



ევროკავშირი  
საქართველოსთვის  
The European Union for Georgia

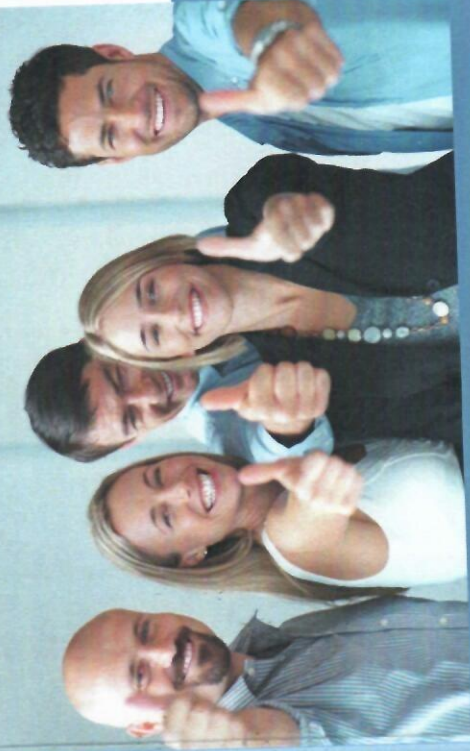
## Twinning

Twinning is a European Union instrument for institutional cooperation between Public Administrations of EU Member States and of beneficiary or partner countries.

Twinning projects bring together public-sector expertise from EU Member States and beneficiary countries with the aim of achieving concrete mandatory operational results through peer to peer activities.



This project is implemented by E-Control, the Austrian energy regulatory authority; CRE, the French Energy Regulatory Commission and RAE, the Greek Regulatory Authority for Energy in cooperation with GNERC, the Georgian National Energy and Water Supply Regulatory Commission.



## The European Union

The Member States of the European Union have decided to link together their know-how, resources and destinies. Together, they have built a zone of stability, democracy and sustainable development whilst maintaining cultural diversity, tolerance and individual freedoms. The European Union is committed to sharing its achievements and its values with countries and peoples beyond its borders.

<http://europa.eu>

This publication was produced with the financial support of the European Union. Its contents are the sole responsibility of E-Control and do not necessarily reflect the views of the European Union.



Twinning Project for  
Service Quality and Smart Metering  
in Georgia  
ENI/2018/403-468





## SERVICE QUALITY

Quality of supply, both in electricity and natural gas, is one of the topics GNERC developed in recent years by monitoring companies' service behaviour. GNERC took a step of regulatory development by introducing supply service standards with compensation payments to customers in case the standards are not met by the companies.

The objective is that customers can rely on continuous energy supply and its quality. Despite the positive developments of this regulatory area, GNERC asked for support to finalise work in this field in both electricity and natural gas sectors.

The quality of energy supply is critical to a nation's economic vitality and the well-being of society. With help of the European Union and through sharing the best European practices and know-how, the project will contribute to improving service quality and reliability of supply for electricity and natural gas sectors.

## The Facts

**Title/Target:** Development of Incentive Based Regulation for Service Quality and Regulatory Strategy to Support Roll-out of Smart Metering

**Project duration:** 21 months

**Budget:** 1.2 million EUR

## Stay connected

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## SMART METERING



By signing the Association Agreement with the European Union and becoming a member of the Energy Community, Georgia committed itself to fulfilling EU requirements for the energy market. The EU aims to strengthen the knowledge of final customers, making them active – and even pro-active – consumers participating in and consequently redesigning the energy market through their behaviour.

The project aims to support GNERC in developing a regulatory strategy to support roll-out of smart metering and in overall strengthening of its expertise in order to foster positive development of the Georgian electricity and natural gas market.

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