

Georgia

Last updated: 1/20/22

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

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