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IN RE:

2024-2026 Regulated Provider of Natural Gas) **Docket No. 55356**

Order Issuing Request for Proposal for the Regulated Provider of Natural Gas

This matter comes before the Georgia Public Service Commission ("Commission") as a result of a request by the Commission Staff ("Staff") to issue a Request for Proposal ("RFP") (Exhibit A) for a Regulated Provider of natural gas to commence service on September 1, 2024 through August 31, 2026.

Background

Pursuant to O.C.G.A. § 46-4-166(f), the Commission shall employ an RFP process for selecting a Regulated Provider of Natural Gas for Group 1 and Group 2 customers. To be eligible for Group 1 service, a customer must meet the definition of a "low-income residential consumer" set forth in the Natural Gas Competition and Deregulation Act, O.C.G.A. §§ 46-4-150 through 166, O.C.G.A. § 46-4-166(a)(1). Group 2 customers include firm natural gas customers who have been unable to obtain or maintain natural gas commodity service or whose payment history was cited by the Regulated Provider as reason for transfer from Group 1 to Group 2. O.C.G.A. § 46-4-166(a)(2).

On July 6, 2021, the Commission issued a Consent Order in Docket No. 43404, designating SCANA Energy Marketing ("SCANA Energy") as the Regulated Provider. The Consent Order set forth the terms and conditions under which the Regulated Provider would serve qualifying customers. Paragraph 2.1 of the Consent Order provides that "SCANA Energy shall provide service as the Regulated Provider for a period of two (2) years, beginning September 1, 2021 and

ending August 31, 2023." In addition, Paragraph 2.3 of the Consent Order provides that "If the Commission determines, in its discretion, that such an action is in the public interest, the Commission may extend the service of the Regulated Provider for a third year, or may terminate the service of the Regulated Provider after one year." During its April 22, 2022 Administrative Session, the Commission voted to extend the term of SCANA Energy as the Regulated Provider for the period of September 1, 2023 through August 31, 2024. Both of these Consent Order provisions track pertinent Georgia law. *See,* O.C.G.A. § 46-4-166(f).

The RFP

The term of the current Regulated Provider expires on August 31, 2024. In order to have sufficient opportunity and time to solicit the most favorable bids from certificated marketers, Staff is recommending the issuance of the RFP shown as Exhibit A. All attachments to the RFP are part of Exhibit A. The term to be served by the next approved Regulated Provider is September 1, 2024 through August 31, 2026. All potential bidders must meet with the current Regulated Provider to review the accounts receivable by no later than November 22, 2023. The Commission will select the next Regulated Provider by no later than April 4, 2024.

Commission Decision

On October 3, 2023, the Commission voted to issue the RFP for the Regulated Provider of natural gas service beginning September 1, 2024 through August 31, 2026.

******

WHEREFORE IT IS ORDERED, that the Commission issues this Request for Proposal for the Regulated Provider of natural gas service for the period of September 1, 2024 through August 31, 2026.

ORDERED FURTHER, that any certificated marketer that has been pre-qualified shall file a proposal consistent with the RFP and its attachments by December 4, 2023.

ORDERED FURTHER, that a motion for reconsideration, rehearing, or oral argument or any other motion shall not stay the effective date of this Order, unless otherwise ordered by the Commission.

ORDERED FURTHER, that jurisdiction over this matter is expressly retained for the purpose of entering such further Order or Orders as this Commission may deem just and proper.

The above by action of the Commission in Administrative Session on the 3rd day of October 2023.

Sallie Tanner
Executive Secretary

10-17-23
Date

Jason Shaw
Chairman

10-17-23
Date

COMMISSIONERS:

JASON SHAW, Chairman
TIM G. ECHOLS, Vice-Chairman
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DOCKET NO. 55356

REQUEST FOR PROPOSAL FOR REGULATED PROVIDER OF NATURAL GAS SERVICE 2024 - 2026

DATE OF ISSUANCE: **October 3rd, 2023**

POTENTIAL BIDDER MEETING WITH CURRENT REGULATED PROVIDER TO REVIEW ACCOUNTS RECEIVABLE: **No later than November 22, 2023**

BID PACKAGES TO BE RECEIVED BY THE COMMISSION: **No later than 4:00 PM, December 4, 2023**

INSTRUCTION TO BIDDERS

All spaces below and in the attached Proposal and Certification Form are to be filled in with signatures supplied where indicated. Failure to sign proposal will cause rejection of your proposal.

PROPOSAL OF:

NAME: _____

ADDRESS: _____

_____

SUBMIT PROPOSAL TO:

GEORGIA PUBLIC SERVICE COMMISSION
244 Washington Street
Atlanta, Georgia 30334

MEETING WITH CURRENT REGULATED PROVIDER: _____

DATE BID PACKAGE MAILED: _____

NOTE: PLEASE ENSURE THAT ALL REQUIRED SIGNATURE BLOCKS ARE COMPLETED. FAILURE TO SIGN THIS FORM WILL CAUSE REJECTION OF YOUR PROPOSAL.

STATE OF GEORGIA

PUBLIC SERVICE COMMISSION

PROPOSAL

We propose to furnish and deliver any and all of these services named in the attached Request for Proposal (RFP) for which prices have been set. The price(s) offered herein shall apply for the period of time stated in the RFP.

It is understood and agreed that this proposal constitutes an offer, which when accepted by the Georgia Public Service Commission, is subject to the terms and conditions of such acceptance and will constitute a valid and binding agreement between the undersigned and the State of Georgia. There is no assurance, expressed or implied, that an award will necessarily be made pursuant to this RFP. This RFP shall not give any rights to any respondent for any indemnification claims.

It is understood and agreed that we have read the State's specifications shown or referenced in this RFP and that this proposal is made in accordance with the provisions of such specifications. By our written signature on this proposal, we guarantee and certify that all items included in this proposal meet or exceed any and all such State specifications. We further agree, if awarded the Regulated Provider designation, to deliver services that will meet or exceed the specifications.

It is understood and agreed that this proposal shall be valid and held open for a period of one hundred and eighty (180) days from the proposal's opening date.

_____ _____

Authorized Signature Date

_____ _____

Print/Type Name Print/Type Company Name

PROPOSAL SIGNATURE AND CERTIFICATION

(Bidder must sign and return with proposal)

I certify that this proposal is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a proposal for the same materials, supplies, equipment, or services and is in all respects fair and without collusion or fraud. I understand collusive bidding is a violation of State and Federal Law and can result in fines, prison sentences, and civil damage awards. I agree to abide by all conditions of the proposal and certify I am authorized to sign this proposal for the offeror. I further certify that the provisions of the Official Code of Georgia Annotated, Sections 45-10-20 et seq. have not been violated and will not be violated in any respect.

_____ _____

Authorized Signature Date

_____ _____

Print/Type Name Print/Type Company Name

REQUEST FOR PROPOSALS

1.0. GENERAL

1.1. Introduction

This matter comes before the Georgia Public Service Commission ("Commission") for consideration of a Regulated Provider of Natural Gas ("Regulated Provider") beginning September 1, 2024, for a term of up to at least two (2) years, and possible extension of the terms for one (1) additional year. Pursuant to O.C.G.A. § 46-4-166, the Commission shall select a Regulated Provider of natural gas to serve low income residential (Group 1) and firm natural gas consumers (Group 2). Group 1 consist of low-income residential consumers. Group 2 consist of firm natural gas consumers who have been unable to obtain or maintain natural gas commodity service or whose utility payment history was cited by the Regulated Provider as reason for transfer from Group 1 to Group 2.

No content from any submitted bids shall be shared with other Bidders. The Commission Issuing Officer named below shall conduct all such discussions regarding the RFP, Bidding process, or the Bidder's submission of a Bid Package:

Irma Ormeno
Natural Gas Unit
244 Washington Street
Atlanta, Georgia 30334
iormeno@psc.ga.gov
404-463-8525 (O) 404-656-0980 (Fax)

The Regulated Provider designation shall be conferred to the bidder whose proposal is determined to be the most advantageous for the ratepayers of Georgia, taking into account all of the evaluation factors set forth in the RFP. Only the criteria specified in the RFP shall be used in the evaluation. The Commission reserves the right to reject any and all proposals submitted in response to this request.

1.2. Procurement Timetable

The following timetable is anticipated for this RFP:

October 3, 2023	RFP Issued
November 22, 2023	Deadline for potential Bidder meetings with the current Regulated Provider to review Accounts Receivable
December 4, 2023	Deadline for receipt of Bid Packages (Attachment A)

No later than April 4, 2024	Energy Session for Recommendation to Commissioners on Selection of Regulated Provider
No later than April 4, 2024	Selection of Regulated Provider

Pursuant to Rule 515-7-13-.06(2)(m): "Pre-qualified Bidders ***may*** be invited to participate in oral presentations at a scheduled time to discuss proposals." If Bidders are invited to oral presentations, a time will be scheduled.

Proposals should be delivered to the Executive Secretary's Office at the location below:

Ms. Sallie Tanner
Executive Secretary
Georgia Public Service Commission
244 Washington Street
Atlanta, GA 30334-5701

1.3. Restrictions on Communications with Commission Staff

From the issue date of this RFP, until a Regulated Provider is selected and announced, Bidders are not allowed to communicate for any reason with any Commission Staff member concerning this RFP except through the Issuing Officer named herein. Violation of this restriction may result in rejection of the proposal of the offending Bidder.

1.4. RFP Amendments or Withdrawals

The Commission reserves the right to: (1) amend this RFP prior to the proposal submissions due date and the amendments shall be sent to all potential Bidders who originally received a copy of the RFP, and (2) withdraw this RFP at any time, regardless of whether it has received any acceptable bids.

1.5. Proposal Withdrawal

Prior to the decision date, bidders may withdraw a submitted proposal(s) by submitting a request to the Issuing Officer named herein. Any such request must be signed by a person authorized to sign for the Bidder.

1.6. Cost for Preparing Proposals

The cost of developing the proposal is the sole responsibility of the Bidder. The State will not provide reimbursement for such costs.

1.7. Format for Responses

Proposals should correspond with and satisfy the requirements set forth in this RFP. The Bidder must submit nine **(9)** copies of its final proposal to the Commission as defined above. Failure to provide the correct number of copies could result in the rejection of the Bid Package.

1.8. Retention of Proposals

All material (Bid Packages, handouts, etc.) submitted in response to this RFP will become the property of the Commission..

1.9. Questions regarding this RFP

Questions regarding the requirements set forth in this RFP should be directed to the individual listed below:

Irma Ormeno
244 Washington Street
Atlanta, GA 30334
iormeno@psc.ga.gov
404-463-8525 (W) 404-656-0980 (fax)

1.10. Bidder Oral Presentations

Pre-Qualified Bidders may be invited to participate in oral presentations at a scheduled time to discuss their proposal. However, participation in oral presentations shall not be interpreted to mean that the Bidder has met all of the RFP submission requirements. Oral presentations shall not be a substitute or a supplement for the Bid package. Any new information presented at oral presentations shall not be considered as part of the submitted RFP nor be considered in the Evaluation Process.

2.0. INFORMATION TO BE INCLUDED IN BID PACKAGES

2.1. Minimum Bid Requirements:

All Bids shall include, at a minimum, the following information or documentation:

1. Bids must disclose the amount of the proposed deposit requirements, price structure, proposed customer charge, and cost recovery.

2. Bids must disclose the proposed Terms and Conditions of Service to Group 1 and Group 2 customers.

3. Bids must disclose the proposed Terms and Conditions for transfers of consumers from Group 1 to Group 2 and from Group 2 to Group 1.

4. Bids must include the proposed Terms and Conditions for termination of service for Group 1 customers and Group 2 customers.

5. The Terms and Conditions for Group 1 and Group 2 customers will include language clarifying that nothing in the Terms and Conditions impacts the authority of any local, state, or federal agency to provide lawful relief (injunctive or monetary) to customers of the Regulated Provider. A bid will not be rejected for the failure to include this language. Instead, if such language is not included, then it will be added to the Terms and Conditions prior to any approval by the Commission. The submission of a responsive bid by a natural gas marketer signifies acceptance of this term and condition.

6. The Bidders must commit to work with the DHS in qualifying customers that may be eligible for service from the Regulated Provider.

7. The Bidders must agree to abide by the rules and regulations governing marketers.

8. The Bidders must demonstrate the ability to transition the customers from the current Regulated Provider with the least amount of customer confusion and must provide a general description of the envisioned transition process.

9. The Bidders must commit to work with Staff and the EDC to resolve any technical, financial, customer service, and gas supply issues.

10. The Bidders must comply with all Commission rules and regulations regarding the Regulated Provider, Service Quality Measures, and any other applicable rule(s) approved by the Commission. Bidders must state any and all rules applicable to marketers for which they are seeking an exemption in their capacity as Regulated Provider.

11. Two years of pro forma financial statements to include income statement, balance sheet, statement of cash flows, and customer projections broken down between Group-1 and Group-2. All support for these quantifications should be provided, including but not limited to assumptions, data, computations and electronic spreadsheets with formulas intact.

12. Bid Packages shall provide the Bidder's proposal regarding the purchase of the Accounts Receivable of the incumbent Regulated Provider, as discussed in Commission Rule 515-7-13-.07.

2.2. Additional Information for All Bidders:

(1) The rate for a Group 1 low-income residential consumer shall be based upon actual commodity cost, a reasonable rate of return, and an equitable share of the cost of the transportation and distribution system over which such consumer receives distribution.

a. Any low-income residential consumer may transfer to the Regulated Provider without being required to pay in full any debt to a marketer for previous service and without termination in service due to failure to pay such a debt.
b. The Regulated Provider shall have access to the Universal Service Fund ("USF") to recover bad debt arising from servicing low-income residential consumers in accordance with Commission Utility Rule 515-7-5, which is designed to encourage efficient debt collection practices by the Regulated Provider.
c. The EDC shall waive any customer charge for each low-income residential consumer whose age exceeds 65 years. A Group 1 low-income residential consumer served by the Regulated Provider at this rate shall be subject to transfer to Group 2 for failure to pay distribution or commodity charges under the Terms and Conditions specified in the proposal and accepted by the Commission.

d. The rate for Group 2 consumers shall be set to incorporate risks associated with serving these customers.
e. The Regulated Provider shall be authorized to terminate service to a Group 2 consumer for failure to pay for commodity or distribution service.
f. The Regulated Provider shall not have access to the USF to recover bad debt arising from service to such consumers.
g. A Group 2 consumer shall be eligible to transfer to Group 1 if such consumer meets the income criteria to receive service from Group 1 and meets the transfer criteria specified in the Consent Order entered into by the winning Bidder and adopted by the Commission.

(2) Once the Commission issues an Order selecting a new Regulated Provider, the incumbent Regulated Provider and the newly selected Regulated Provider shall meet to negotiate the transfer of customers, accounts receivable, any computer system transfers, storage volumes, and any other issues that should be addressed. The parties shall provide updates to the Commission at no less than thirty (30) day intervals after the issuance of the Commission's Order selecting a new Regulated Provider.

(3) The incumbent Regulated Provider and the winning Bidder shall negotiate the terms of the Accounts Receivable transaction (including any flat fees, discounted rates, date(s) for transactions, etc.). If the parties cannot negotiate acceptable terms within a pre-determined timeframe, the Commission shall determine the terms for the transaction. For purposes of this rule, the pre-determined timeframe shall be no longer than forty-five (45) days after the Commission issues an Order selecting a new Regulated Provider.

(4) The newly selected Regulated Provider shall send at least two (2) notices to all Regulated Provider customers notifying the customers of the change in the Regulated Provider.

a. The notices shall be reviewed and approved by the Staff prior to sending to customers. The notices shall contain, at a minimum, the following language:
   1. "Beginning on [effective date of transfer], your Regulated Provider natural gas service will be provided by [new Regulated Provider]."
   2. "Your Group 1 [variable/fixed] rate will be as follows $[amount] per therm, and your customer service charge will be $[amount]" or "Your Group 2 [variable/fixed] rate will be $[amount] per therm, and your customer service charge will be $[amount]"
   3. "You are still required to pay any remaining balances or past due amounts to the previous Regulated Provider, [Incumbent Regulated Provider name]."
   4. "Your last bill from the previous Regulated Provider, [Incumbent Regulated Provider's name] will be due within xx days of receipt."

b. The first notice shall be sent sixty (60) days in advance of the transition and would provide detailed information on the date the new Regulated Provider will begin billing customers, any changes to the terms of service and new contact information.

c. The second and final notice would be sent thirty (30) days in advance of the transition and would include the new Regulated Provider's welcome kit and a message from the incumbent Regulated Provider advising customers that this would be the last bill from the incumbent Regulated Provider.

3.0. REVIEW AND EVALUATION PROCESS:

After pre-qualification, each Staff member will provide a comprehensive review of the bid packages. The Staff shall prepare and provide to the Commissioners a Bid Evaluation Sheet that will contain a final ranked number for each of the Bid Packages, where number 1 is the first choice, number 2 is second choice, etc. Upon request, the Commissioners shall have access to individual scores and rankings by Staff members;

Each proposal shall be given a total score and the Staff shall prepare a recommendation for selection to the Commission based on this scoring. The Staff shall, at a minimum, review and evaluate the following:

1. Whether the rates offered to serve Group 1 customers are just and reasonable and provide a benefit to customers who are eligible for Group 1 service.
2. Whether the rates offered to serve Group 2 customers provide a realistic option for customers who are eligible for Group 2 service.
3. The amount of the proposed deposit requirements.
4. The proposed price structure.

5. The proposed customer service charge.
6. The proposed cost recovery methodology.
7. Whether the proposal has complied with the terms of the Commission-issued RFP.
8. The proposed costs of transition to a new Regulated Provider.

3.1. Evaluation Factors:

Pursuant to Commission Rule 515-7-13-.06(2), the Review and Evaluation Factors are set forth in Attachment B.

3.2. Selection Process

The Commission shall utilize the following Selection Process for the Regulated Provider:

1. The Commission shall select the winning Bidder by such date as to allow adequate time for the Commission Staff and the winning Bidder to develop a Consent Order to be considered by the Commission.
2. The Consent Order shall contain, at a minimum, a) the rates, terms and conditions for Group 1 and Group 2, b) the terms and conditions for a transfer from Group 1 to Group 2, c) the terms and conditions for a transfer from Group 2 to Group 1, d) the number of days between bill date and due date, and e) the amount of money to be collected from the USF per Group 1 customer.
3. If the Commission Staff and the winning Bidder cannot agree on the terms for the Consent Order, the Commission shall resolve the outstanding issue(s).
4. The Commission shall consider the adoption of the Consent Order by such a date to allow for an adequate transition to a new Regulated Provider.

The Commission shall consider each proposal in a manner that does not disclose the contents of the proposal to competing Bidders. The Commission reserves the right to reject any and all proposals made pursuant to this RFP, to request the submission of a best and final offer, and to amend or supplement this RFP at any time.

The Commission reserves the right to determine that any and all proposals are not acceptable or that it is otherwise in the public interest not to accept any of the bids submitted in response to the RFP.

4.0. INFORMATION TO BE PROVIDED BY THE INCUMBENT REGULATED PROVIDER

Within five (5) days of the Commission's issuance of the Request for Proposal, provided that a signed confidentiality agreement between the incumbent Regulated Provider and the prospective Bidder has been executed, the incumbent Regulated Provider shall provide the information listed below to the prospective Bidders for each month of the current Regulated Provider term. The incumbent Regulated Provider shall update such information to such potential Bidders each month thereafter until the Commission's determination of pre-qualification status.

a. Total Accounts Receivables, write-offs, collections, and aging reports detailing the following receivables data broken out for both Group 1 and Group 2 customers:
   (1) 30 days
   (2) 60 days
   (3) 90 days
   (4) 120 days

b. Bad debt reports for Group 1 and Group 2 for each quarter of operation, including but not limited to the following:
   (1) Dollar amounts in arrears; and
   (2) Write offs (dollar amount and number of customers).

c. Number of shut-offs for non-payments submitted to the EDC for Group 1 and Group 2 including number of actual disconnections.

d. Number of customers requested turn-offs for Group 1 and Group 2.

e. Consumption data by pool group for both Group 1 and Group 2 customers.

f. Number of inbound calls and average length of call, as well as any available breakdown of calls by general types of calls and subject matter (such as request for payment arrangements, request for duplicate copy of bill, inquiry regarding charges on bill, and so forth).

g. Number of customers switching each month from Group 1 to Group 2 and number of customers switching each month from Group 2 to Group 1.

h. Number of payment arrangements.

i. A description and/or copy of a sample bill for Group 1 and Group 2 customers.

j. The number of customers, by primary pool, broken down into Group 1 and Group 2.

k. The average Dedicated Design Day Capacity ("DDDC"), broken down by primary pool and by Group 1 and 2.

l. A description of customer education or assistance programs administered through or in conjunction with DHS, including any statistical information about monthly or yearly customer contacts in connection with these programs.

m. A description of all non-propriety computer systems in place that provide for communication with the DHS and community action agencies.

n. The amount of the deposit provided to the EDC and interstate pipelines in support of the Regulated Provider customer class.

o. A description of any fixed price or other commitments made to customers that extend beyond the scheduled term of the Regulated Provider.

ATTACHMENT A
BID PACKAGE INFORMATION

I. RATES FOR NATURAL GAS SERVICE:

A. Group 1

1. What rates would you propose to serve Group 1 customers? Your proposal must state the delivered gas charge, including, but not limited to, commodity or applicable index, interstate transportation, intrastate transportation, and ancillary charges for each group. The proposal must also identify proposed rates as fixed or variable. In addition, include deposit requirements for Group 1 as well as customer service charges and profit percentages for each group.
2. Are you willing to disclose your pricing methodology to enable Staff to independently calculate the prices?
3. Will you commit that you will maintain the same rates and terms and conditions in a third year, should the Commission extend your designation, as those that were offered for the initial two (2) year period?

B. Group 2

1. What rates would you propose to serve Group 2 customers? Your proposal must state the delivered gas charge, including, but not limited to, commodity or applicable index, interstate transportation, intrastate transportation, and ancillary charges for each group. The proposal must also identify proposed rates as fixed or variable. In addition, include deposit requirements for Group 2 as well as customer service charges and profit percentages for each group.
2. Are you willing to disclose your pricing methodology to enable Staff to independently calculate the prices?
3. Will you commit that you will maintain the same rates and terms and conditions in a third year, should the Commission extend your designation, as those that were offered for the initial two (2) year period?

C. Senior Citizens Rates

1. Will you offer any special rates for senior citizen customers? If so, under what rates would you commit to serve senior citizen customers? Your proposal must state the delivered gas charge, including, but not limited to, commodity or applicable index, interstate transportation, intrastate transportation, and ancillary charges for each group. The proposal must also identify proposed rates as fixed or variable.
2. Are you willing to disclose your pricing methodology to enable Staff to independently calculate the prices?
3. Will you commit that you will maintain the same rates and terms and conditions in a third year, should the Commission extend your designation, as those that were offered for the initial two (2) year period?

D. Deposits

1. What will be your deposit policy? For example, will you charge deposits to certain customers based on credit ratings, etc.? If so, what are the terms and conditions for charging deposits to Regulated Provider customers?
2. Would you be willing to eliminate a deposit to Group 1 senior citizens? If not, would you be willing to discuss options that would enable you to reduce or eliminate the deposit requirements for these customers?

II. TERMS AND CONDITIONS:

A. Group 1

1. Under what terms and conditions would you commit to serve Group 1 customers? Your proposal should include, at a minimum, procedures for handling billing disputes and payment arrangements, credit, deposit, and collection policies and procedures, applicable billing determinants, and termination of service policies and procedures applicable to these customers.
2. For any fixed rate plans mentioned in your answer to Question II. A. 1, what options would allow Group 1 consumers to enroll in fixed rate plans that would either span the life of the contract or be renewable in the second year of the contract?
3. Please provide your credit scoring criteria for Group 1 customers.
4. Please describe the types of payment arrangements that would be offered to Group 1 customers and your policy regarding circumstances under which payment arrangements may be granted or denied.

B. Group 2

1. Under what terms and conditions would you commit to serve Group 2 customers? Your proposal should include, at a minimum, procedures for handling billing disputes and payment arrangements, credit, deposit, and collection policies and procedures, applicable billing determinants, and termination of service policies and procedures applicable to these customers.
2. For any fixed rate plans mentioned in your answer to Question II. B. 1, what options would allow Group 2 consumers to enroll in fixed rate plans that would either span the life of the contract or be renewable in the second year of the contract?
3. Please provide your credit scoring criteria for Group 2 customers.
4. Please describe the types of payment arrangements that would be offered to Group 2 customers and your policy regarding circumstances under which payment arrangements may be granted or denied.

C. Transfer of Customers from Group 1 to Group 2:

What terms and conditions do you propose for transferring customers from Group 1 to Group 2? Terms and conditions should include specific criteria relating to payment history and/or credit rating for transferring customers from one group to another.

D. Transfer of Customers from Group 2 to Group 1:

What terms and conditions do you propose for transferring customers from Group 2 to Group 1? Terms and conditions should include specific criteria relating to payment history and/or credit rating for transferring customers from one group to another.

III. ANCILLARY SERVICES

A. Call Center

1. How will you handle an increase in the number of customers, with respect to ancillary services (billing, billing inquiries, remittance processing, etc.)?
2. What is your maximum capability on a monthly basis with respect to the aforementioned services?
3. Please identify any technical, financial, or customer service infrastructure limitations.
4. Please provide a narrative of your customer service performance levels over the last year. Please include the following statistics for the past six (6) months.
   a. Percentage of customers reaching a company representative within 180 seconds in a month.
   b. Percentage of customer calls abandoned during business hours.
   c. Percentage of customer calls that are blocked (receive a message saying to call back later) from access to a company representative during normal business hours.
   d. Percentage of customers that receive a busy signal during and after business hours.
   e. Percentage of bills not rendered monthly.
   f. Percentage of bills found to be inaccurate monthly.
   g. Percentage of overall customer satisfaction with the company.
   h. Percentage of customers that call repeatedly for the same problem.
   i. What is your ratio of customer service representatives to customers?
   j. Actual resolution time for billing and service issues from customers through written correspondence, phone calls, and/or email. Do you respond in writing, email, or a phone call?
   k. What are your call center hours of operation?
   l. Please indicate what your current customer service standards and goals are.

B. Billing

Will you outsource billing, payment posting, collection processes, and call center operations? If these functions will be outsourced, please provide the name of the company performing these functions and affirm that you understand you are ultimately responsible for actions of any subcontractor performing these duties on your behalf.

C. Remittance Processing

1. What is the average elapsed time between the date a payment is posted to the customer's account and the date such payment is received?
2. What forms of payment do you accept from customers? Are there additional charges depending on the method of payment used? If so, what are they?
3. If you will be using a separate vendor for remittance processing, are there any limitations regarding when the payment will be processed and reflected on the bill?

4. Would you be willing to work with Staff and DHS to determine a workable solution for acceptance of cash payments at municipal housing authorities or other social service agencies?
5. Please provide the number of payment locations, itemized by each of the nine Atlanta Gas Light ("AGL") Pool Groups that are available to accept cash payments from customers.
6. Please describe the process by which cash payments are applied to customers' accounts. What is the average elapsed time between the date a payment is posted to the customer's account and the date such payment is received at a payment location?

D. Social Service Agencies/Low-Income Heating Assistance Program (LIHEAP)

1. Are you willing to accept payments from social service agencies such as LIHEAP on behalf of low-income consumers?
2. Are you willing to reconnect a customer who qualifies for LIHEAP assistance even if the assistance is not sufficient to pay the entire debt?

IV. SERVICE DISCONNECTIONS

1. Please provide your Terms and Conditions for disconnection of the following:
   a. Group 1 Customers;
   b. Group 1 Senior Citizen Customers;
   c. Group 2 Customers; and
   d. Group 2 Senior Citizen Customers.

   Your response should include any deviations from the current disconnection policy and rules of the Commission, including payments due dates, notice requirements, deposits, etc.
2. Are you willing to offer Group 1 customers a reasonable payment plan prior to initiation of disconnection? For the purposes of this question, a reasonable payment plan is one that does not end prior to the commencement of the next heating season unless requested by the customer.
3. If another marketer has requested to disconnect a customer, would you be willing to accept this customer prior to the actual disconnection? In other words, if a marketer submits a disconnection notice to AGL, the customer automatically transfers to the Regulated Provider Group 2.
4. Are you willing to adopt additional provisions during the period March 15 through November 15 to protect low-income elderly or low-income disabled customers from disconnection of service?
   a. If yes, please provide the details of your plan.
   b. In addition, would you be willing to work with Staff in the development of your plan?

V. CUSTOMER EDUCATION:

Will you provide any customer education programs to existing customers of the Regulated Provider, as well as notify potential customers of the program? If so, please explain in detail the types of customer education you will provide and the cost entailed in these programs.

VI. BAD DEBT RECOVERY:

A Regulated Provider shall be authorized to apply to the USF to recover bad debt arising from service to low-income residential Group 1 customers in accordance with the following guidelines and O.C.G.A. 46-4-166.

1. In order to recover bad debt arising from service to a low-income residential Group 1 consumer, a regulated provider must have:
   a. Charged the customer any deposit required by its terms of service;
   b. Transferred the customer from Group 1 to Group 2 in compliance with its terms of service or disconnected the customer in compliance with its terms of service;
   c. Notified the customer, after transfer or termination, that his or her account has been referred to a collection agency;
   d. Waited at least ninety (90) days for a customer to pay on his or her account after the account has been turned over to a collection agency; and
   e. File monthly reports to the Commission providing the following information:
      i. Number of customers receiving service under Group-1.
      ii. Number of customers receiving service under Group-2.
      iii. Number of Group 1 and Group 2 customer accounts over ninety (90) days old and the dollar amount with a year-to-date total for each, separated by Group status.
      iv. Number of Group 1 and Group 2 customer accounts sent to collections, and the dollar amount recovered through collection efforts with a year-to-date total for each, separated by Group status.
      v. Number of Group 1 and Group 2 accounts that have been written-off, and the dollar amount written off. Also give a year-to-date total for each, separated by Group status.
      vi. Number of Group 1 customers that have been switched to Group 2.
      vii. Number of Group 2 customers that have been switched to Group 1.
      viii. Number of Group 1 and Group 2 customers that have been shut off for non-payment, separated by Group status.
      ix. Number of Group 1 and Group 2 customers that have switched to other marketers or disconnected from the system, separated by Group status.
   f. File quarterly reports to the Commission providing the following information:
      a. Income statement breaking out the operations of the Regulated Provider with Group-1 and Group-2 activities broken out by month with the spreadsheet filed on disk.
      b. Reserve account information disclosing the full activity between bad debt, collections, and write offs with the spreadsheet filed on disk (CD) broken out by month.
      c. Provide the assumptions and calculations for the bad debt expense for each month during the quarter.

2. A Regulated Provider seeking a disbursement from the USF shall file with the Commission a written application that certifies that it has complied with the provisions of these guidelines and O.C.G.A. § 46-4-166. Commission Rule 515-7-5-.08(2) requires that the procedures, Terms and Conditions that the Regulated Provider uses to recover bad debt be designed to encourage efficient debt collection practices. Consistent with this rule, each bidder shall submit at least one bid that assumes that the Regulated Provider shall be allowed reimbursement of 70% of its bad debt.

3. Should the Commission ultimately adopt a bid providing for reimbursement of 70% of the Regulated Provider's bad debt, any Regulated Provider receiving a disbursement from the USF for uncollectible accounts shall make a quarterly reporting to the Commission documenting any amount of money that has ultimately been recovered through its own initiative or through the actions of a third-party in collecting accounts previously regarded to be bad debt. Concurrent with such reports, the Regulated Provider shall repay to the USF 50% of any and all such recovered amounts.

4. Please provide process narratives and/or flowcharts of your collection process, a list of process metrics currently used to measure the effectiveness and efficiency of the collection process, and the actual results of those process measures for the last twelve (12) months.

5. Please state what your rates for Group 1 service would be if instead of receiving any after the fact reimbursement for bad debt incurred, you were provided with a pre-payment in the amount of $57/year for each Group 1 customer. For the purposes of this paragraph, assume that the pre-payment amount would be pro-rated such that the percentage of the year that you served a Group 1 customer would be equal to the percentage of the $57 that you received from the USF in connection with that customer. The amount of recovery you would be allowed under this scenario would remain the pro-rated $57/year per customer regardless of the actual bad debt you incurred.

6. Please include a statement indicating your willingness to accept the financial risk associated with serving Group 1 and Group 2 customers. This statement should also indicate your understanding that there is no recovery from the Universal Service Fund for Group 2 customers and limited recovery from the USF for Group 1 customers.

VII. CUSTOMER QUALIFICATIONS THROUGH THE DEPARTMENT OF HUMAN SERVICES (DHS)

DHS will, at a minimum, provide data files containing identifying information of customers who have either qualified for LIHEAP payments and/or qualified as low-income and eligible to be served in Group 1.

1. Please provide a plan for coordinating the qualification process and systems integration with DHS.

2. What is your plan for having a process in place that will result in customers having their service switched to the Regulated Provider in the most efficient manner possible?

VIII. TRANSITION FROM THE CURRENT REGULATED PROVIDER

1. If you are not the current Regulated Provider, please provide a narrative that describes the transition process of customers from the current Regulated Provider to the new Regulated Provider. As part of this narrative, please address the following issues:
   a. Customer notification and education ideas/materials as well as proposed timelines for the customer notification;
   b. Coordination with AGL and DHS, including required computer system modifications and/or upgrades;
   c. Final bills and collections from the current Regulated Provider;
   d. Fixed rate contracts that expire after August 31, 2024;
   e. Any pipeline or commodity true-up as referenced in the previous Regulated Provider Orders;
   f. An estimate of the costs related to any transition issues, including the costs of computer system modifications, customer education, reporting requirements, etc.; and
   g. Any other issues that you foresee as part of the transition process.

2. Please acknowledge your understanding that the Commission is not making any predetermined selection of the next Regulated Provider by requesting the above listed information.

IX. SURVEILLANCE/VERIFICATION FILINGS

Please include a statement indicating your willingness to provide supporting documentation, periodic reports, or other materials that may be requested by the Commission or the Commission Staff during the term of the Regulated Provider. Also, please indicate you shall abide by Commission Rule 515-3-1-.11 Trade Secrets and to treat information related to the regulated provider program as public record, unless it can be demonstrated that public disclosure of the information would competitively disadvantage the bidder's activities as a certificated natural gas marketer as specified in Commission Rule 515-3-1-.11.

X. COMMISSION UTILITY RULES

The Regulated Provider must comply with all Commission Utility Rules that apply to certificated gas marketers. Please provide any information regarding which Commission Utility Rules applicable to marketers you may request waiver from as the Regulated Provider.

XI. OTHER PLANS/OFFERS

Please provide any alternatives, suggestions, or comments that could be offered to the Commission that have not been addressed in the Request for Proposal that you think would benefit the natural gas ratepayers of Georgia. Please include any timelines, flow charts, diagrams, cost structures, alternate cost-recovery methods, collections processes, transition issues, estimated costs, etc. Should you submit multiple bids, at least one bid must comply with the precise terms of this RFP. The Commission is not prohibited from selecting a winning bid that varies from the Terms and Conditions set forth in this RFP.

ATTACHMENT B
EVALUATION FACTORS

Regulated Provider Scorecard

Transition	Points per offer
Fully developed Purchase of Receivables plan pursuant to Commission Rule 515-7-13-.07	**0-100**
Group 1 Rates	**Points per offer**
Senior Price Structure (fixed and variable)	**0-100**
Non-Senior Price Structure (fixed and variable)	**0-100**
Group 2 Rates	**Points per offer**
Senior Price Structure (fixed and variable)	**0-75**
Non-Senior Price Structure (fixed and variable)	**0-75**
Deposit	**Points per offer**
1. <=$150	**20**
2. Flexibility	**0-50**
Customer Service	**Points per offer**
Monthly Service Charge	**0-50**
Call Center Performance	**0-50**
Billing	**0-50**
Remittance Processing	**0-50**
Social Service/LIHEAP Partnership	**0-50**
DHR Coordination Plan	**0-50**
Ease of switching customers	**0-50**
USF Cost Recovery	**Points per offer**
<=$57 annual per customer	**50-100**
>$57 annual per customer	**0-50**
Terms and Conditions	**Points per offer**
1. Group 1	**0-100**
2. Group 2	**0-100**
Conversion	**Points per offer**
From Group 2 to Group 1	**0-50**
Payment Options	**Points per offer**

1. Convenience 2. Flexibility	**0-50** **0-50**
Waivers	**Points per offer**
Each waiver is a 10 point deduction	
Marketer Experience	
Ability to perform as Regulated Provider	**0-100**
Overall Score	