Exhibit B

Remar, Rob

From: Jamie Barber [JamieB@psc.state.ga.us]
Sent: Wednesday, November 19, 2003 2:58 PM
To: Tony.cusati@ACNENERGY.com; bmaycok@sgrlaw.com; dhart@utility.org; huch.mcintosh@ngwi.com; Pye, Adrian; betty.grant@fleetplus.com; cbjones@sablaw.com; trish.mcfadin@southstarenergy.com; jmonroe@southstarenergy.com; ebarratt@infiniteenergy.com; Anne.gerry@agg.com; Eric Whitmore; jnewsom@scana.com; Philip J. Smith; tlyndall@sglf-law.com; harry.kingerski@shell.com; mjrenier@shellus.com; tesheehan@shellus.com; afbell@southernco.com; dcampbell@southernco.com; gbunce@waltonemc.com; apowers@waltonemcnaturalgas.com; gworthy@pgfm.com; jmstarge@southernco.com; Melissa Pignatelli (SoCo Gas); Remar, Rob
Cc: Nancy Tyer; Brandon Marzo
Subject: 15296-U Service Quality Measures for Certificated Marketers and Regulated Provider

Attached is a summary sheet for Docket No. 15296 which includes the approved service quality measures and benchmarks. Also included is information on the filing, remediation, and penalty process. Please review the information and follow the reporting process as outlined in the attachment.

Staff is providing this summary to assist Marketers with the SQM's and the related filings. If you have any questions please let me know at 404-651-5958.

Thanks

Jamie Barber
Utilities Analyst

Service Quality Standard	Approved Benchmark
Call Center Response Time	80% of calls answered within 180 seconds
Billing Accuracy	98.5% accurate, averaged over two-consecutive months
Meter Reading Accuracy	98.5% accurate, averaged over two-consecutive months
Meter Reading Timeliness	98.5 % averaged over two-consecutive months

The service quality standards went into effect July 1, 2003.

Remediation Process

Call Center Response Time- a marketer will begin the remediation process if it fails to meet the benchmark twice during any 12-month period.

Billing Accuracy- a marketer will begin the remediation process if it fails to meet the benchmark once during any 12-month period.

Meter Reading Accuracy- a marketer will begin the remediation process if it fails to meet the benchmark once during any 12-month period.

Meter Reading Timeliness- a marketer will begin the remediation process if it fails to meet the benchmark once during any 12-month period.

Penalty and Reporting Process

1) Within thirty days of the end of each recording period the service provider shall file with the Commission the data for each service measure. As part of that filing, **the service provider shall highlight any performance that did not meet the established benchmarks**. This filing will be known as the Notification Filing.

2) **If one or more of the service benchmarks have not been met, the service provider will have thirty days from the Notification Filing to file with the Commission a Remedial Action Plan ("RAP"). The RAP should explain the deficiency, specify how the deficiency will be remedied, and provide a timetable for remedial activities**; provided that all remedial activities must be completed within ninety days.

3) At the conclusion of the 90-day remediation period, the service provider will have **fifteen days to file a Remediation Report with the Commission that demonstrates its compliance with the benchmarks that were the subject**

of the RAP. If the deficiencies were not eliminated and the established benchmarks met then the service provider would be considered to be in violation of the service quality standards. Penalties would commence at that time and continue for each recording period thereafter or until such time as the service provider meets the approved benchmark.

4) For a period of one (1) year after filing of a remediation report, the service provider will remain subject to penalties for each recording period if the deficiency remains or reoccurs. The service provider will not be given remediation opportunities again until such time as the service provider has demonstrated compliance with the benchmark for twelve consecutive months.

The Commission finds and concludes that a presumptive penalty is in the best interest of the service quality measures program. The presumptive penalty for non-compliance with any standard for a recording period shall be $25,000 due thirty five (35) days after the filing of the Remediation Report indicating a failure to meet the benchmark or after a notification filing that demonstrates that the service provider failed to meet the benchmark during the twelve consecutive month period following the remediation period; however, all penalties will be subject to Commission discretion and a party may petition to have penalties increased or decreased.

The marketer shall have thirty days from the filing of the Remediation Report or after a notification filing that demonstrates that the service provider failed to meet the benchmark during the twelve consecutive month period following the remediation period, to petition the Commission for waiver or reduction of any penalty pursuant to Commission Rule 515-7-8-.08. In addition, within thirty days of the filing of the Remediation Report or notification filing made within twelve months of a remediation period, Staff or any interested party may petition the Commission to increase or decrease penalties. The burden of proof shall be upon the moving party.