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Executive Secretary G.P.S.C.

Docket # 9574
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PUBLIC DISCLOSURE DOCUMENT

BEFORE THE GEORGIA PUBLIC SERVICE COMMISSION
STATE OF GEORGIA

IN RE:	)	
	)	
SOUTHSTAR ENERGY SERVICES LLC	)	Docket No. 9574
d/b/a GEORGIA NATURAL GAS	)	

SOUTHSTAR ENERGY SERVICES LLC'S SECOND QUARTERLY REPORT FOR 2026 PURSUANT TO COMMISSION RULE 515-7-10-.05

Pursuant to Commission Rule 515-7-10-.05(5) SouthStar Energy Services LLC d/b/a Georgia Natural Gas ("GNG") files its report for the calendar quarter ending June 30, 2026. During the second calendar quarter, GNG had three instances in which customers were incorrectly switched to GNG. These customers were switched back without charge. The customers called in to inquire about enrollment or to enroll, and subsequently enrolled with other marketers or called to cancel enrollment. GNG representative(s) failed to correctly switch the orders. Additional details regarding the instances follow:

1. [redacted] – The customer called GNG to request a turn-on order. The representative provided the earliest available turn-on date. The customer preferred an earlier turn-on date than the one that was provided. They decided not to proceed with the enrollment and asked to cancel the turn-on order. The representative failed to cancel the turn-on order properly and the enrollment was processed. GNG

waived all charges and did not charge the customer for gas service.

2. [redacted] – The customer called GNG to request a turn-on order. The representative provided the earliest available turn-on date. The customer preferred an earlier turn-on date than the one that was provided. They decided not to proceed with the enrollment and asked to cancel the turn-on order. The representative failed to cancel the turn-on order properly and the enrollment was processed. GNG waived all charges and did not charge the customer for gas service.

3. [redacted] - The customer enrolled online and then called back to cancel the switch order. The representative failed to cancel the switch properly, and the customer was switched to GNG. GNG waived all charges and did not charge the customer for gas service.

Respectfully submitted this 14th day of August, 2026.

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