



**Contact: Bill Edge**  
Phone 404-656-2316  
[www.psc.state.ga.us](http://www.psc.state.ga.us)

## Georgia Public Service Commission

244 Washington St. S.W.  
Atlanta, Georgia 30334  
Phone: 404-656-4501  
Toll free: 800-282-5813

**For immediate release**

**Consumer Advisory**

**5-08**

### **PSC Reminder to Georgia Natural Gas ‘Variable Market’ Customers: Deadline Approaches Soon to Apply for \$25 Credit**

ATLANTA, July 14, 2008– The Georgia Public Service Commission (Commission) reminds Georgia Natural Gas (GNG) customers on the Variable Market Plan that the deadline is fast approaching to apply for up to a \$25 credit. The deadline is July 31, 2008.

As a result of the March 6, 2008 consent agreement between the Commission and GNG, GNG customers on the Variable Market Plan are eligible for up to a \$25 credit if they switch to any other GNG variable or fixed plan before July 31, 2008. GNG customers should have received notices regarding how to apply for the credit in a bill message and bill inserts. Customers must respond to the notice in order to receive the credit. Any GNG Variable Market customer who has already been credited at least \$25 by GNG in connection with the issues addressed in the consent agreement is not eligible for an additional credit. GNG customers who already switched to another GNG plan during that time automatically qualify for the credit and do not need to apply.

The GNG customer service number is 1-866-464-8471.

Under the terms of the consent agreement:

- Affected GNG customers up to the first 100,000 will receive a \$25 credit if they switched to another GNG plan between December 1, 2006 and July 31, 2008. The total amount of credits will be capped at \$2.5 million. If more than 100,000 qualify for the credits, the \$25 credit will be prorated accordingly.
- All credits will be issued in August 2008.
- Any remaining funds not credited to customers will be disbursed as the Commission determines.
- GNG will not object to the Commission’s issuance of a Notice of Proposed Rulemaking (NOPR) to require that marketers provide notice to existing customers when they create new pricing plans and when they retire existing plans.

GNG issued the bill message and bill inserts for two consecutive months as part of the consent agreement to resolve issues stemming from consumer complaints about the marketer’s variable rate plans.

Consumers may contact the Commission at:

Georgia Service Commission  
244 Washington Street, SW  
Atlanta, Georgia 30334  
[www.psc.state.ga.us](http://www.psc.state.ga.us)

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

Toll Free (outside metro-Atlanta): 1-800-282-5813, press 2

Local: 404-656-4501, press 2

###