



## Georgia Public Service Commission

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**For Immediate Release**

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### Consumer Advisory

#### “The Rest of the Charges”

Atlanta, February 20, 2007 -- Customers are generally aware that natural gas marketers charge a monthly customer service fee and many charge an early termination fee whenever a fixed rate contract is broken prior to expiration. However, customers may not be aware of charges that are assessed for other services rendered.

While customers of natural gas marketers are able to switch providers as often as they wish, they are only entitled to one free switch during a twelve-month period. After the first switch, there is a \$7.50 switch fee assessed for each change in provider that occurs during that twelve-month period.

Following is a schedule of fees, expressed as a range, some marketers charge for various services.

You will need to contact your marketer or prospective marketer to get the exact cost it charges.

Fee	Price Range
Service Connection (Installation)	\$25.00 - \$50.00
Pay-By-Phone	\$3.00 to \$10.00 plus \$4.95 for each \$500.00 over \$1000.00
Seasonal Reconnect	\$25.00 to \$75.00
Administrative (associated with debt collection)	No cost to actual costs incurred to collect the debt.
Get duplicate bill(s)	No cost to \$10.00
Service Reconnection	\$25.00 to \$50.00
Disconnection of Service	No cost to \$25.00
Return Check	\$25.00 to \$50.00
Early Termination or Cancellation	\$50.00 to the difference between what customers paid under fixed rate and what they would have been paid under a variable rate.

For additional information regarding natural gas marketers, visit our website, [www.psc.state.ga.us](http://www.psc.state.ga.us).

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