**EU4Energy Governance: Kick-off meeting - Support in Development of the Regulation on Protection of Vulnerable Customers in Natural Gas and Electricity Sectors in Georgia**

**Venue:** Room 405, Sanapirio Street 2, Ministry of Economy and Sustainable Development Tbilisi, Georgia  
**Date:** Wednesday, 11th September 2019

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### Agenda details:

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<th>Time</th>
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| 10:00 | Introduction and project objectives                                       | Ms Branislava Marsenic  
ECRB Natural Gas and Customer Expert, Energy Community Secretariat  
Mr. Andrej Bartosiewicz  
EU Delegation to Georgia |
| 10:10 | Status Quo in Georgia                                                     | MoESD  
MoLHSA; SSA |
| 10:40 | Project approach and work plan                                           | Ms Rosária Nunes  
Senior Consultant Regulation, Energy Markets and Technology, DNV - GL |
| 11:00 | EU Acquis on Customer Protection and Energy Poverty (with focus on electricity and gas, specificity and difference) | Ms Rosária Nunes  
Senior Consultant Regulation, Energy Markets and Technology, DNV - GL |
| 11:10 | Theoretical Background on Methods to Assist Vulnerable Customers         | Ms Rosária Nunes  
Senior Consultant Regulation, Energy Markets and Technology, DNV - GL |
| 12:00 | Documentation, open discussion and questions                              | All participants |
| 12:20 | Deliverables, timeline and project organisation                           | Ms Rosária Nunes  
Senior Consultant Regulation, Energy Markets and Technology, DNV - GL |
| 12:40 | Conclusions and follow up                                                 | Ms Branislava Marsenic  
ECRB Natural Gas and Customer Expert, Energy Community Secretariat |

*The EU4Energy Initiative covers all EU support to improve energy supply, security and connectivity, as well as to promote energy efficiency and the use of renewables in the Eastern Partner countries Armenia, Azerbaijan, Belarus, Georgia, Moldova and Ukraine. It does this by financing projects and programmes that help to reform energy markets and to reduce national energy dependence and consumption. Over the longer term, this makes energy supply more reliable, transparent and affordable, thus reducing energy poverty and energy bills for both citizens and the private sector.*