

Suggested citation if referencing the below information: Sanya Carley and David Konisky, 2023, “Utility Disconnections Dashboard,” Energy Justice Lab.



Georgia

Last updated: December 15, 2023

Covered utilities: These policies pertain to electricity customers who receive their service from an investor-owned utility in the State of Georgia. Customers that receive service from a municipal utility or an electric cooperative are not covered by these policies.

O.C.G.A. § 46-3-152; O.C.G.A § 46-3-12; O.C.G.A § 46-3-11

Weather Protections

Customers may not be disconnected from their utility service if the forecasted local temperature for a 24-hour period beginning at 8:00 A.M. on the date of the proposed disconnection is below 32 degrees F from November 15th – March 15th.

Additionally, no disconnections may take place 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.

Ga. Comp. R. & Regs. r. 515-3-2-.04

Medical Protections

Disconnections will be delayed if a customer has a serious illness which would be aggravated by a utility disconnection, which must be submitted to the utility in writing with a physician’s certification. Disconnections will be delayed for the shorter of either the length of the illness, or 1 month from the date of the initial notice.

Utilities will delay a disconnection for up to 10 days if the customer notifies the utility provider that they intend to obtain a medical certificate.

Ga. Comp. R. & Regs. r. 515-3-2-.03

Other Customer Protections

There are no specific protections for households with children, elderly residents, individuals with disabilities, or military personnel.

General Exemptions

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Customers and utilities cannot request an exemption from the rules for reasons of hardship.

Notification Requirements

Written notification of at least 5 days is required from a utility before a customer may be disconnected. In-person or telephone notifications are not required, and a utility is not required to delay a disconnection if it is unable to reach a customer by a telephone call or an in-person visit.

Ga. Comp. R. & Regs. r. 515-3-2-.02

Payment Information, Delinquency, and Fee Information

The time period for customers to pay their bill is not specified. However, there is a minimum delinquency period of 45 days before a disconnection can take place.

There are no minimum arrearages before a utility may disconnect a customer.

Customer may be charged fees associated with a disconnection or a reconnection.

Utilities may provide customers with payment plans.

Ga. Comp. R. & Regs. r. 515-3-2-.01; Ga. Comp. R. & Regs. r. 515-3-2-.04

Landlords and Tenants

Tenants, where the landlord is the customer, will receive the same protections as other customers.

Ga. Comp. R. & Regs. r. 515-3-2-.05

Availability of Protection Policies

Utilities and public utility commissions are required to provide information on available sources of financial assistance.

Ga. Comp. R. & Regs. r. 515-3-2-.02