

Georgia Public Service Commission

Limitations on Electric and Gas Service Disconnection

Seasonal Hold

Winter:

A utility shall not discontinue gas or electric service to a residential customer between November 15th and March 15th if the forecasted local temperature is below 32°F for a 24-hour period beginning at 8:00 a.m. on the date of the proposed disconnection. The consumer must agree in writing to pay the past due balance including customer charges in equal installments beginning with the first billing period after March 15th and ending before October 15th. Consumer must also agree in writing to pay all bills for current service by the due date.

Summer:

A utility shall not discontinue electric service to a residential customer if, prior to 8:00 A.M. on the date of the scheduled disconnection, a National Weather Service Heat Advisory or Excessive Heat Warning is in effect, or is forecasted to be in effect by the National Weather Service, for the county in which the meter scheduled for disconnection is located.

Serious Illness

Service shall not be disconnected for nonpayment of a bill to a residential customer who has a serious illness which would be aggravated by the disconnection - provided that the customer:

- Notifies the company of this condition in writing. You may also notify the company orally, but you must send the company a written notice within 10 days of the oral notification.
- Within 10 days of providing initial notice to the company, a written statement from a physician, county board of health, hospital or clinic identifying the illness, its expected duration, and certifying that the illness would be aggravated by such disconnection must be received by the company.