



როცა ბალანსი დაცულია

Role of the Regulator in Improving Customer Experience of Service Providers

Penalty Decision Against DSO

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Introduction

- Purpose of the Presentation:
 - Discuss violations and propose recommendations for service improvement.
- Importance of Compliance:
 - Ensuring reliable and accurate energy distribution.
 - Maintaining customer trust and satisfaction.
 - Upholding regulatory standards.

Background of the Case

- Telasi - Joint Stock Company operating under License No. 058.
 - Primary DSO within Tbilisi's administrative boundaries.
- Timeline of Events:
 - Inspection period: Dec 1, 2021 – Jan 31, 2022.
- Violation: Breach of service quality standards and license conditions
- Penalty: GEL 75,000 fine for poor customer service, billing errors, and meter reading violations
- Decision Date: February 28, 2022.

Reasons for Inspection

- • Surge in customer complaints: 531 complaints by Feb 25, 2022.
- • Key Issues Identified:
 - - Inaccurate billing, metering discrepancies.
 - - Delays in customer service response.
- • Regulatory Concerns:
 - - Possible non-compliance with distribution network and service rules.

Scope and Methodology of Inspection

- Inspection Objectives:
 - - Validate metering accuracy, assess billing processes.
 - - Evaluate customer service and complaint resolution.
- Areas Examined:
 - - Meter reading, data validation, staff performance.
 - - Review of billing records and physical meter inspections.

Customer Service Issues

- Increased customer complaints (531 reported cases)
- Errors in electricity billing, particularly in December 2021 and January 2022
- Meter reading issues leading to inaccurate bills for 35% of customers
- Non-compliance with the 30-day meter reading cycle, causing inflated bills

License Violations

- Failure to comply with GNERC's service quality regulations
- Inaccurate electricity consumption tracking and billing
- Usage of outdated meters (some meters older than 12 years)
- Inadequate response to customer complaints and failure to prevent repeated violations

Impact on Customers

- Billing Errors: Overcharging due to improper meter readings
- Meter Accuracy: Meters not meeting regulatory standards (17% of household meters found inaccurate)
- Customer Dissatisfaction: Resulting in significant negative feedback and an increase in complaints

GNERC's Investigation Findings

- Meters not replaced on time, leading to inaccurate billing
- High number of complaints about bill discrepancies
- Lack of structured process to validate meter readings or correct overcharges in time

Financial Penalties

- Fine: GEL 75,000 for failure to comply with customer service standards
- Further Sanctions: Warning of double fines for repeated violations within one year

Compliance and Corrective Measures

- Inspection of at least 1,000 meters for accuracy
- Regular submission of corrective action reports to GNERC
- Implementation of new control mechanisms for meter readings
- Monitoring transformer station balances

Key Areas for Improvement

1. Meter Accuracy: Replace outdated meters and conduct regular checks
2. Billing Transparency: Ensure accurate, timely billing
3. Customer Support: Enhance responsiveness to complaints
4. Staff Training: Improve technical skills of meter readers

Proposed Actions for Telasi

- Immediate Actions:
 - - Improve meter reading processes
 - - Increase transparency in billing adjustments
 - - Establish dedicated customer support lines
- Long-term Strategies:
 - - Upgrade meter infrastructure
 - - Implement proactive monitoring systems

Customer Service Improvement Strategy

- Digital Tools: Introduce mobile apps for real-time meter readings
- Complaint Management: Streamline resolution process
- Proactive Communication: Address customer concerns before they escalate

Monitoring and Accountability

- Dedicated task force to ensure compliance
- Regular audits of customer billing and service quality
- Submission of periodic performance reports

Benefits of Implementing Improvements

- Customer Satisfaction: Accurate billing and timely issue resolution.
- Operational Efficiency: Reduced errors, better resource management.
- Regulatory Compliance: Avoid future penalties, improve reputation.
- Industry Leadership: Set a positive example for the energy sector.

Conclusion and Next Steps

- Focus on improving customer trust and service quality
- Encourage stakeholder collaboration and feedback.
- Next Steps: Continuous monitoring, proactive customer service, and infrastructure upgrades



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Thank you for Your Attention !

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