

CONSUMER RIGHTS

Consumers of natural gas services have a right...

- 1** To access to reliable, safe, and affordable gas service, including high quality customer service.
- 2** To receive accurate, easily understood information about gas marketers, services, plans, terms and conditions, and rights and remedies.
- 3** To protection in matters such as deposit and credit requirements, service denials and terminations, and deferred payment provisions must be applied fairly to all consumers.
- 4** To protection from unfair, deceptive, fraudulent, and anti-competitive practices, including, but not limited to, cramming and slamming and providing deceptive information regarding billing terms and conditions of service.
- 5** To receive accurate and timely bills from their marketers.
- 6** To protection of their privacy and to be protected from improper use of their customer records and payment histories without their express consent.
- 7** To a fair and efficient process for resolving differences with their marketers.



CONSUMER REMEDIES

Consumers who feel their rights have not been honored should first notify the marketer and afford the marketer an opportunity to resolve the complaint. If the complaint remains unresolved, the consumer should file a complaint with the GPSC, Consumer Affairs Section.

The complaint should include the following information:

- 1** Your name, the name on the account (if different from your name), the account number, the service address, a phone number or numbers where you can be reached during the day and the name of the natural gas marketer.
- 2** An explanation of your complaint. If necessary, submit supporting evidence.
- 3** The date you reported your complaint to the marketer and an explanation as to why you feel the marketer did not resolve your complaint.

How to File a Complaint

You can file a complaint with the GPSC Consumer Affairs Section through any of the following methods:

by telephone:

Call 404/656-4501 or 1-800/282-5813 (if calling from outside the greater metro Atlanta area);

by letter:

Georgia Public Service Commission, Consumer Affairs Section, 244 Washington Street, S.W., Atlanta, 30334;

by fax: 404/463-6683

by email: gapscc@psc.state.ga.us; or

online: www.psc.state.ga.us

Choosing a Natural Gas Marketer



Georgia Public Service Commission
244 Washington St., S.W.
Atlanta, Georgia 30334
404-656-4501 (in Metro Atlanta)
1-800-282-5813 (outside Metro Atlanta)



The Georgia Public Service Commission is here to serve the consumers and taxpayers of Georgia. We hope this pamphlet on choosing a natural gas marketer will be helpful.

In this pamphlet you will find a list of gas marketers, their phone numbers and customer service hours. Gas marketers' pricing will be found on our website: <http://www.psc.state.ga.us>.

You will also find consumer rights as mandated by Georgia law and Commission rules.

Natural gas competition has brought many changes into the market place, as well as given consumers a variety of choices for their natural gas service.



Customer Service Centers Operating Hours*

COMPANY	BUSINESS DAYS	TIME
Catalyst Energy 1-866-514-2545 or 1-866-514-2546 para español Fax: 678-514-2541 Email: info@catalystenergy.com Website: www.catalystenergy.com	Mon - Fri	8:00 a.m. - 7:00 p.m.
Commerce Energy 1-877-226-5389 Fax: 1-714-258-0480 Email: contactus@commerceenergy.com Website: www.commerceenergy.com	Mon - Fri	8:00 a.m. - 9:00 p.m.
Coweta-Fayette EMC Natural Gas 770-502-0226 or 1-877-746-4362 Fax: 770-251-9788 website: www.cfemcnaturalgas.com	Mon - Fri	8:00 a.m. - 5:00 p.m.
GasKey 1-877-427-1539 or 678-904-0820 Fax: 404-321-3938 Email: info@gaskey.com Website: www.gaskey.com	Mon - Fri	8:00 a.m. - 6:00 p.m.
Gas South 1-877-472-4932 Fax: 1-888-825-6640 Email: customerservice@gas-south.com Website: www.gas-south.com	Mon - Fri Saturday	8:00 a.m. - 8:00 p.m. 8:00 a.m. - 3:00 p.m.
Georgia Natural Gas 1-877-850-6200 or 770-850-6200 Fax: 770-933-5633 Email: georgiannaturalgas@alldata.net Website: www.georgiannaturalgas.com	Mon - Fri Saturday	5:00 a.m. - midnight 7:00 a.m. - 7:00 p.m.
Infinite Energy, Inc. 1-877-342-5434 or 770-379-9963 Fax: 1-352-332-1936 Email: customerservice@infiniteenergy.com Website: www.infiniteenergy.com	Sat - Sun	24 hours
MXEnergy 1-877-677-4355 Email: customerarega@mxenergy.com Website: www.mxenergy.com	Mon - Fri	8:00 a.m. - 6:00 p.m.
Regulated Provider—SCANA Energy 1-866-245-7742 (new sign ups and billing) Fax: 1-888-572-2158 Email: scanaenergycontactus@scana.com Website: www.scanaenergy.com/en/regulated-division	Mon - Fri Saturday	7:00 a.m. - 10:00 p.m. 8:00 a.m. - 7:00 p.m.
SCANA Energy 1-877-467-2262 (new sign ups and billing) Fax: 1-888-572-2158 Email: scanaenergycontactus@scana.com Website: www.goscana.com	Mon - Fri Saturday	7:00 a.m. - 10:00 p.m. 8:00 a.m. - 7:00 p.m.
Vectren Source 1-866-200-5693 (enrollment) or 1-866-200-5725 (customer service) Fax: 1-812-491-4287 Email: customerare@vectrensource.com Website: www.vectrensource.com	Mon - Fri	8:00 a.m. - 8:00 p.m.
Walton EMC Natural Gas 770-267-2505 or 706-769-5622 or 1-866-936-2427 Fax: 770-267-4626 Email: custserv@waltonemcgas.com Website: www.waltonemcgas.com	Mon - Fri	7:00 a.m. - 8:00 p.m.

The Public Service Commission (PSC) has certified all natural gas marketers listed in this pamphlet.

*This list subject to change.

Choosing a Marketer

The best way for you to choose a marketer is to compare the entire pricing package of all marketers. This would include items such as price per therm, customer service charge, interstate capacity charge (ask if this is charged separately or included in the therm charge) and any other charges that may be assessed. Some marketers may have lower prices per therm but higher customer service charges. However price is not the only item you may want to consider before selecting a marketer. You may find the true cost per therm on our website, www.psc.state.ga.us. Other difference in marketers may include differing methods for addressing late payments, flexibility in providing payment plans, service hours, deposits, budget billing, etc.

Questions that you need to ask marketers are:

- 1 What is the price per therm?
- 2 Is the interstate capacity charge included in the price per therm, or is it charged separately? If it is charged separately, how much is it?
- 3 What is your fixed rate? How long is the fixed rate guaranteed? Is there an exit fee for switching to another marketer prior to the end of the term of the fixed rate?
- 4 What is your variable rate? How is this rate determined?
- 5 Can I switch between the variable rate and the fixed rate? If yes, how often can I switch between plans? Is there an additional fee for changing plans? If yes, how much is the fee?
- 6 What is your customer service fee?
- 7 What other charges do you have?