



Transfer of Customers from City of Monroe to Atlanta Gas Light Company Frequently Asked Questions

Why is my service being transferred to Atlanta Gas Light Company?

Your service is being transferred because your home is located in an area that's assigned solely to Atlanta Gas Light Company to provide service.

When will the transfer of service take effect?

The transfer of service should occur sometime between April 17, 2007 and May 18, 2007, which should occur without any noticeable disruptions. Although you should not notice the transfer occurring, you still must select a natural gas marketer by date May 18, 2007.

Can I choose to continue service with the City of Monroe?

No. The Georgia Public Service Commission ruled that the City of Monroe must transfer the customers in the identified Oconee County service area to Atlanta Gas Light Company. Since you live within the boundaries of this area, this change will affect you.

When will I receive my final bill from the City of Monroe?

Approximately 15 days after the transfer.

What action do I need to take during my transfer to Atlanta Gas Light Company?

You must select a natural gas marketer by May 18, 2007. If you do not select a marketer, one will be assigned to you by the Georgia Public Service Commission.

Does Atlanta Gas Light Company sell gas?

No, Atlanta Gas Light Company is a natural gas distributor. Atlanta Gas Light Company became a pipes-only gas company in 1998, when it elected to open the sale of gas in its territory to competition pursuant to the Natural Gas Competition and Deregulation Act of 1997. Natural gas marketers sell the gas to you and then Atlanta Gas Light Company ensures it reaches your home through its pipeline distribution system.

What is a natural gas marketer and why do I need one?

Marketers are companies certified by the Georgia Public Service Commission to compete to provide natural gas service to you. Marketers arrange the buying and selling of natural gas to your home or business. Marketers are your first contact for questions about your natural gas service or billing. Atlanta Gas Light Company maintains the company-owned pipes and is available 24 hours a day to respond to natural gas emergencies.

Will I receive a bill from both Atlanta Gas Light Company and the marketer from which I buy my gas?

No. Atlanta Gas Light Company's base charge, which is regulated by the Georgia Public Service Commission, will be included in your monthly bill from your marketer. The base charge represents Atlanta Gas Light Company's cost of delivering gas to your home or business, pipeline maintenance and meter reading. The charge is the same regardless of the marketer you choose.

How do I sign up with a marketer?

You may contact a marketer by telephone, internet, or written correspondence to sign up for service. The information you need to choose and contact a marketer is included in this package. After you are enrolled successfully, you will receive a package in the mail containing your terms of service, disclosure statement, and any contracts as applicable. Please inspect the package carefully to ensure that you receive only services you requested.



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Will I pay higher rates with a marketer than I do with the City of Monroe?

Whether or not your rates will be higher with a marketer will depend upon the choices you make with regard to the marketer you select to provide your service and the pricing plan you choose.

Will I have to pay a deposit? If so, what's the highest amount?

Each marketer has its own deposit policies, most often based upon an individual's credit evaluation among other factors. So be sure to inquire about such policies when selecting a marketer. However, under no circumstances shall a deposit exceed \$150.00 for residential customers.

How long can a marketer hold my deposit? Will I receive interest on my deposit refund?

Upon six months of timely payments, the deposit will be refunded to you with interest.

Will my gas be turned off during the transition?

No, the transition will take place without interruption of your service. Your service will only be interrupted if a safety issue is identified.

Who do I call if I can't resolve an issue with my marketer?

You may contact the Georgia Public Service Commission at 404-656-4501, locally; 1-800-282-5813, toll-free.

Which commissioner is assigned to my area to handle consumer issues?

Commissioners are not assigned to represent any particular portion of the state. They serve the entire state.

If I have an outstanding complaint with the City of Monroe after the transition, should I address those concerns with Atlanta Gas Light Company?

No. You should continue to pursue resolution of the matter with the City of Monroe, since the event occurred while you were a City of Monroe customer.

What if I have additional questions about the transfer of my natural gas service from the City of Monroe to Atlanta Gas Light Company?

Representatives from the Georgia Public Service Commission, Atlanta Gas Light Company and the City of Monroe will be available to answer your questions at an informational Town Hall Meeting at 7:00 p.m. on March 21 at the Oconee County Civic Center. If you are unable to attend that session to have your questions addressed in person, the following resources are available:

On the Internet

Georgia PSC	www.psc.state.ga.us
Atlanta Gas Light Company	www.atlantagaslight.com/monroe
City of Monroe	www.monroega.com

On the phone

Georgia PSC	404-656-4501, locally; 1-800-282-5813, toll-free.
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