GEORGIA PROUD
Walton GAS

April 7, 2025

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

RE: Walton EMC Natural Gas' March 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 March 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 March 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 7th day of April 2025, filed the required protected information, specifically **Walton EMC Natural Gas's March 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 7th day of April 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

7th day of April 2025.

NOTARY PUBLIC

EVETTE JONES
My Commission Expires
NOTARY PUBLIC
February 4, 2028
WALTON COUNTY, GEORGIA

My Commission Expires:

April 7, 2025

PUBLIC DISCLOSURE COPY

Monthly Measures	2024				2025		
	May-Jun	Jul-Aug	Sept-Oct	Nov-Dec	Jan-25	Feb-25	Mar-25
Meter Reading Accuracy	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!
Total Active Meters	NA	NA	NA	NA	NA	NA	NA
Firm Meter Readings Issued	NA	NA	NA	NA	NA	NA	NA
Firm Meter Readings Canceled	NA	NA	NA	NA	NA	NA	NA
Meter Reading Timeliness		#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!	#VALUE!
Total Number of Meters Read		NA	NA	NA	NA	NA	NA
Number of Timely Meter Reads		NA	NA	NA	NA	NA	NA
Billing Accuracy		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Number of Bills Issued							
Number of Bills Not Canceled and Not Corrected							

Redacted

Monthly Measures	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
Call Center Response Time		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Total Number of Calls							
Number of Calls answered in 180 seconds							

Redacted