GEORGIA PROUD
Walton GAS

February 3, 2025

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

RE: Walton EMC Natural Gas' January 2025 Service Quality Standards Report as required by Docket No. 15296 Georgia Public Service Commission Rules 515-7-8: Service Quality Standards for Certificated Marketers and the Regulated Provider.

Dear Ms. Tanner:

Pursuant to the Rules and Regulations of the State of Georgia specifically 515-3-1-.11 Walton EMC Natural Gas is filing the January 2025 Service Quality Standards Report as "Trade Secret" as defined in O.C.G.A. Section 10-1-761(4).

The required protected information is being submitted under protective seal with the designation "TRADE SECRET" prominently attached to each page thereof in an original.

At the same time a version of the document containing the protected information which can be used for public disclosure with the designation "PUBLIC DISCLOSURE DOCUMENT" prominently attached to each page thereof is being submitted by means of its Alternative Electronic Filing Procedures.

If you have any questions, please call me at 770-266-2371.

Thank you for your assistance.

Sincerely,

Phil Weatherly, Business Development Director
Walton EMC Natural Gas
pweatherly@waltongas.com

BEFORE THE
GEORGIA PUBLIC SERVICE COMMISSION

IN RE:		
GEORGIA PUBLIC SERVICE COMMISSION	)	
SERVICE QUALITY STANDARDS FOR	)	**Docket No. 15296-U**
CERTIFICATED MARKETERS AND THE	)	
REGULATED PROVIDER	)	

CERTIFICATE OF SERVICE

Pursuant to the Rules and Regulations of the State of Georgia specifically 515-3-1-.11 Walton EMC Natural Gas is filing its January 2025 Service Quality Standards Report as "Trade Secret" as defined in O.C.G.A. Section 10-1-761(4).

In compliance with Rule 515-3-1-.11(1) (c), Walton EMC Natural Gas states that the retail natural gas marketplace is heavily competitive, and other marketers would gain significant economic advantages from knowing Walton EMC Natural Gas' customer service standards, performance and issues, which can provide the basis for marketing strategies as well as an analysis of the strength of the company. Walton EMC Natural Gas can only maintain its ability to compete effectively and achieve success in the marketplace by keeping such information confidential. Walton EMC Natural Gas only shares such information with persons in its senior management, its Board of Directors, and persons providing financial, consulting or other special services who need to know such information to function effectively in their relationship with Walton EMC Natural Gas, and who will keep such information confidential.

This is to certify that I have, this 3rd day of February 2025, filed the required protected information, specifically **Walton EMC Natural Gas's January 2025 Service Quality Standards Report,** submitted under protective seal with the designation "TRADE SECRET" prominently attached to each page thereof.

At the same time, I have filed a version of the document containing the protected information that can be used for public disclosure with the designation "PUBLIC DISCLOSURE DOCUMENT" prominently attached to each page thereof in an original.

Respectfully submitted this 3rd day of February 2025.

Phil Weatherly,
Director, Business Development
Walton Energy
Walton EMC Natural Gas
Phone 770-266-2371
pweatherly@waltongas.com

AFFIDAVIT OF PHIL WEATHERLY

CAME BEFORE, the undersigned attesting officer, Phil Weatherly, who, being duly sworn, deposed, and stated as follows:

1.

My name is Phil Weatherly. I am over the age of eighteen, suffer from no legal disabilities and am able to give this Affidavit.

2.

I am the Business Development Director of Walton EMC Natural Gas and have been duly authorized by Walton EMC Natural Gas's Board of Directors to prepare this Affidavit and cause it to be submitted along with any such filings made with the Public Service Commission it deems to contain trade secrets.

3.

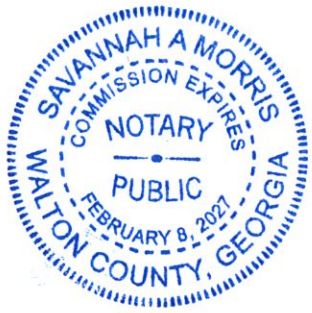
As required by O.C.G.A. § 50-18-72(a)(34), I hereby declare that Walton EMC Natural Gas's filing of its monthly Service Quality Standards Report contains trade secrets pursuant to Article 27 of Chapter 1 of Title 10 of the Official Code of Georgia Annotated.

4.

Under penalties of perjury, I declare that I have examined this information, including accompanying documents, and, to the best of my knowledge and belief, the information is true, correct, and complete.

FURTHER AFFIANT SAYETH NOT.

Phil Weatherly
Director of Business Development
Walton EMC Natural Gas
Walton Energy



Sworn to and subscribed before me this

3rd day of February 2025.

NOTARY PUBLIC

My Commission Expires:

2/8/2027

PUBLIC DISCLOSURE DOCUMENT

Walton EMC Natural Gas' Service Quality Measure Compliance Report

Average Two-Month Measures	2024			
	Mar-Apr	May-Jun	Jul-Aug	Sept-Oct
Meter Reading Accuracy	#VALUE!	#VALUE!	#VALUE!	#VALUE!
Total Active Meters	NA	NA	NA	NA
Firm Meter Readings Issued	NA	NA	NA	NA
Firm Meter Readings Canceled	NA	NA	NA	NA
Meter Reading Timeliness	#VALUE!	#VALUE!	#VALUE!	#VALUE!
Total Number of Meters Read	NA	NA	NA	NA
Number of Timely Meter Reads	NA	NA	NA	NA
Billing Accuracy	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Number of Bills Issued				
Number of Bills Not Canceled and Not Corrected				
Monthly Measures				
	Jul-24	**Aug-24**	**Sep-24**	**Oct-24**
Call Center Response Time	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Total Number of Calls				
Number of Calls answered in 180 seconds				

Redacted

Redacted

*****Please only enter in the necessary components as they have accumulated for each two-month span. The spreadsheet has been built to do the calculations on its