

### COMMISSION RULE 515-3-3-.03

prohibits disconnection of service to a residential consumer who has a serious illness. The consumer must notify the service provider of the condition in writing, or orally with written notice within ten (10) days. The consumer must furnish within ten (10) days following the initial notice a written statement from a physician, county board of health, or hospital identifying the illness and its expected duration, and certifying that the illness would be aggravated by the disconnection. This notice will postpone any disconnection for one month, and may be repeated one additional time.

### COMMISSION RULE 515-3-3-.04

prevents disconnection of service for an unpaid bill between November 15 and March 15 if:

- (1) The consumer agrees in writing to pay the past due balance in equal installments beginning after March 15 and concluding prior to October 15.
- (2) The consumer agrees in writing to pay all bills for current service by the due date.
- (3) The forecasted local low temperature for a 48-hour period beginning at 8:00 a.m. on the date of the proposed disconnect is below 32 degrees Fahrenheit.

## WHERE TO FILE A COMPLAINT:

If you believe your rights have been violated, contact your marketer. Call the Georgia Public Service Commission if your marketer does not satisfactorily address your concerns.

#### *For Financial Assistance, call:*

DHR Energy Assistance:

1-800-869-1150 or 404-657-3425

United Way

2-1-1



#### Georgia Public Service Commission

244 Washington Street, N.W.

Atlanta, Georgia 30334

Phone: 404-656-4501

1-800-282-5813

(outside metro Atlanta)

Fax: 404-656-2341

Email: [gapscc@psc.state.ga.us](mailto:gapscc@psc.state.ga.us)

# Natural Gas Disconnection Brochure

## Know the Rules to Keep the Gas Flowing

Georgia Public Service Commission

244 Washington Street, N.W.

Atlanta, Georgia 30334

## INTRODUCTION

The Georgia Public Service Commission wants to make sure you know your rights in order to “*Keep the Gas Flowing*” during the winter heating season. There are safeguards in place to help you avoid disconnection of your natural gas service during times of cold weather, illness or when unforeseen circumstances arise.

This brochure summarizes Commission Rule 515-3-3, “Residential Gas Utility Service Disconnections,” which your natural gas marketer is required to comply with before sending in a request to Atlanta Gas Light Company to disconnect your natural gas service for non-payment of a bill.

## SERVICE DISCONNECTIONS: COMMISSION RULE 515-3-3

**Commission Rule 515-3-3-.02(B) states that gas service may be disconnected provided that:**

Written notice of the proposed disconnection is delivered to the consumer at least fifteen (15) days prior to the date of disconnection.

A two (2) day good faith effort to make personal contact be made prior to disconnection.

The date of the proposed disconnection is a business day.

The overdue bill’s consumption contains no more than two months of previously estimated bills, unless the consumer has been given an amount of time to pay the bill equal to the amount of time in which the bill was estimated.

The overdue bill does not include any charges different than those stated in the written notice.

The overdue bill is not in dispute.

The over due bill is not solely comprised of an unpaid deposit, unless it is for a deposit that was assessed either at the commencement of service or within sixty (60) days from the commencement date of service.