

**WELCOME**



Group 2



Welcome!

SCANA Energy Regulated Division is committed to providing you with simple, worry-free natural gas service at a special rate regulated by the Georgia Public Service Commission.

Rest assured, you're in good hands with SCANA Energy Regulated Division. We're part of a family of companies that has been providing reliable natural gas service in the Southeast for more than 160 years and we look forward to bringing you the same great service.

Over the years we've built our reputation on integrity and an unwavering commitment to understanding and serving the wants and needs of our customers. These fundamental values mean good things for you as a SCANA Energy Regulated Division customer, such as fair prices, reliable customer service, trouble-free energy solutions and more!

We hope you'll take a few moments to familiarize yourself with some of our convenient services, which are explained in more detail in the enclosed welcome kit. For more information, please call us at 1-866-245-7742 or visit [scanaenergyregulated.com](http://scanaenergyregulated.com).

Again, thank you for giving us the opportunity to serve you. We are committed to earning your business and look forward to doing so every day.

Sincerely,

A handwritten signature in black ink, appearing to read "G. Devlin", with a horizontal line extending to the right.

George Devlin  
Vice President and General Manager  
SCANA Energy



## **Who is SCANA Energy?**

SCANA Energy is a natural gas provider dedicated to delivering the best in customer service.

SCANA Energy is a subsidiary of SCANA Corporation, a \$10 billion family of companies that's been in the energy business for more than 160 years. You'll benefit from our experience and expertise as we offer ways to bring economical gas service and superior customer satisfaction to you.

## **What You Can Expect from SCANA Energy**

As a SCANA Energy customer, you can expect:

- Fair prices;
- Accurate, timely, easy-to-understand bills;
- Flexible payment options;
- Superior customer service;
- Our commitment to making sure your needs are always met.

## **Saving Energy and Reducing Your Costs**

There are lots of ways to save energy and reduce your bill. Here are just a few:

- You can reduce your home energy costs by as much as 35 percent by properly managing your thermostat. Keep your thermostat set at 68 degrees in winter and 78 degrees in summer.
- Change or clean your furnace filters once a month. Your heating system will use less energy if it can take in air more easily.
- Insulate your home wherever possible to keep the outside air from getting in and the inside air from getting out.

A complete listing of energy-saving ideas is available for you at [scanaenergyregulated.com](http://scanaenergyregulated.com).

## **Safety Tips from SCANA Energy**

Here are tips that can help you safely enjoy the conveniences of natural gas:

### **Detecting Gas Leaks**

Natural gas is colorless and odorless. An odor that smells like rotten eggs has been added so that you can detect a leak immediately. A slight odor may just mean that your pilot light has gone out and needs relighting. If you smell a strong odor:

- Open windows and leave the home at once;
- Do not turn on any electrical switches or use your phone;

- From a phone outside the home, call Atlanta Gas Leak Emergency at 770-907-4231 or 1-877-427-4321 (outside of metro Atlanta).

### **Keeping Your Home Safe**

- Make sure all gas appliances are correctly installed, maintained and vented to the outside.
- Have your gas furnace inspected by a qualified service technician.
- Do not store gasoline, paint thinner or anything flammable near gas appliances.
- Keep a dry chemical fire extinguisher available.
- Teach small children to stay away from gas-burning appliances such as a stove or fireplace logs.
- For your safety and that of others, call the Utilities Protection Center at 1-800-282-7411 BEFORE you begin any outdoor project that will require digging.
- If you smell gas or your pilot light won't light, call Atlanta Gas Leak Emergency at 770-907-4231 or 1-877-427-4321 (outside of metro Atlanta).

For more safety tips, visit us at [www.scanaenergyregulated.com](http://www.scanaenergyregulated.com).

### **SCANA Energy Regulated Division Disclosure Statement**

#### **Variable Price Option**

The therm price may vary monthly based on market conditions. The natural gas consumption charge will be calculated using the variable price in effect on the first day of the billing cycle multiplied by usage for the billing period. The price does not include state or local taxes or charges imposed by Atlanta Gas Light Company (AGLC). SCANA Energy uses the terms "billing cycle" and "month" interchangeably. A billing cycle is approximately one month, but the actual number of days may vary with each billing cycle. You may receive an initial bill for less than a complete billing cycle or month. Please check our Web site at [www.scanaenergyregulated.com](http://www.scanaenergyregulated.com) or call 1.866.245.7742 for current rates.

#### **Fixed Price Option**

Please check our Web site at [www.scanaenergyregulated.com](http://www.scanaenergyregulated.com) or call 1.866.245.7742 for current rates. Early cancellation fee of \$50 applies. A fixed price option is guaranteed not to change for the term of the contract. The term for fixed price option contracts will be twelve (12) billing cycles or the number of billing cycles left in the Regulated Provider term if less than twelve

(12) billing cycles. If you have a fixed price option and it is approaching the expiration date or whenever we propose to change our terms of service in any type of agreement, you will receive written notification prior to the date of expiration or change to the agreement. We will explain your options in the notification. Your natural gas consumption charge is based on your usage and rate for each billing period. Rates do not include state and local taxes or charges imposed by the electing distribution company, AGLC.

### **Customer Service Charge**

You will be billed a fixed charge per month to cover administrative expenses. The customer service charge is \$9.95.

See Terms and Conditions for complete details regarding the customer service charge.

### **Connection Fees**

When establishing new service at a premise that requires a meter to be set a connection fee of \$50 will be assessed, of which \$50 is an AGLC pass-through charge. Reestablishing service that has been disconnected for non-payment requires a connection fee of \$50, of which \$25 is an AGLC pass-through charge. Establishing new service at a premise requires a connection fee of \$25, of which \$25 is an AGLC pass-through charge. These charges do not apply to customers who switch to SCANA Energy at their current premise.

### **Deposit**

Deposits will not exceed \$150. Deposits will not exceed \$100 for Senior Citizens. If you are assessed a deposit, the deposit plus accrued interest, if applicable, will be refunded to your account within sixty (60) days if all bills have been paid in full and on time as indicated on your monthly bill for a period of six (6) consecutive months. You have the option to request a check for your applied deposit refund. If you change marketers or discontinue service, your deposit, less any outstanding balance with SCANA Energy, will be refunded within sixty (60) days. Any deposit held six months or longer will accrue applicable interest.

### **Late Charge**

A late payment charge of 1.5% or \$10, whichever is greater, will be added to any balance of \$30 or more per month.

### **Returned Check Charge**

The returned check charge is \$25.

## **Payment Options**

### **Mail**

SCANA Energy  
P.O. Box 100157  
Columbia, SC 29202-3157

### **Phone**

Pay with credit card, Electronic Check, or ATM Debit card through BillMatrix. Bill Matrix receives a \$3.50 fee for this service and is a third party vendor available toll-free by calling 1-800-450-9175.

### **In Person**

Pay in person at an authorized payment location. There is currently a \$1 cash transaction fee for payments made at these locations. For a list of payment locations call 1-877-467-2262 or visit [www.scanaenergyregulated.com](http://www.scanaenergyregulated.com).

### **Online**

Use checking or savings account to make secure payments. There is no charge for this service. Use credit or debit card to make one-time credit card payments. There is no charge for this service when you sign up for paperless billing. If the paperless option is not selected, the fee for this service is \$3.50. Visit [www.scanaenergy.com](http://www.scanaenergy.com) for details. LIHEAP and other energy assistance payments are accepted.

### **Budget Billing Plan**

The Budget Billing Plan averages a customer's forecasted annual bills over a twelve (12) month period. Changes to the monthly Budget Billing amount may be made during the year if a rate change occurs or if the actual usage changes significantly. An annual adjustment is scheduled after 12 monthly bills. At that time, the Budget Billing amount will be recalculated based on the actual usage during the prior year, and the payments and charges are reconciled. If the total amount of payments were not enough to cover the actual charges for the previous year, the difference will be due. You will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If the payments were more than the actual charges, your account will be credited for the difference. Should you leave the plan during the year or fail to make the monthly Budget Billing payment amounts, the plan is cancelled and the actual billed amounts become due.

Eligibility for enrollment requires you to have made twelve (12) consecutive timely payments or enroll during the enrollment period of June through August. Your September 1, 2007 through August 31, 2009 payment history will carry over to the new term of the Regulated Provider which is September 1, 2009 through August 31, 2011.

### **Right of Rescission**

A consumer shall have a three-day (3-day) right of rescission following the receipt of this disclosure at the time of initiating service or when informed of a change in terms or conditions. You, the consumer, may cancel in writing or electronically by contacting the marketer. Said cancellation shall be timely if SCANA Energy is contacted by telephone or electronically by the third day following receipt of said materials or notice or a letter is mailed to SCANA Energy and postmarked by the third day following receipt of said materials or notice.

### **Contacts**

If your questions or concerns are not resolved, you may contact the Georgia Public Service Commission and the Governor's Office of Consumer Affairs.

#### **SCANA Energy**

PO Box 100157  
Columbia, SC 29202-3157  
1.877.467.2262  
[www.scanaenergyregulated.com](http://www.scanaenergyregulated.com)

#### **Georgia Public Service Commission**

244 Washington Street  
Atlanta, GA 30334  
404.656.4501 (inside metro Atlanta)  
1.800.282.5813 (outside metro Atlanta)  
Fax: 404. 656. 2341  
Email: [gapscc@psc.state.ga.us](mailto:gapscc@psc.state.ga.us)

#### **The Governor's Office of Consumer Affairs**

2 Martin Luther King Dr SE  
Suite 356  
Atlanta, GA 30334  
404.651.8600 (inside metro Atlanta)  
1.800.869.1123 (outside metro Atlanta)

#### **The Department of Human Resources**

Community Services Section Division of Family  
and Children Services  
Two Peachtree Street, N.W. Suite 19-268  
Atlanta, GA 30303-3180  
404.463.3016  
Fax: 404.657.4480  
Public Inquiries: 1.800.869.1150

## **How to Compare Natural Gas Marketers**

The Georgia Public Service Commission publishes rates and marketer scorecards on their Web site. To compare marketers visit: [www.psc.state.ga.us](http://www.psc.state.ga.us).

## **Right to Switch**

SCANA Energy will not prevent a consumer from obtaining distribution and commodity sales service from another marketer or provider.

## **Credit**

A credit check using a standard industry scoring methodology will be performed before new residential service is established. You may be required to furnish proof of identification when establishing initial service in the event that your information cannot be obtained and/or validated to perform a credit check. Failure to provide such information may result in refusal of service. SCANA Energy will require a \$150 deposit for Group 2 customers. Customers defined as Senior Citizens by Atlanta Gas Light Company (AGLC) or verified by the Georgia Department of Human Resources (DHR) will be required to pay a \$100 deposit. The deposit may be required prior to establishing service.

## **Collection**

SCANA Energy will continue to seek collection of any outstanding debt on final billed accounts. The account may be sent to a third-party collection agency and/or an attorney for collection purposes and reported to a credit bureau, which remains on your credit history in accordance with the Fair Credit Reporting Act. We retain the right to seek additional costs associated with collecting the debt.

## **Estimation of Bills**

SCANA Energy will not send estimated bills, except when the actual meter readings are not available, and will not send estimated bills more than two consecutive months.

## **Disconnection**

Service will be disconnected for failure to pay SCANA Energy. Service will not be disconnected for non-payment of a bill that was not sent in a timely manner. A fifteen (15) day notice will be sent prior to disconnection of service. You are entitled to a reasonable payment arrangement prior to disconnection of service unless you have failed to honor a previous payment arrangement. Your receipt of a reasonable payment arrangement does not constitute a waiver by SCANA

Energy of any other rights under the Terms and Conditions and this Disclosure Statement including, but not limited to, SCANA Energy's right to subsequently disconnect service. You are responsible for the charges associated with natural gas consumption until the disconnection has been made.

### **Reconnection**

Reconnection of gas service will take place after payments for the balance due, reconnection fee of \$50 and deposit, if applicable, have been paid in full. Partial payments may be accepted, but will not necessarily result in reconnection of service.

Group 2 customers who qualify for Group 1 may reconnect directly with Group 1 if all debts to both Group 1 and Group 2 have been paid, without reconnecting with Group 2 first.

Regulated Provider customers who qualify for LIHEAP will be reconnected, even if the assistance is not sufficient to pay the entire debt.

### **Terms and Conditions**

The content in this Disclosure Statement is incorporated into the Terms and Conditions. The Terms and Conditions are also available online at [www.scanaenergyregulated.com](http://www.scanaenergyregulated.com)

## **SCANA ENERGY MARKETING, INC. STANDARD TERMS AND CONDITIONS FOR CUSTOMERS OF A REGULATED PROVIDER GROUP 2 CUSTOMERS**

**These Terms and Conditions with the Disclosure Statement outline the agreement between you and SCANA Energy Marketing, Inc. ("SCANA Energy" or "We") for your natural gas service. This agreement is subject to the Natural Gas Consumers Relief Act and other laws and regulations of the Georgia Public Service Commission applicable to natural gas service.**

### **Eligibility**

Customers are eligible to obtain service from the Regulated Provider as a Group 2 customer if they have been unable to obtain or maintain natural gas service with a marketer or if their payment history was cited by the Regulated Provider as reason to transfer them from Group 1 to Group 2.

### **How to Sign Up**

Call 1-866-245-7742

A credit check using a standard industry scoring methodology will be performed before new residential service is established. You may be required to furnish proof of identification when establishing initial service in the event that your information cannot be obtained and/or validated to perform a credit check. Failure to provide such information may result in refusal of service.

SCANA Energy will require a \$150 deposit for Group 2 customers. Customers defined as Senior Citizens by Atlanta Gas Light Company (AGLC) or verified by the Georgia Department of Human Resources (DHR) will be required to pay a \$100 deposit. The deposit may be required prior to establishing service.

Your deposit plus accrued interest, if applicable, will be refunded to your account within sixty (60) days if all bills have been paid in full and on time as indicated on your monthly bill for a period of six (6) consecutive months. You have the option to request a check for your applied deposit refund. If you change marketers or discontinue service, your deposit, less any outstanding balance with SCANA Energy, will be refunded within sixty (60) days. Any deposit held six months or longer will accrue applicable interest

### **Right of Rescission**

A consumer shall have a three-day (3-day) right of rescission following the receipt of this disclosure at the time of initiating service or when informed of a change in terms or conditions. You, the consumer, may cancel in writing or electronically by contacting the marketer. Said cancellation shall be timely if SCANA Energy is contacted by telephone or electronically by the third day following receipt of said materials or notice or a letter is mailed to SCANA Energy and postmarked by the third day following receipt of said materials or notice.

### **Connection Fees**

When establishing new service at a premise that requires a meter to be set a connection fee of \$50 will be assessed, of which \$50 is an AGLC pass-through charge. Reestablishing service that has been disconnected for non-payment requires a connection fee of \$50, of which \$25 is an AGLC pass-through charge. Establishing new service at a premise requires a connection fee of \$25, of which \$25 is an AGLC pass-through charge. These charges do not apply to customers who switch to SCANA Energy at their current premise.

## **Bill Components**

Your natural gas bill will be comprised of the following charges:

### **Atlanta Gas Light Company Pass-Through Charges**

Customers will be billed all pass-through charges of the electing distribution company, Atlanta Gas Light Company (AGLC) regardless of the number of days of service. AGLC's pass-through charges consist of:

1. Customer Charge: A fixed monthly fee for gas connection to your home or business.
2. Ancillary Service: Covers the cost of meter reading.
3. Dedicated Design Day Capacity (DDDC):  
A charge that recovers costs associated with delivering gas to your home or business.
4. Peaking Service: Covers the fixed cost of operating company-owned above ground storage facilities. This ensures an adequate supply of gas on the coldest day of the year. This service is only charged to customers in the Atlanta, Macon and Valdosta delivery groups.
5. Social Responsibility Fee: Covers the cost of funding the Senior Citizens Discount Program for low-income customers.
6. Environmental Response Cost (ERC) Recovery Fee: Recovers expenses related to cleanup of former manufactured gas plant sites.
7. Pipeline Replacement Program (PRP): Covers the cost of replacing 2,300 miles of bare steel and cast iron gas pipelines in Georgia.
8. Franchise Recovery Fee (FRF): Recovers fees paid by Atlanta Gas Light Company to local governments for the use of public rights-of-way for its natural gas lines and other facilities.

### **Natural Gas Consumption Charges**

The charges for natural gas consumption vary according to the various pricing plans. These charges do not include state and local taxes or charges imposed by the electing distribution company, AGLC. The consumption methodology for calculating natural gas consumption charges for each plan is as follows:

#### **Variable Price Option**

The therm price may vary monthly based on market conditions. The natural gas consumption charge will be calculated using the variable price in effect on the first day of the billing cycle multiplied by usage for the billing period. The price does not include state or local taxes or charges imposed by AGLC. SCANA Energy uses the terms "billing cycle" and "month" interchangeably.

A billing cycle is approximately one month, but the actual number of days may vary with each billing cycle. You may receive an initial bill for less than a complete billing cycle or month.

If your most recent six (6) consecutive monthly payments were made in full, on or before the due date you will be offered a discount of five (\$.05) cents per therm.

### **Fixed Price Option**

The therm price will not change for a specified period of time. The natural gas consumption charge will be calculated using the fixed price multiplied by usage for each billing period. The price does not include state or local taxes or charges imposed by AGLC. SCANA Energy uses the terms "billing cycle" and "month" interchangeably. A billing cycle is approximately one month, but the actual number of days may vary with each billing cycle. SCANA Energy uses billing cycles to determine the length of a fixed rate plan term. You may receive an initial bill for less than a complete billing cycle or month. Exiting the plan early carries a \$50 exit fee in addition to any balance due regardless of how long you have participated in the fixed price option plan. If you select the fixed price option you will receive service at fifteen (\$.15) cents per therm above SCANA Energy's fixed price offering that is filed with the Commission for its retail deregulated natural gas customers in Georgia or a price established at thirty-five (\$.35) cents per therm, above the weighted average cost of the Regulated Provider's CSS directly assigned storage gas as of the first day of the offer month, whichever is greater. If your most recent six (6) consecutive monthly payments were made in full, on or before the due date you will be offered a discount of five (\$.05) cents per therm at the anniversary/expiration of your fixed price contract. The term for fixed price option contracts shall be twelve (12) billing cycles or the number of billing cycles left in the Regulated Provider term if less than twelve (12) billing cycles. A fixed price option shall be offered throughout the term of the Regulated Provider.

You will not be charged a cancellation fee if you are terminating service to relocate to another premise and not changing providers.

Prior to the expiration date of your fixed rate plan, or whenever we propose to change our terms of service in any type of agreement, you will receive written notification. We will explain your options in the advance notification, including your opportunity to choose another natural gas provider.

### **Customer Service Charge**

You will be billed a fixed charge per month to cover administrative expenses. The customer service charge for Group 2 customers shall be \$9.95 for variable and fixed price options. The customer service charge for a variable price option customer whose most recent six (6) consecutive monthly payments were made in full on or before the due date shall be reduced to \$6.95. The customer service charge for a fixed price option customer whose most recent six (6) consecutive monthly payments were made in full on or before the due date shall be reduced to \$6.95 at the anniversary/expiration of their fixed price contract.

Timely payments are those made in full and posted to the account on or before the due date. If two timely payments are missed, the account would return to the higher customer service charge and price per therm.

### **Deregulated Service**

If your most recent six (6) consecutive monthly payments were made in full, on or before the due date you will be notified of your eligibility to receive service from SCANA Energy Deregulated. This notification will be sent separately from the monthly bill and detail your options at that time, including the option to select another natural gas marketer. If you choose to switch to SCANA Energy Deregulated you will be offered SCANA Energy's deregulated price offerings on file with the Commission.

### **Taxes**

You are responsible for all taxes, fees, levies, penalties, licenses or charges imposed by any government authority with respect to services rendered. The prices quoted do not include state and local taxes.

### **Billing and Collection**

SCANA Energy will invoice you monthly. Payment is due to SCANA Energy by the payment due date. In the event payment is not received by the due date, a \$10 or 1.5% late charge, whichever is greater, will be applied to unpaid balances of \$30 or more.

We will not send estimated bills unless AGLC has not made the actual meter readings available. In such cases, estimated bills will not be sent for more than two (2) consecutive months.

The returned check charge is \$25. If you have three (3) returned checks in twelve (12) months, personal checks will not be accepted, you will be required to pay your

account by cash, cashier's check or money order. After twelve (12) consecutive months, personal checks will again be accepted as payment.

If you do not make a payment by the due date on your bill, your service may be disconnected. You will receive two written notices. The first notice will be sent fifteen (15) days prior to disconnection containing all of the required information including notification of availability of one reasonable payment arrangement in writing unless you failed to honor a previous payment arrangement. The second notice which is the Final Notice will be sent by mail to your last known mailing address five (5) days prior to disconnection and will constitute sufficient good faith effort to contact you under this agreement. Service will not be disconnected for non-payment of a bill that was not sent in a timely manner. You will remain liable for all natural gas charges until service has been disconnected.

We will continue to seek collection of any outstanding debt on final billed accounts. The account may be sent to a third-party collection agency and/or an attorney for collection purposes and reported to a credit bureau, which remains on your credit history in accordance with the Fair Credit Reporting Act. We retain the right to seek additional costs associated with collecting the debt.

If you have a bill dispute, SCANA Energy has thirty (30) days from the date the error is reported or acknowledged by SCANA Energy to correct the billing error or to show proof of why the bill is correct. During the period of time the bill is in dispute, we will neither impose a late charge or penalty on the disputed amount nor initiate an action to disconnect your service or collect on the past due balance, provided the disputed amount constitutes the total amount of the past due balance. Any undisputed amount is due by the due date. Failure to pay the undisputed amount may result in late charges or service disconnection. In the event the billing error results in an overpayment, a credit will be applied to your account. You will have at least ninety (90) days from the date a correct bill is rendered to pay the corrected amount. No late charges or interest will be charged on the corrected amount during the ninety (90) day period.

SCANA Energy reserves the right to include in any subsequent bill, adjustments related to previous billing errors, meter read errors, miscalculation of taxes, or other errors or omissions.

## **Payment Options**

### **Mail**

SCANA Energy  
P.O. Box 100157  
Columbia, SC 29202-3157

### **Phone**

Pay with credit card, Electronic Check, or ATM Debit card through BillMatrix. Bill Matrix receives a \$3.50 fee for this service and is a third party vendor available toll-free by calling 1-800-450-9175.

### **In Person**

Pay in person at an authorized payment location. There is currently a \$1 cash transaction fee for payments made at these locations. For a list of payment locations call 1-877-467-2262 or visit [www.scanaenergyregulated.com](http://www.scanaenergyregulated.com).

### **Online**

Use checking or savings account to make secure one-time payments. There is no charge for this service. Use credit or debit card to make secure one-time credit card payments. There is no charge for this service when you sign up for paperless billing. If the paperless option is not selected, the fee for this service is \$3.50. Visit [www.scanaenergyregulated.com](http://www.scanaenergyregulated.com) for details. LIHEAP and other energy assistance payments are accepted.

## **Payment Arrangements**

### **Deferred Financial Agreement/ Deferred Payment Plan**

These payment arrangements are a means to assist customer whose account has become past due by allowing the customer to pay the arrearages in monthly installments. Customer Relations Specialists review the customer's payment history to determine eligibility for these plans.

### **Seasonal Deferred Payment Plan**

The Seasonal Deferred Payment Plan is a payment arrangement designed to assist customers through a traditionally higher bill period of the year. The plan is available from November 15 until March 15.

### **Short Term Arrangement**

The Short Term Arrangement is a payment extension that allows customers to pay the current bill after the due date but prior to the next billing. This arrangement is also used as a payment extension for final bills for customers that are no longer a SCANA Energy customer.

## **Payment Plan**

### **Budget Billing**

The Budget Billing Plan averages a customer's forecasted annual bills over a twelve (12) month period. Changes to the monthly Budget Billing amount may be made during the year if a rate change occurs or if the actual usage changes significantly. An annual adjustment is scheduled after twelve (12) monthly bills. At that time, the Budget Billing amount will be recalculated based on the actual usage during the prior year, and the payments and charges are reconciled. If the total amount of payments were not enough to cover the actual charges for the previous year, the difference will be due. You will be given the option to either pay the difference from the previous year in full, or pay the new Budget Billing amount which will include the amount brought forward from the previous year as part of the new monthly payment amount. If the payments were more than the actual charges, your account will be credited for the difference.

Should you leave the plan during the year or fail to make the monthly Budget Billing payment amounts, the plan is cancelled and the actual billed amounts become due.

Eligibility for enrollment requires you to have made twelve (12) consecutive timely payments or enroll during the enrollment period of June through August. Your September 1, 2007 through August 31, 2009 payment history will carry over to the new term of the Regulated Provider which is September 1, 2009 through August 31, 2011.

### **Transfer of Group 2 Customers to Group 1**

A residential customer who initiated service in Group 2 will be transferred from Group 2 to Group 1 upon SCANA Energy receiving confirmation of the customer's income eligibility if the customer's account is in good standing. A Group 1 Senior Citizen who was transferred to Group 2 for failure to pay a Group 1 debt will be transferred from Group 2 to Group 1 if the customer's account is in good standing. For a Group 2 Senior Citizen, an account in good standing means that the customer has paid the Group 2 balance (if applicable) and the Group 1 balance in full or the customer has made three (3) months of consecutive timely payments on the Group 2 account and has accepted a reasonable payment arrangement for the outstanding Group 1 balance. A Group 1 Non-senior Citizen who was transferred to or established service in Group 2 for failure to pay a Group 1 debt will be transferred from Group 2 to Group 1 if the customer's account is in

good standing. For a Group 2 Non-senior Citizen, an account in good standing means that the customer has paid the Group 2 balance (if applicable) and the Group 1 balance in full or that the customer has made six (6) months of consecutive timely payments on the Group 2 account and has accepted a reasonable payment arrangement for the outstanding Group 1 balance. Timely payments are those posted to the account on or before the due date.

### **Disconnection of Service**

To request disconnection of service call 1-866-245-7742.

You are responsible for the charges associated with natural gas consumption until the disconnection has been made.

Rules governing our service to you do not allow disconnection of service for certain illnesses and during certain periods of time in which the temperature is below 32 degrees F. The details are as follows:

### **Disconnection during Illness**

Residential service will not be discontinued for non-payment of a bill in the event of a serious illness which would be aggravated by having the gas service disconnected, provided you notify SCANA Energy of this condition prior to disconnection.

The notice must be in writing or orally with written notice to follow within ten (10) days. Within ten (10) days of the initial notice, you must provide 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 the disconnection of the service.

The disconnection will be postponed for either the length of the illness or one (1) month from the initial notice, whichever is shorter. The postponement may be renewed for one additional time within twelve (12) months.

If there is a dispute regarding the existence of a serious illness, the case may be referred to the Commission for a final determination.

### **Disconnection Seasonal Restrictions**

Residential service will not be discontinued for an unpaid bill between November 15 and March 15 if:

- a) You agree in writing to pay the past due balance including late payment charges in equal installments for a maximum duration beginning with the first billing period after March 15 and concluding prior to the following October 15, unless you fail to comply with the agreement;
- b) In addition, you agree in writing to pay all bills by their due date for current service received after the agreement is signed unless you fail to comply with the agreement;
- c) The forecasted low temperature for a 48 hour period beginning at 8:00 am on the date of the proposed disconnection is below 32° F.

You may be disconnected for the non-payment of a bill as outlined in the **Billing and Collection** section above.

### **Reconnection of Service**

If your service is disconnected for non-payment, you can reconnect your service after the balance in full, a reconnection fee of \$50 and deposit, if applicable, have been paid. Partial payments may be accepted, but will not necessarily result in reconnection of service.

Group 2 customers who qualify for Group 1 may reconnect directly with Group 1 if all debts to both Group 1 and Group 2 have been paid, without reconnecting with Group 2 first.

Group 2 customers who qualify for LIHEAP shall be reconnected, even if the assistance is not sufficient to pay the entire debt.

### **Contacts**

If your questions or concerns are not resolved, you may contact the Georgia Public Service Commission and the Governor's Office of Consumer Affairs.

#### **SCANA Energy**

PO Box 100157  
Columbia, SC 29202-3157  
1.877.467.2262  
[www.scanaenergyregulated.com](http://www.scanaenergyregulated.com)

#### **Georgia Public Service Commission**

244 Washington Street  
Atlanta, GA 30334  
404.656.4501 (inside metro Atlanta)  
1.800.282.5813(outside metro Atlanta)  
Fax: 404. 656. 2341  
Email: [gapscc@psc.state.ga.us](mailto:gapscc@psc.state.ga.us)

**The Governor's Office of Consumer Affairs**

2 Martin Luther King Dr SE  
Suite 356  
Atlanta, GA 30334  
404.651.8600 (inside metro Atlanta)  
1.800.869.1123 (outside metro Atlanta)

**The Department of Human Resources**

Community Services Section Division of Family and  
Children Services  
Two Peachtree Street, N.W. Suite 19-268  
Atlanta, GA 30303-3180  
404.463.3016  
Fax: 404.657.4480  
Public Inquiries: 1.800.869.1150

**Disclosure Statement**

The content in SCANA Energy's Disclosure Statement is incorporated into these Terms and Conditions. The Terms and Conditions are also available online at [www.scanaenergyregulated.com](http://www.scanaenergyregulated.com)

**Changes to Terms and Conditions**

SCANA Energy reserves the right to amend this Agreement to reflect any material revision by it or the Georgia Public Service Commission to the AGLC tariff and/or the applicable rules and regulations or due to any other future legislation, orders, rules, regulation and judicial decisions.

**Notice**

Notice or billing delivered by mail to your last known mailing address will constitute adequate notice and billing under this agreement.

**Limitation of Liability**

SCANA Energy's liability will be limited to direct damages actually incurred, which will not exceed the amount of the single largest monthly bill during the last twelve (12) months. SCANA Energy will not be liable for any indirect, special, consequential or punitive damages. There are no warranties, express or implied, in these Terms and Conditions, including the warranties of merchantability or fitness for a particular purpose.

SCANA Energy is not responsible for the delivery of gas to your premises. SCANA Energy is undertaking no obligations, responsibilities or liabilities upon and after delivery of the natural gas to AGLC at the delivery point. SCANA Energy is not responsible for your use of the natural gas. SCANA Energy exercises no independent control over AGLC's facilities necessary for delivery of the natural gas, and SCANA Energy undertakes no responsibility or liability for the operations

of AGLC or for interruptions, termination or deterioration of its delivery or other services due to actions by AGLC or others. SCANA Energy will not be liable for any failure or delay in the performance of its obligations under any plan due to any act, omission or circumstances occasioned by, or in consequence of, any of the following matters whether affecting SCANA Energy, its suppliers, gatherers, transporters, storers, or distributors: acts of God, strikes, lockouts, or other industrial disturbances, acts of the public enemy, war, blockades, insurrections, riots, epidemics, landslides, lightning, earthquakes, fires, storms, floods, washouts, arrests, restraints of government and people, civil disturbances, explosions, breakage or accident to machinery or lines of pipe, exhaustion or depletion of SCANA Energy's stocks of peak shaving fuel or storage, freezing of wells or lines of pipe, partial or complete curtailment of deliveries of as a result of force majeure as defined by SCANA Energy's agreements with its gas suppliers, gatherers, transporters, storers, or distributors, inability to obtain rights-of-way or permits or materials, equipment or supplies, and any other causes whether of the kind herein enumerated or otherwise, not within the reasonable control of SCANA Energy.

### **Privacy Policy**

During the operation of its business, SCANA Energy collects and uses information from its customers, including gas usage and other relevant information. SCANA Energy also obtains and uses information about customers from third parties, including, but not limited to, credit reporting agencies, to improve its business operation. SCANA Energy may disclose such information to its affiliates or contractors operating on its behalf to (1) develop or offer new or enhanced products and services or (2) administer and/or collect on customer accounts. SCANA Energy may disclose such information to third parties in connection with proposed business transactions, to credit agencies, or to duly authorized agencies investigating potential hazardous or illegal activity.

### **Governing Law**

These Terms and Conditions are governed by the laws of the State of Georgia, including the laws applying to the goods and the applicable provisions of the Uniform Commercial Code as adopted by the State of Georgia.



## Our Promise To You:

The SCANA family of companies has been a trusted source of energy in the Southeast for more than 160 years. Our roots are here, so we know what's important to you. We set the standard for timely and accurate service, because we believe you deserve simple, worry-free natural gas service at a fair price. We also want to make managing your energy needs as easy as possible for you. We provide straightforward, knowledgeable energy solutions, including flexible and easy-to-understand pricing and payment options. Most of all, we will always do what is right for you, the customer. We appreciate the opportunity to serve you and look forward to providing you with the outstanding value and service you deserve.

For more information, please call 1-866-245-7742 or visit our Web site at [scanaenergyregulated.com](http://scanaenergyregulated.com).

