR

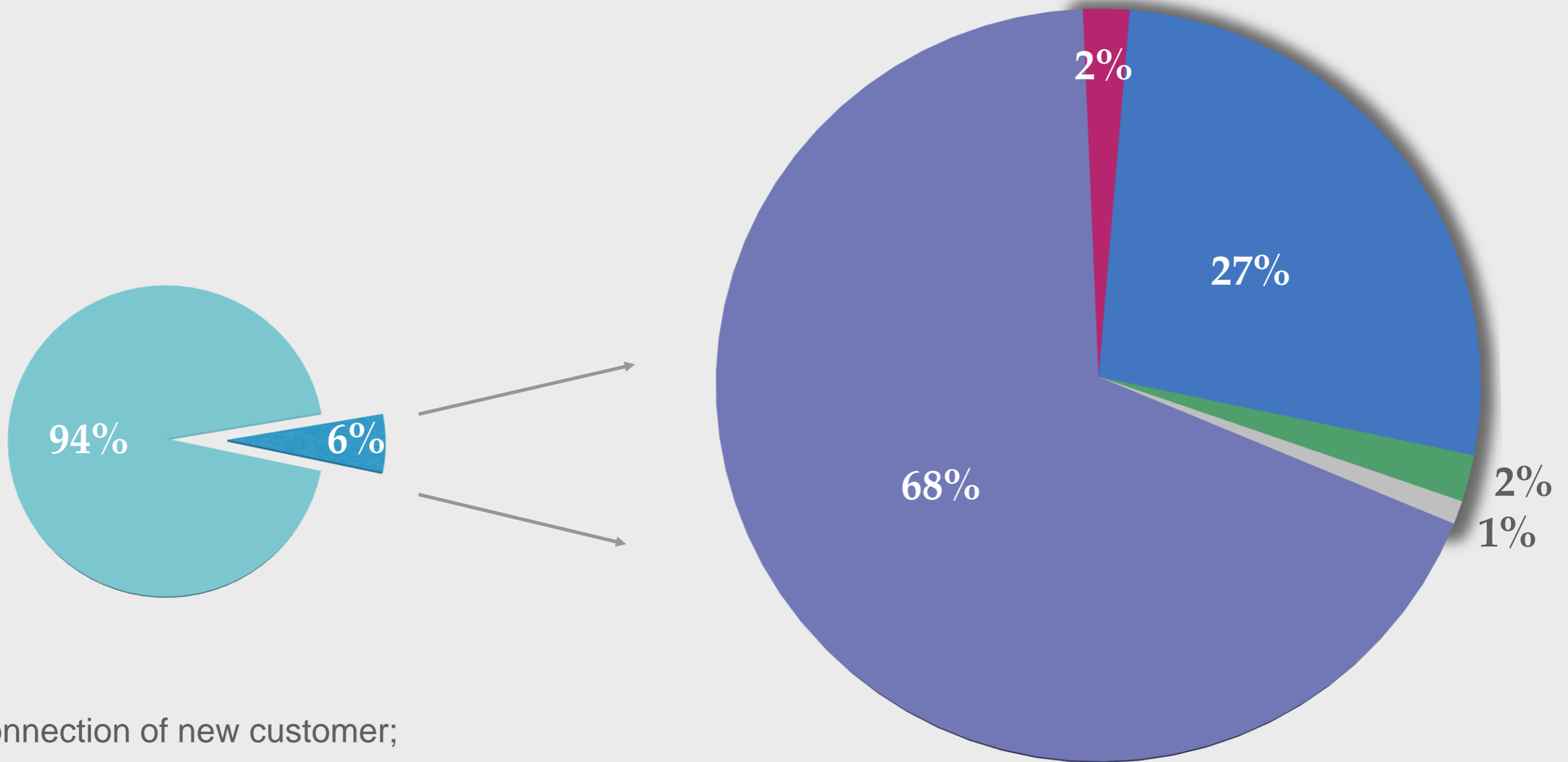


■ Electricity

■ Natural Gas

■ Water Supply

PAID COMPENSATION BY STANDARDS



- Connection of new customer;
- Registration as a subscriber;
- Restoration of supply;
- Provision of the written response or reaction;
- Inspection of metering device;
- Inspection of the technical quality of supply.

VERIFICATION TOOLS

Customers' applies to the Commission

Mystery Shopper Project



Mystery Shopper

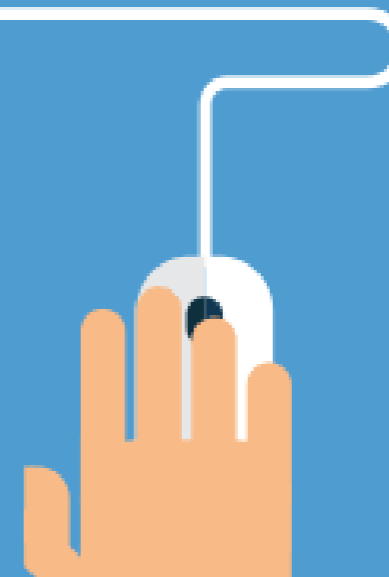
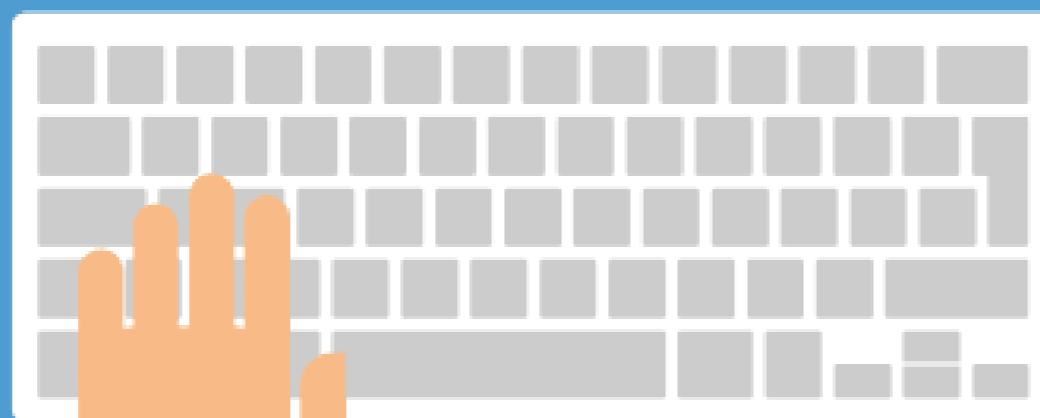
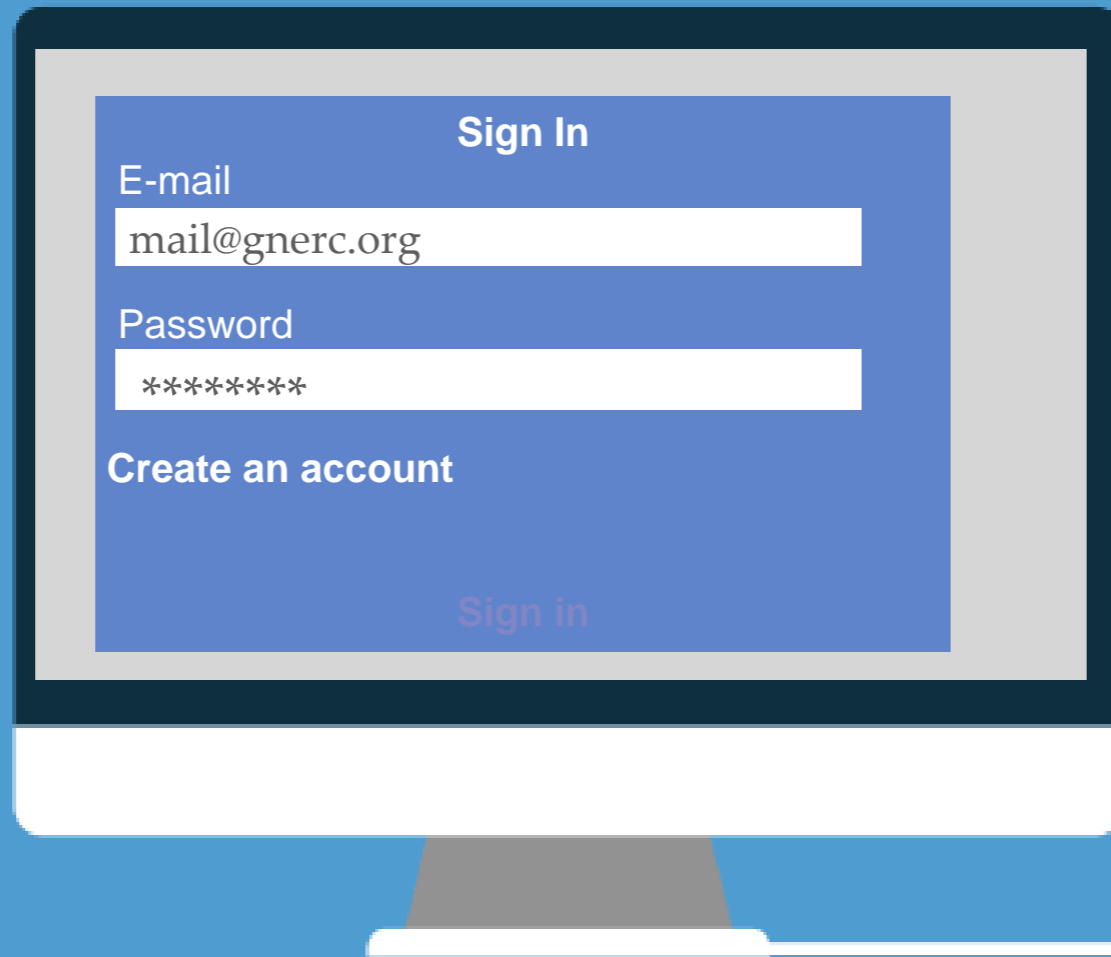
This project started on 1st of November, 2017

“4 Service G Sales” Ltd



Future Plans - Consumer's Portal

gnerc.org/cportal/public/main_page





Consumer's Portal



Statistics of Your Consumption



Interruptions



Apply to the Company



Status of your Application



Apply to the Commission



Comparison Tool



Pay your Bill



My Account

Questions



Thank you for your attention!

