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News Release

PSC Approves Rules To Implement Provisions of the Natural Gas Consumer's Relief Act

ATLANTA, August 27, 2002 – Consumers will benefit from improved customer service standards and stricter billing requirements placed on their natural gas marketer under rules the Georgia Public Service Commission (PSC or Commission) approved today. Commission Chairman David L. Burgess said, “These rules will provide additional protection for consumers in this state.” The rules comply with the Natural Gas Consumers Relief Act, passed during the 2002 General Assembly. Specifically, the approved rules include:

- **Service Quality Standards for Atlanta Gas Light Company, Natural Gas Marketers and the Regulated Provider:** These rules set performance standards for call center operations, billing and collections, payment processing, switching of customers between marketers, complaint handling, customer satisfaction, meter reading accuracy and timeliness, responsiveness to consumers and compliance with PSC requirements.
- **Natural Gas Marketer Billing Practices:** The rules require enhanced standards for the content and accuracy of various components of gas bills, establish a reasonable period of time when a bill is due; place limits on when and how much of a late fee can be charged; require the use of the marketer's published price at the beginning of a consumer's billing cycle for assessing various charges.
- **Residential Natural Gas Disconnections :** Amendments to the existing rules include an extension to 15 days the required notice before a residential consumer can be disconnected, as well as other natural gas service disconnection protections.

The PSC has worked diligently to implement rules to require all marketers and Atlanta Gas Light Company to deliver to consumers a more universally acceptable level of customer service in all aspects of the gas business.

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