

PSC ISSUES SCORECARD FOR NATURAL GAS MARKETERS

ATLANTA—In an effort to provide Georgia citizens with an additional resource to use in the selection of a natural gas marketer, the Public Service Commission (PSC) today issued scorecards comparing all 18 natural gas marketers by the volume of consumer complaints received. These scorecards, which can be found on the PSC's web site (www.psc.state.ga.us) from September 1999 forward, list the percentage of complaints received for every 10,000 customers that a particular marketer serves in Georgia. Complaints are broken down into three separate categories: billing, service and deceptive marketing practices—which include "slamming."

"By posting these scorecards on the Commission's web page, it is our intention to arm consumers with more information about the newly deregulated market that can be used in arriving at a decision which marketer to choose," commented PSC Chairman Stan Wise. "Further, by making this information so readily available to the public, it is our hope that marketers will continue to appreciate the need to run clean and efficient operations in this state," Wise added.

While the scoring is based upon the total number of complaints received by this agency, the PSC recognizes that a gas marketer may not be at fault in any given instance in which a consumer makes a complaint. Such a determination can only be made when a final investigation is complete.

Under the Natural Gas Marketing Act of 1997, some 1.4 million consumers successfully moved from the incumbent natural gas provider, Atlanta Gas Light Company, to one of the 18 certified natural gas marketers in Georgia.

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