OPERATOR RESPONSE FORM

Informal Conference Requested: Yes ☐ No X

Operator Name: The City of Albany

Docket Number: 37020

Responses required within **30 days of electronic mail.** Provide the following information for this report:

Response to Inspection Number: JJ25-070

Type of Enforcement Action(s) cited in report:		Informal Conference Requested	
☒ Notice of Probable Violation (NOPV)	☒ New ☐Continuing	☐ Yes	☒ No
☐ Notice of Amendment (NOA)	☐ New ☐Continuing	☐ Yes	☐ No
☐ Warning Letter	☐ New ☐Continuing	☐ Yes	☐ No
☒ Letter of Concern	☐ New ☐Continuing	☐ Yes	☐ No
☐ Observed Issue	☐ New ☐Continuing	☐ Yes	☐ No
☐ Proposed Civil Penalty	$ PCP $ Amount (Total for report)		

Indicate below (A-E) based on the type of Enforcement Actions in this report: (Check all that apply)
Complete a separate copy of Page 2, Operator Response to Enforcement Action, for each cited item.

A. Response for **Notice of Probable Violation** (with and without proposed civil penalty):
   1. ☒ Written statement indicating that corrective measures have achieved Compliance or
   2. ☒ Written plan of action outlining the corrective measures that will be taken to achieve compliance and when compliance is anticipated.

B. Response for **NOA**:
   1. ☐ Contested: Attach written explanation, information, or other material in answer to the allegations in the Notice of Amendment stating your reasons for objecting to the NOA, in whole or in part; or
   2. ☐ Not Contested: Explanation, information, or other material believed to warrant modification of the NOA in whole or in part; or
   3. ☐ Written request for clarification. (Attached)

C. Response for **Continuing** and/or **Existing** violations:
   Current status, updates, expected completion dates, proposed modifications, etc., of the continuing and/or existing violations, even if this information was previously provided. Referencing a previously filed response letter, as status, updates, etc. alone is not sufficient for this response. Failure to provide this information may result in formal interrogatories from the Director through data requests.

D. Response for ☒ **Letter of Concern** / ☐ **Warning Letter**
   I acknowledge receipt of the Letter of Concern/Warning Letter: Lee Daniel – Engineer
   SIGNATURE / TITLE

   Additional Comments: (Optional) Please see comments below.

E. Response for **Observed Issue** and **No Violation**: (Optional Response)
   Staff requests that the Operator acknowledge receipt of the Observed Issue/No Violation in writing, or by submitting an email to the FPU Director

OPERATOR RESPONSE FORM

Informal Conference Requested: Yes ☐ No X

Operator Name: The City of Albany

Docket Number: 37020

Enforcement Action for: §192.616(b) ☒ New Violation ☐ Continuing Violation

Enter Code / Commission Rule (Complete a separate attachment for each enforcement action)

Enforcement Action(s) cited in report:	Conference Requested:	
☒ Notice of Probable Violation (NOPV)	☐ Yes ☒ No	$ _____ Proposed Penalty for this violation
☐ Notice of Amendment (NOA)	☐ Yes ☐ No	
☐ Warning Letter	☐ Yes ☐ No	
☐ Letter of Concern	☐ Yes ☐ No	
☐ Observed Issue	☐ Yes ☐ No	
☐ Proposed Civil Penalty	☐ Yes ☐ No	

OPERATORS RESPONSE: The City of Albany (Albany) respectfully submits the following status and preventative measures to the Probable Violation of 192.616(b) that was cited in Inspection JJ25-070 conducted on December 8, 2025. Albany mailed the required messaging for Unique Attributes on December 23, 2025, and scheduled again for June 2026. Beginning in 2027, Unique Attributes mail-outs will be scheduled for every spring. See attached Exhibits A and B for a record of the Unique Attributes mailing.

Response Provided by: Lee Daniel Date: 5/12/26

Name / Title

Internal use only:

Lead Inspector: _____ Date Response Reviewed: _____

Actions Acceptable: ☐ Yes ☐No Re-inspection Needed:☐ Yes ☐ No Clear Violation:☐ Yes ☐ No

Supervisor Review by: _____ Date Reviewed: _____

Additional Enforcement Recommended: ☐ Yes ☐ No

Director Review

Approved: ☐ Yes ☐No Schedule Special Follow-up Inspection: ☐ Yes ☐ No

Cleared Violation: ☐ Yes ☐ No

Comments: _____

OPERATOR RESPONSE FORM

Informal Conference Requested: Yes ☐ No X

Operator Name: The City of Albany

Docket Number: 37020

Enforcement Action for: §192.616(d) ☒ New Violation ☐ Continuing Violation

Enter Code / Commission Rule (Complete a separate attachment for each enforcement action)

Enforcement Action(s) cited in report:	Conference Requested:	
☒ Notice of Probable Violation (NOPV)	☐ Yes ☒ No	$ Proposed Penalty for this violation
☐ Notice of Amendment (NOA)	☐ Yes ☐ No	
☐ Warning Letter	☐ Yes ☐ No	
☐ Letter of Concern	☐ Yes ☐ No	
☐ Observed Issue	☐ Yes ☐ No	
☐ Proposed Civil Penalty	☐ Yes ☐ No	

OPERATORS RESPONSE: The City of Albany (Albany) respectfully submits the following status and preventative measures to the Probable Violation of 192.616(b) that was cited in Inspection JJ25-070 conducted on December 8, 2025. Albany has a Liaison meeting scheduled as tentative for July 2026. Albany Fire Chief was not aware of GPERI and Albany is currently working to try to connect GPERI and its Fire Officials. After the initial 2026 Liaison meeting, Liaison will be placed on an annual schedule.

Response Provided by: Lee Daniel Date: 5/12/26

Name / Title

Internal use only:

Lead Inspector: _____ Date Response Reviewed: _____

Actions Acceptable: ☐ Yes ☐No Re-inspection Needed:☐ Yes ☐ No Clear Violation:☐ Yes ☐ No

Supervisor Review by: _____ Date Reviewed: _____

Additional Enforcement Recommended: ☐ Yes ☐ No

Director Review

Approved: ☐ Yes ☐No Schedule Special Follow-up Inspection: ☐ Yes ☐ No

Cleared Violation: ☐ Yes ☐ No

Comments: _____

OPERATOR RESPONSE FORM

Informal Conference Requested: Yes ☐ No X

Operator Name: The City of Albany

Docket Number: 37020

Enforcement Action for: Item of Concern ☐ New Violation ☐ Continuing Violation

Enter Code / Commission Rule (Complete a separate attachment for each enforcement action)

Enforcement Action(s) cited in report:	Conference Requested:	
☐ Notice of Probable Violation (NOPV)	☐ Yes ☐ No	$ _____ Proposed Penalty for this violation
☐ Notice of Amendment (NOA)	☐ Yes ☐ No	
☐ Warning Letter	☐ Yes ☐ No	
☒ Letter of Concern	☐ Yes ☒ No	
☐ Observed Issue	☐ Yes ☐ No	
☐ Proposed Civil Penalty	☐ Yes ☐ No	

OPERATORS RESPONSE: The City of Albany (Albany) was not aware this was an Item of Concern for Staff until it received Inspection Report JJ25-070 and respectfully submits the following for clarification. The procedure (attached as Exhibit C) was reviewed by the Inspection Team on site, and it appeared to be clear that the Voting Rights Act is only the "basis" for determining the number 5%, not the basis for language outreach. The intent of referencing Section 203 of the Voting Rights Act is "5%" is an established numeric baseline already accepted as a trigger point regarding similar subjects. The Albany procedure goes on to reference the "report" which is the census Data that will detail languages spoken can be found in Appendix D-4. Albany recognizes this procedure may need revising for better understanding and is already in the process of amending this process.

Response Provided by: Lee Daniel Date: 5/12/26

Name / Title

Internal use only:

Lead Inspector: _____ Date Response Reviewed: _____

Actions Acceptable: ☐ Yes ☐No Re-inspection Needed:☐ Yes ☐ No Clear Violation:☐ Yes ☐ No

Supervisor Review by: _____ Date Reviewed: _____

Additional Enforcement Recommended: ☐ Yes ☐ No

Director Review

Approved: ☐ Yes ☐No Schedule Special Follow-up Inspection: ☐ Yes ☐ No

Cleared Violation: ☐ Yes ☐ No

Comments: _____

Filings:

For all written responses or any other official correspondence, the Operator shall file the response at the following address:

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

The Operator must file **five (5)** copies of any response and/or official correspondence, as well as a CD with an electronic version of the response in Microsoft Word and/or a PDF, if applicable.

Informal Conference:

Any Operator who chooses to request an informal conference shall request such a conference through emailing the Director (michellet@psc.state.ga.us), calling the Director (404-463-2765), or selecting the "Request Conference" choice.

Civil Penalty Payments:

Certified check for the full amount of the recommended civil penalty or consent agreement amount made payable to the Georgia Public Service Commission. The Operator's name, applicable Docket No., and Inspection Report No. must be included on the certified check. Mail payment to:

Ms. Michelle Thebert, Director, Facilities Protection Unit
Georgia Public Service Commission
244 Washington Street
Atlanta, Georgia 30334

Hearing Requests:

The Operator has the right to request a hearing before the full Commission to contest the alleged probable violations, recommended civil penalties, and all other proposed actions of enforcement. A request for a hearing must be submitted in writing and in accordance with Commission Rule 515-2-1-.04. The Operator must include a statement of the issues that you intend to raise at the hearing. The issues may relate to the allegations, new information, proposed compliance order, proposed civil penalty, or any other recommendation for enforcement action. Please refer to Commission Rule 515-9-3-.11 and O.C.G.A. § 46-2-91 for assessment considerations upon which civil penalties are based. An operator's failure to specify an issue may result in a waiver of the right to raise that issue at hearing. The request must also indicate whether or not the Operator will be represented by counsel at the hearing.

Open Records and Trade Secret Filings:

The Operator is advised that any material provided to the Commission, and all materials prepared by the Commission, including the Notice of Probable Violations and any Orders issued in this case, may be considered public information and subject to disclosure under the Georgia Open Records Act (O.C.G.A. § 50-18-70 et seq.). If you believe that any portion of your response material is security sensitive, privileged, confidential or may cause your company competitive disadvantages and would qualify for protection under the Commission's "Trade Secret Rule" (Commission Rule 515-3-1-.11), you must, along with the complete original document clearly marked "TRADE SECRET" on each page, provide a second copy of the document with the portions you believe qualify for trade secret treatment redacted, and an explanation of why you believe the redacted information qualifies for such trade secret treatment. Should the Commission receive a request for disclosure of any "TRADE SECRET" material, you will be notified, if after review, the materials and your provided justification are deemed not to meet any exemptions provided in the Georgia Open Records Act. You may appeal the Commission's decision to release material at that time. Your appeal will stay the release of those materials until a final decision is made.

S.M.A.R.T. MailCenter

$37,961.00 Notifications Lorine Bridges

Favorites | Define New | Summary Reports | Activity Reports

Reports

Report By:

ACCOUNT | CARRIER | SERVICE | USER | WEIGHT BREAK

Summarize By: None

Meter Serial #s: All

Transaction Types: Mailing

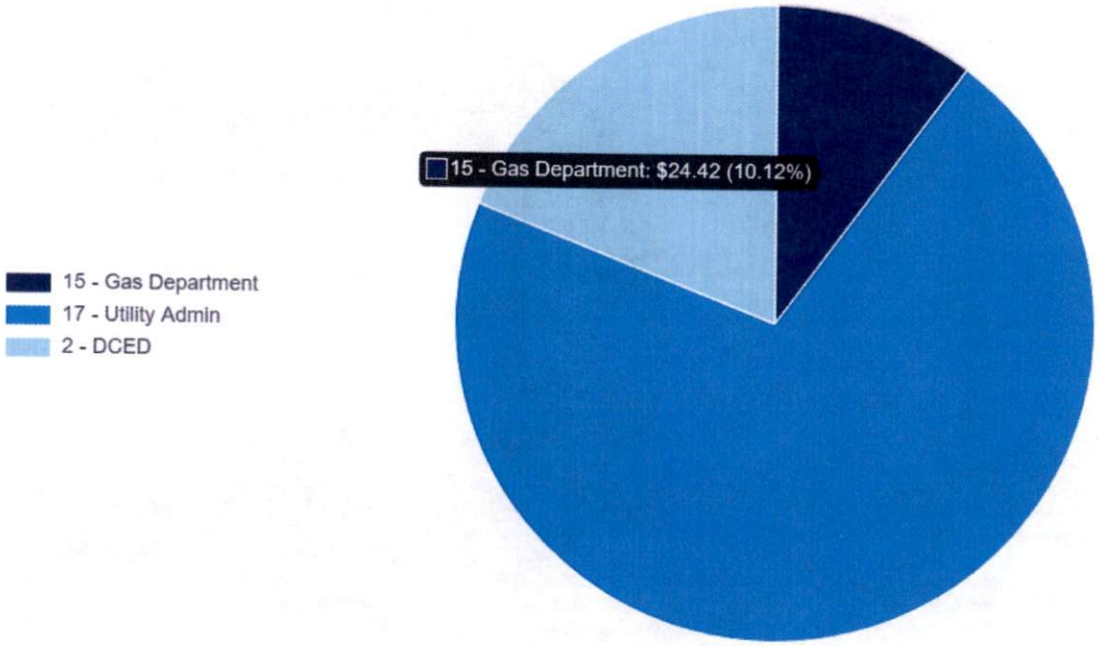
Date Range: This Month

Display zero dollar activity

Display accounts with no activity

SCHEDULE REPORT | SAVE AS FAVORITE | CLEAR | RUN REPORT

$ | #



EXPORT

From:	Bridges, Lorine
To:	Daniel, Lee
Subject:	Gas Department Cross Charge / See Attached.
Date:	Tuesday, December 30, 2025 11:30:03 AM
Attachments:	Dec 2025 Mail Charges Cross Charges.pdf Outlook-awkquqcr.png

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Good morning, Lee.

I hope this message finds you well this cold December morning. I am sure you are preparing for the upcoming weather changes as we all are. I am actually looking forward to the cold weather. It's my favorite season and I prefer the COLD!

Anyway, Greg has asked me to send you a statement or invoice of sorts showing the expenditure usage of mailing services. I see there were thirty-three (33) pieces of mail that went out at .74 cents each, which gives us a total of $24.42. Greg has given me the account # 4520.7570 to cross-charge so I will go ahead and take care of that today. I have also attached a copy of a graph statement that I hope will suffice and I will attach it to the cross-charge doc as well. If you have any questions, please do not hesitate to reach out.

Thank you and have a wonderful day.

Kind regards

Lorine Bridges
Administrative Assistant
Administrative Services

Phone: 229.302.1306

401 Pine Avenue
Albany, GA 31701
P.O. Box 1788
Albany, GA 31702
www.albanyga.gov

****Life is 10% what happens to you and 90% how you react to it.****

PUBLIC RECORDS NOTICE: *Georgia has a very broad public records law. Most written communications to or from City and County officials regarding City and County business are public records available to the public and media*

upon request. Your email communications may be subject to public disclosure.

EMAIL ADDRESS CHANGE: *The City of Albany launched a new website, www.albanyga.gov and the employee email domain has changed to albanyga.gov. My new email address is now dbradley@albanyga.gov. Please update my email contact information to reflect the change. Thank you for your continued working relationship with the City of Albany*

VI.3. *Languages Other than English* *(Protocol – 2.01, 1st, 2nd, 3rd Bullet)*

- As per §192.616(g), **Albany Utility Board** will conduct this program in English as well as other languages commonly understood by a significant number and concentration of the non-English speaking population in our operating area
  - **Stakeholder Audience – "Affected Public": Albany Utility Board** has determined that when more than **5%** of the citizens in areas whose primary language spoken at home is language(s) other than English that this program will be conducted in those languages understood by this group
    - The basis for determination of the 5% was derived from the Bureau of the Census, Voting Rights Act Amendments of 2006, Determinations Under Section 203 – Action: "Notice of Determination" as reported in the Federal Register / Vol. 76, No. 198 / Thursday, October 13, 2011 – ***Appendix D-2*** contains a copy of this document
    - ☒ **Albany Utility Board** has determined that this program will be conducted in English only
    - ☐ In addition to English, **Albany Utility Board** has determined that this program will be conducted in the following other languages: _____
    - A report can be generated at: http://factfinder2.census.gov/faces/nav/jsf/pages/index.xhtml (A copy of this report is located in ***Appendix D-4***)
  - **Stakeholder Audience – "Emergency Officials": Albany Utility Board** has determined that this program for this audience group will be conducted in English only
    - The basis for determination of English only was derived from the fact that training for Emergency Responders is conducted in English only
    - ☐ In addition to English, **Albany Utility Board** has determined that this program will be conducted in the following other languages: _____
  - **Stakeholder Audience – "Local Public Officials": Albany Utility Board** has determined that this program for this audience group will be conducted in English only
    - The basis for determination of English only was derived from the fact that training for Local Public Officials is conducted in English only
    - ☐ In addition to English, **Albany Utility Board** has determined that this program will be conducted in the following other languages: _____
  - **Stakeholder Audience – "Excavators": Albany Utility Board** has determined that this program for this audience group will be conducted in English as well as those other languages where messages were delivered by the **Georgia 811 Utilities Protection Center**
    - Additionally, **Albany Utility Board** will also utilize its local knowledge of the excavators in its system when determining the need to conduct this portion of the program in languages other than English
    - ☒ **Albany Utility Board** has determined that this program will be conducted in English only
    - ☐ In addition to English, **Albany Utility Board** has determined that this program will be conducted in the following other languages: _____