

# **Georgian National Energy and Water Supply Regulatory Commission**

## **Availability of Information and Media Relations**

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**September 30, 2010**  
**Kutaisi, Georgia**

# **Importance of Information Availability for the Commission**

- One of the top priorities for GNERC is ensuring availability of information on Commission's activities for wide strata of population.
- Especially important is to ensure availability of information for the customers, for whom it is not just interesting, but some times vital to timely get information on specific activities of the Commission.
- Information is available to everybody

# **Documents Providing for Availability of Information**

- Section 3, General Administrative Code of Georgia;
- Article 12, Law of Georgia on Electric Power and Natural Gas;
- Statutes of the Commission.

# What is Interesting for Common Citizens?

- Civil society closely supervises transparency of GNERC's activities;
- Customers are very interested in tariffs. This is true both for increasing and decreasing tariffs;
- The attention is paid to the rights granted to utilities and consumers, since it is quite often that utilities violate the rights of the customers.

# Information Sources

- Website of the Commission: [www.gnerc.org](http://www.gnerc.org);
- Press-releases;
- Press-conferences

# **Providing Information Through Commission's Website**

- Department actively works for loading the website by the information, as well as for modernising its design;
- In 2009 the website was reconstructed to ensure easier access to the information for the users;
- The website contains comprehensive information on GNERC's activities that can be necessary/interesting for the various categories of population.



საქართველოს ენაიგაზიისა და მყარობაჩაბაზის  
მაჩაბიჩაბიჩი ეჩოვანი ეოიისი



## მთავარი

ჩვენს შესახებ

პარტნიორები

კანონმდებლობა

ლიცენზირება

ტარიფები

ელექტროენერგეტიკა

ბუნებრივი გაზი

წყალმომარაგება

ანგარიშგების ფორმები

ბმულები

ვაკანსია

გალერეა

## რეკომენდაციები

მომხმარებელთა  
ხაზურადღებოდ

## ხელმოწერა

OK

☐ ხელმოწერის გაუქმება

## სიახლეები

**ხემაქმა სს “თილახი” 5000 ლარით დააჯარიმა**

**„ენერგო-პროჯექტი“ 5000 ლარით დაჯარიმდა**

**კომისიამ შპს «ნტმ»-ს განაწილებისა და სამომხმარებლო  
ტარიფები დაადგინა**

კომისიის გადაწყვეტილებით, სს «გორიგაზის» არეალი გაფართოვდა და მის მფლობელობაში არსებულ გამანაწილებელ ქსელს შპს «აირი»-სა და შპს «ბრეთიგაზის» გამანაწილებელი ქსელები დაემატა. ასევე შპს «ნტმ»-ს ბუნებრივი გაზის გატარებისა და განაწილების ტარიფი განისაზღვრა 9.032 თეთრით, ხოლო სამომხმარებლო - 40.424 თეთრით (დღ-ს გარეშე).

**კომისიამ სასმელი წყლის მიწოდებისა და მოხმარების  
წესებში ცვლილება შეიტანა**

კომისიის გადაწყვეტილებით, ცვლილებები შევიდა «სასმელი წყლის მიწოდებისა და მოხმარების წესებში, რომლის თანახმად, მომხმარებლის ჩაჭრისა და ხელახალი მიერთების პირობით საფასურს ამიერიდან მარეგულირებელი კომისია დაადგენს.

**კომისიამ დაჯიბი მოქალაქეების სახარგებლოდ გადაწყვიტა**

15 ივლისის სხდომაზე საქართველოს ენერგეტიკისა და წყალმომარაგების მარეგულირებელმა ეროვნულმა კომისიამ რამდენიმე დაგა განიხილა.

წერილები და  
რეკომენდაციები



აქტუალური  
კითხვები



## საჯარო წარმოება

დაწვეულია საჯარო  
ადმინისტრაციული  
წარმოება.

ვრცლად...

ძიება საიტზე



## ფოტო გალერეა



# **Providing Information Through Commission's Website**

- Users of the website are licensees, customers, media representatives, governmental and non-governmental organisations.
- Daily the website is visited by 30-120 users.
- The acts passed by the Commission are published on the website on the day they come into effect.



# **Providing Information Through Commission's Website**

- Customers are able to review the draft acts on the website, and in case they have any comments or remarks, they can send such comments by e-mail or communicate them on the phone numbers indicated at the website.
- Commission's decisions are public. Any person can participate in administrative proceedings, notification on which is published at the Commission's website.
- Agenda of Commission's public hearings is published on GNERC website 7 days prior to the date of such hearings.

# Press-releases

- The department prepares updated information on the decisions made by the Commission and publishes it in the form of press-releases.
- Press-releases are published on the homepage. Besides these, they are e-mailed to all media means and various concerned companies/customers.

# Press-conferences

- The Commission systematically arranges press-conferences for journalists on the current issues.
- At the press-conferences journalists can get answers to questions interesting for them.

# Media Relations

- It is important to ensure the uninterrupted contact with media. Sociological researches show that about 75% of Georgian citizens get information from TV, radio, internet publications and newspapers.
- The Commission cooperates with the Georgian and foreign media. However, Georgian media shows higher interest in GNERC's activities.
- We annually make an agreements with various media means, with the purpose of ensuring dissemination of correct information.

# Media Relations

- Selection criteria are as follows: stability of media means' development, professionalism of journalists, rating of media means both in Georgia and abroad
- Annual agreement concluded in 2010:
- Information agency Interpressnews – [www.ipn.ge](http://www.ipn.ge)
- Information agency Geohotnews – [www.ghn.ge](http://www.ghn.ge)
- Radio station Apkhazetis Xma (Voice of Abkhazia) – FM 98.8

# Media Relations

- Through media we disseminate all the latest information on Commission's activities; information is prepared by the Department for Public and Media Relations in the form of press-releases and announcements.
- Media representatives are pre-informed by e-mail or phone on any public hearings or other events to be held in the Commission.
- If press journalists have any particular questions, they send the letter, which shall be answered by the Commission within 10 working days (Section 3, General Administrative Code of Georgia).

# Media Relations

- TV pieces are prepared on the preliminarily agreed issues on the agreed time.
- Often we are giving comments by phone. It should be mentioned that comments made this way are often misinterpreted. Journalists are perverting the information.
- In case of misinterpretation by the journalists, GNERC is operatively responding to such facts. We are sending a letter or calling to the editor, after which we are publishing the correct information in the form of “remark”.

# **What is the Main Subject of Interest for Media?**

- Information on tariffs;
- Information on sanctions imposed by the Commission;
- Annual reports of the Commission;
- Salaries of GNERC staff.



# Media Monitoring

- Department daily monitors coverage of Commission's activities by the media.
- For example, as of August 18, total number of articles covering energy and water supply sectors made 214. Majority of them comprises the information issued by GNERC in the form of press-releases.

# Seminars/Trainings

- Licensees;
- Energy and water supply utilities;
- NGOs;
- Journalists.

# Seminars/Trainings

- Especially important are seminars for journalists, since the major share of information is being disseminated by them.
- Energy and water supply are specific fields, and because of this, journalists are often unable to correctly perceive the information. In order to avoid misinterpretation of the information, it is necessary to properly inform journalists.

**Thank you for your attention**