

4-Steps to Managing Your Utility Bill

Consumer Education

Learn all you can about your utility services because knowledge is power.

- Talk with your service provider to get answers to questions you may have. Contact information is on the bill.
- Contact the Georgia Public Service Commission to get literature about the competitive natural gas market in Georgia.
- Visit Atlanta Gas Light Company's website, www.aglc.com, to learn more about the delivery portion (base charge) of your bill.
- Fixed Rate – Allows you to pay the same each month for the gas (not the bill) even though the price may change.
- Variable Rate – The price for natural gas may change from month-to-month.
- Budget Billing – A payment plan that allows you to spread your annual costs for gas over a 12-month period.
- The dedicated design day capacity charge covers the common costs of delivering gas based on a customer's demand on Atlanta Gas Light's system on the coldest day of the year.
- Natural Gas Marketers are required to file their prices for natural gas with the Georgia Public Service Commission by the fifth (5th) day of the month. These are then posted to the Commission's website.
- Regulated Provider, SCANA Energy Regulated Division, services low-income consumers, seniors (65 years or older), and credit challenged consumers. To sign up, call the Department of Human Resources at 1-800-869-1150 or SCANA Energy Regulated Division at 1-866-245-7742.

Consumer Protection

Know the rules in order to keep your services connected.

- Rule 515-3-3-.02(B). Marketers are required to provide a 15-day notice prior to disconnection of service.
- Rule 515-3-3-.03. In the case of illness, prohibition against disconnection for nonpayment when written notice is received from a healthcare provider.
- Rule 515-3-3-.04(1). Prohibition against disconnection of service between November 15 and March 15 when the forecasted temperature is to be below 32 degrees for the upcoming 48 hour period.
- Rule 515-3-3-.04(2). Prohibition against disconnection of service if the customer agrees in writing to pay the past-due balance including customer charges in equal installments for a maximum duration beginning with the first billing period after March 15 and concluding prior to the following October 15, unless the customer fails to comply with such agreement.
- Rule 515-3-3-.02(B)(7). Customer is entitled to at least one reasonable payment arrangement in writing prior to each disconnection.
- If attempts to resolve a matter are unsuccessful with the company, you may file a complaint with the Georgia Public Service Commission at 404-656-4501, or you may contact the Consumers' Utility Counsel's Office at 404-656-3982.

Georgia Public Service Commission
244 Washington Street, S.W. • Atlanta, Ga 30334
1-800-282-5813 • 404-656-4501, press "2"
www.psc.state.ga.us • gapsc@psc.state.ga.us

Conservation

Measures you take to reduce your energy consumption have a direct impact on your natural gas bill.

- Have all gas appliances checked by a qualified heating contractor to make sure these are in proper working condition.
- Replace inefficient appliances and furnace with energy-saving ones.
- Invest in a programmable thermostat. Set the thermostat at 68 degrees; lower to 65 degrees when away from home for more than an hour.
- Set hot water temperature at no more than 120 degrees.
- Invest in storm windows and doors, if feasible. If not use plastic or lined curtains over windows.
- Use the cold water setting on your washer for rinsing your clothes.
- Use "draft blockers" at the base of your doors (rolled up towel or a small blanket are a great alternative to store bought ones).
- Make sure the flue damper is closed when the fireplace is not in use.
- The Home and Heart Warming Program, as approved by the Georgia Public Service Commission, provides weatherization services and natural gas equipment repair or replacement for senior and low-income households (as defined by LIHEAP guidelines) in Atlanta Gas Light Company's distribution area.

Assistance

Knowing where to go to get financial to help pay your utility bill or for help with weatherizing your home is important should the need arise.

- Seniors who are 65 years or older with an annual total household income of \$14,355 or less are eligible to receive a monthly discount of up to \$14.00 off the Atlanta Gas Light company base charge.
- Customers of Georgia Power who are 65 years or older with an annual total household income of \$14,355 or less are eligible to receive a senior citizen discount of \$14.00 off the monthly bill, pre-fuel. Additionally, a \$6.00 per month fuel credit is given.

Low Income Home Energy Assistance Program (LIHEAP)

Department of Human Resources
www.dhr.state.ga.us • 800-869-1150
Financial assistance (up to \$220) and weatherization assistance are provided.

H.E.A.T., Inc.

www.heatga.org • 678-406-0212
Financial assistance is provided.

Project Share

www.salvationarmy-georgia.org
770-441-6200 • 1-800-257-4273
Financial assistance is provided.

United Way

Dial: 2-1-1
Financial and weatherization assistance are provided.

Georgia Environmental Facilities Authority

www.gefa.org • 404-584-1000
Weatherization assistance is provided.

Resource Services Ministries

rservmin@bellsouth.net • 404-352-5440
Weatherization assistance is provided.

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