

House Bill 271

By: Representatives Snow of the 2nd, Burkhalter of the 41st, Day of the 153rd, Lane of the 146th, Barnard of the 154th and others

A BILL TO BE ENTITLED
AN ACT

1 To amend Article 5 of Chapter 4 of Title 46 of the Official Code of Georgia Annotated, the
2 "Natural Gas Competition and Deregulation Act," so as to change the definition of the term
3 "customer service"; to provide that commission shall require marketers to maintain sufficient
4 offices and personnel in this state to address the customer and service needs of residential
5 and small business customers; to repeal conflicting laws; and for other purposes.

6 BE IT ENACTED BY THE GENERAL ASSEMBLY OF GEORGIA:

7 **SECTION 1.**

8 Article 5 of Chapter 4 of Title 46 of the Official Code of Georgia Annotated, the "Natural
9 Gas Competition and Deregulation Act," is amended by striking in its entirety paragraph (7)
10 of Code Section 46-4-152, relating to definitions, and inserting in lieu thereof a new
11 paragraph (7) to read as follows:

12 "(7) 'Customer service' means a function related to serving a retail customer including
13 without limitation complaint handling, billing, meter reading, turn-on service, and
14 turn-off service.

15 **SECTION 2.**

16 Said article is further amended by adding at the end of Code Section 46-4-160, relating to the
17 authority of the Public Service Commission with respect to marketers of natural gas, a new
18 subsection (h) to read as follows:

19 "(h) With respect to a marketer certified pursuant to Code Section 46-4-153, the
20 commission shall require the marketer to maintain sufficient offices and personnel in this
21 state to address the customer and service needs of residential and small business
22 customers."

23 **SECTION 3.**

24 All laws and parts of laws in conflict with this Act are repealed.