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News Release

PSC Accepts Stipulation To Resolve Violations Of Natural Gas Consumers' Relief Act By Georgia Natural Gas

ATLANTA, February 18, 2003 – The Georgia Public Service Commission today accepted a stipulation executed by natural gas marketer Georgia Natural Gas to resolve complaints from six of the company's customers whose gas service was disconnected in error for non-payment, a violation of the Natural Gas Consumers' Relief Act. The Commission vote was 3-2 to accept the stipulation, with Commissioners David Burgess, H. Doug Everett and Stan Wise voting in favor and Robert Baker and Angela Speir voting no.

The stipulation requires Georgia Natural Gas to contribute \$10,000 to the Low Income Heat Energy Assistance Program (LIHEAP) and to credit the customers' accounts by various amounts. The stipulation also covers at least 225 additional customers who were disconnected in error. The Commission approved an amendment by Commissioner David Burgess that would credit the accounts of all consumers disconnected in error between September 23, 2002 and February 17, 2003, providing direct customer credits in the neighborhood of \$44,500.

Georgia Natural Gas has also represented in its stipulation that it will modify its billing and customer service systems in order to prevent the occurrence of any further erroneous disconnections.

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