



NEWS RELEASE
GEORGIA PUBLIC SERVICE COMMISSION

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PSC Chairman Directs Natural Gas Marketers to Respond to Consumers

ATLANTA – In a sternly worded letter to the Chief Executive Officers of all natural gas marketers operating in Georgia, Public Service Commission Chairman Lauren “Bubba” McDonald, Jr. criticized marketers for failing to adequately alleviate consumer concerns about high gas prices, billing problems and the availability of payment assistance programs. As a result of their inaction in these regards, McDonald stated that the Commission has “literally been under a state of siege, swamped by an unprecedented number of calls, letters and emails” as consumers are “experiencing shock, disbelief and outrage following receipt of their January gas bills”.

In his correspondence, McDonald directed the gas marketers to inform the Commission of exactly what they are doing “to reassure Georgia consumers that things are going to be okay.” McDonald also took natural gas marketers to task for having shown a “lack of foresight regarding the public relations aspect of this problem, the practices that have compounded this problem and a lack of resources devoted to handle this problem.”

McDonald demanded that the CEOs to report back to him immediately on how they will handle these ongoing consumer concerns.

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