



NEWS RELEASE
GEORGIA PUBLIC SERVICE COMMISSION

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Public Service Commission Finds Georgia Natural Gas Violates Terms of Service

ATLANTA – Georgia Public Service Commission staff members discovered last week that Georgia Natural Service violated its terms of service in billing customers for the cost of natural gas and overcharged them for the cost of their gas. The Commission is calling on GNG to refund its customers any overcollections.

On January 19, 2001, Georgia Natural announced an increase in its rates effective January 19, 2001 from 99 cents per therm to \$1.14 per therm. However, on Friday, January 26, 2001, Commission staff found that GNG was charging customers the increased rate before that date as customers' meters were being read. This action violates GNG's terms of service which states "The price per therm used to determine your Gas Charge is GNG's state price per therm as of the ending meter reading date on your bill." Commission staff notified GNG on January 29, 2001 of this violation. GNG admitted the error.

The Commission could fine GNG up to \$15,000 per violation plus \$10,000 per day each day the violation continues. However, such penalties could be assessed only after a full hearing before this Commission.

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