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## Georgia Public Service Commission

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Toll free: 800-282-5813

**For immediate release**

**Consumer Advisory**

**4-09**

### **Consumers Affected by Floods Should Take Action to Protect Rights**

ATLANTA, September 28, 2009 – Consumers who have been affected by the recent floods should take steps now to ensure that they experience minimal problems when their utility services are restored.

The Commission advises consumers to take the following steps to protect their credit and their rights:

- Contact your electric and natural gas utilities, cable and satellite providers and telecommunications providers now to explain your current circumstances and ask what steps you need to take.
- Inform them if you will have mail sent to another address while your home is being repaired to ensure proper billing of your account.
- Natural gas consumers served by marketers in the Atlanta Gas Light service system who need to discontinue service to their homes should notify their marketer and explain the reason for the disconnection. Fees associated with disconnection and the subsequent reconnection may be waived if the marketer is notified in advance. Consumers on long term fixed rate contracts may be subject to early termination fees if the reason for discontinuing services is not explained.
- If you are experiencing a financial hardship due to flood damage, contact your natural gas marketer or gas utility company to establish a payment arrangement to keep your account in good standing. The same contact should be made with your telecommunications, electric service, and cable and satellite providers to make them aware of your situation in order to ensure your electric service account is not adversely affected.

Consumers may contact the Commission for more information:

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244 Washington Street, SW  
Atlanta GA, 30334

Toll-free in Georgia (outside Metro Atlanta): (800) 282-5813

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