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News Release

PSC Approves Agreement to Resolve Issues with Natural Gas Marketer Shell

Atlanta, August 3, 2004 — The Georgia Public Service Commission (Commission) today unanimously approved an agreement (or stipulation) to resolve issues with Shell Energy Services Company, LLC (Shell) stemming from unauthorized switching of customers during a telemarketing campaign last year. The approved agreement calls for: Shell to contribute \$50,000 to Georgia's Low-Income Home Energy Assistance Program (LIHEAP); to make restitution, including refunds of all charges plus payments of \$100 each, to 18 consumers who were found to have had their natural gas service switched without proper authorization; and to pay 516 additional customers \$50.00 each based on misinformation provided during the campaign.

More information on this issue can be found using the docket search on the Commission website, www.psc.state.ga.us, and entering Docket Number 9404.

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