

MEDIA ADVISORY
GEORGIA PUBLIC SERVICE COMMISSION

FOR IMMEDIATE RELEASE: November 21, 2000
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PUBLIC SERVICE COMMISSION STRESSES UTILITY DISCONNECT RULES

Due to the unseasonably cold weather, the Georgia Public Service wants to re-emphasize its rules and regulations on the disconnection of natural gas and electric utility customers. Commission rules require two different notice requirements. First, the company must provide written notice to any customer of the proposed disconnection at least five (5) days prior to the date of disconnection. Second, the company must make a good faith effort to make personal contact with the customer by telephone, certified mail or other method at least two (2) days before the proposed disconnection.

Disconnection must be done on a business day so the customer may pay the marketer's representative. Lastly, disconnection is prohibited if the temperature at 8 a.m. on the day of the proposed disconnection is below 32 degrees.

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