



MEDIA ADVISORY

GEORGIA PUBLIC SERVICE COMMISSION

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PSC Alerts Consumers About NewPower's Exorbitant Late Fee

ATLANTA – After receiving numerous complaints from NewPower customers about a new \$25 late fee, the Georgia Public Service Commission (PSC or the Commission) is advising consumers that they have the right to shop around for another marketer if they find the fee objectionable. Last month, NewPower gave its customers advance notice of the increase in accordance with Commission rules. However, the Commission took issue with the increase because of its retroactive application to fixed-rate agreements already in effect. These agreements, many of which run for a period of two years, carry a \$30 early termination penalty.

In response to the Commission's concerns, NewPower has agreed to waive the early termination charge if customers contact the Company between now and November 14. The waiver is limited to those customers that object to the new \$25 late fee and wish to switch to another marketer for that reason. NewPower can be contacted at 1-866-297-4457 or 1-866-434-3207. Consumers who elect to switch should request a written statement from NewPower indicating that the \$30 cancellation charge will be waived.

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