PUBLIC DISCLOSURE DOCUMENT

BEFORE THE GEORGIA PUBLIC SERVICE COMMISSION
STATE OF GEORGIA

IN RE:	)	
	)	
SOUTHSTAR ENERGY SERVICES LLC	)	Docket No. 9574
d/b/a GEORGIA NATURAL GAS	)	

SOUTHSTAR ENERGY SERVICES LLC'S SECOND QUARTERLY REPORT FOR 2023 PURSUANT TO COMMISSION RULE 515-7-10-.05

Pursuant to Commission Rule 515-7-10-.05(5) SouthStar Energy Services LLC d/b/a Georgia Natural Gas ("GNG") files its report for the calendar quarter ending June 30, 2023. During the second calendar quarter, GNG had two instances in which a customer was incorrectly switched to GNG. In both instances, the customer called to enroll, changed his or her mind during the call, or called back to cancel. GNG representative(s) either failed to correctly cancel the orders or an in advertent re-activation occurred. Both customers were switched back without charge. Additional detail regarding both instances follows:

1. [redacted] [redacted] contacted GNG to enroll and then called back to cancel. Her order was initially canceled, but inadvertently re-activated. GNG waived all charges and did not charge the customer. The customer was switched to her preferred marketer.

2. [redacted] [redacted] called GNG to process a marketer switch and then called back a couple of weeks later to cancel, but the representative did not process the cancellation correctly. GNG waived all charges and did not charge the customer. The customer was switched to his newly chosen marketer.

Respectfully submitted this 15th day of August, 2023.

/s/Robert B. Remar
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