

GEORGIA PUBLIC SERVICE COMMISSION

144th ANNUAL REPORT

2022



**Chairman Tricia Pridemore
Vice Chairman Tim Echols
Commissioner Fitz Johnson
Commissioner Lauren “Bubba” McDonald
Commissioner Jason Shaw**

2022 GEORGIA PUBLIC SERVICE COMMISSION



Public Service Commission 2022 (left to right) Commissioner Fitz Johnson, Vice Chairman Tim Echols, Chairman Tricia Pridemore, Commissioners Lauren “Bubba” McDonald and Jason Shaw

Georgia Public Service Commission
244 Washington Street, S.W.
Atlanta, Georgia 30334
404-656-4501 (Telephone)
866-787-9710 (Telecommunications Device for the Deaf)
404-656-2341 (Facsimile)
800-282-5813 (Toll-free within Georgia)
psc.ga.gov

© 2023 Georgia Public Service Commission

TABLE OF CONTENTS

Contents

LETTER TO THE GOVERNOR	3
PUBLIC SERVICE COMMISSION PROFILES	4
PUBLIC SERVICE COMMISSION LEADERSHIP TEAM	9
MISSION AND HISTORY OF THE COMMISSION	10
HIGHLIGHTS OF 2022	12
UTILITIES DIVISION	15
ELECTRIC UNIT	16
NATURAL GAS UNIT	21
TELECOMMUNICATIONS UNIT	41
ENERGY EFFICIENCY AND RENEWABLE ENERGY UNIT	44
FACILITIES PROTECTION UNIT	48
ADMINISTRATION DIVISION	52
EXECUTIVE SECRETARY	52
FISCAL AND BUDGET OFFICE	53
HUMAN RESOURCES	53
OFFICE OF OPERATIONS SUPPORT	54
PUBLIC INFORMATION AND LEGISLATIVE LIAISON OFFICE	54
OFFICE OF CONSUMER AFFAIRS	55
NOTEWORTHY COMMISSION ACTIVITIES IN 2022	60
AGENCY BUDGET	65
PSC ORGANIZATIONAL CHART 2022	66

LETTER TO THE GOVERNOR

May 11, 2023

The Honorable Brian Kemp
Governor
203 State Capitol
Atlanta, Georgia 30334

Dear Governor Kemp,

The Georgia Public Service Commission presents its 2022 Annual Report, pursuant to O.C.G.A. § 46-2-31, which highlights the agency's major activities and achievements during the past year regarding the state's regulated utilities, telecommunications and infrastructure protection. In addition to responsibilities traditionally handled by the Commission over the past several decades, recent years have seen additional duties that help promote broadband Internet service in rural Georgia and the introduction and expansion of electric vehicle charging stations. The Commission is proud to assist in the advancement of these initiatives and supports their progress as key goals in your administration.

This past year, the Public Service Commission completed one of the busiest years in its history. In addition to the Commission's regular four monthly meetings, it completed hearings on the three-year Georgia Power Integrated Resource Plan (IRP); a Georgia Power rate case; continued monitoring of construction at Plant Vogtle; Atlanta Gas Light and Liberty Utilities rate reviews; and the Atlanta Gas Light Capacity Supply Plan.

In 2022, the PSC once again proved a valuable asset to the state. For the fiscal year, the Commission returned \$828,512 to the state treasury in regulatory fees and assessed fines. These included fines from the PSC's pipeline safety and "Call Before You Dig" programs. Although the goal of our Facilities Protection Division is safety, not money generation, the collected fines are a solid indicator of the hard work the PSC performs to ensure compliance of safe utility practices.

At the Commission, we do keep an eye to the future. In 2023, the Commission will continue to monitor the Vogtle Nuclear Plant expansion as Unit 3 begins to produce power for the grid and Unit 4 comes online. Later this year, we expect to begin prudency hearings to determine what Vogtle construction costs can and cannot be passed to ratepayers – a task that is sure to bring unprecedented workloads to Commissioners and staff.

In sum, the Commission continues to ensure Georgia consumers receive the best possible value in utility and telecommunication services, while enforcing natural gas pipeline safety and protecting utility infrastructure from damage.

Respectfully submitted,

Tricia Pridemore, Chairman
Tim G. Echols, Vice Chairman
Fitz Johnson, Commissioner
Lauren "Bubba" McDonald, Commissioner
Jason Shaw, Commissioner

PUBLIC SERVICE COMMISSION PROFILES



Tricia Pridemore

Commissioner Since: February 21, 2018

Elected: November 2018

Serves Through: December 31, 2024

Republican, Marietta, Georgia

Chairman, 2022 Georgia Public Service Commission

Tricia Pridemore joined the Georgia Public Service Commission in 2018. She was unanimously elected Chairman of the Commission by her fellow Commissioners in July 2021. Previously, she chaired the Telecommunications Committee that focuses on telecom matters, including rural broadband. In 2022, Pridemore was elected to serve as 2nd Vice President of the National Association of Regulatory Utility Commissioners (NARUC). She will serve as President of NARUC beginning in 2024. In addition to her duties with the Commission, she serves as the Chair of the Board of the Financial Research Institute at the University of Missouri, as Vice Chair of the NARUC Pipeline Safety and is a member of the NARUC Subcommittee on Education and Research. She is also a member of the Board of the New Mexico State University Center for Public Utilities and the Advisory Council of the Electric Power Research Institute. Chairman Pridemore was recognized by Georgia Trend Magazine on the 100 Most Influential Georgians list in 2022 and 2023.

Chairman Pridemore is a businesswoman with a background in technology, consulting and workforce development. She has served on the Georgia World Congress Center Board of Governors, the 2019 Transition Team of Gov. Brian Kemp, the 2011 Transition team of Governor Nathan Deal and co-chaired both of Gov. Nathan Deal's Inaugural Committees in 2011 and 2015. Chairman Pridemore formerly served as the Executive Director of the Governor's Office of Workforce Development. She was also a member of the Cobb Galleria Authority Board of Governors. Pridemore is a member of the Rotary Club of Marietta, established in 1919.

Commissioner Pridemore earned a bachelor's degree from Kennesaw State University. She and her high school sweetheart turned husband, Michael, reside in Marietta, Georgia and are members of Mount Paran Church in Atlanta, where Tricia serves on the Women's Ministries Board.



Tim G. Echols

Commissioner Since: January 1, 2011

Elected: 2010, Re-elected: 2016

Republican, Hoschton, Georgia

Vice Chairman, 2022 Georgia Public Service Commission

A younger Tim Echols was selected by the Atlanta Airport Rotary Club as "Student of the Year" from his high school in 1978. While at the luncheon, he met Truett Cathy, a member of the Atlanta Airport Rotary Club. After the meeting, Mr. Cathy invited Echols to come to his office. There he received a set of motivational tapes. Echols said the tapes changed his life and as a result of listening to Zig Ziglar and his teaching, he set a goal to be a statewide elected official.

Shortly after graduating from UGA, Echols and his wife Windy founded TeenPact, a training experience for conservative high school students. The program began at the Georgia Capitol and now operates in all 50 states, having trained 50,000 students. After building TeenPact, Echols ran for and was elected to statewide office in 2010 serving as Public Service Commissioner.

The PSC's primary job is energy regulation. When Echols took office, Georgia was 34th in solar power. Now, the state is 9th in the nation for installed solar. In 2020, Conservatives for Clean Energy dubbed Echols the "Solar Architect of Georgia."

Echols also created the Clean Energy Roadshow that travels the state every summer. This educational event helps commuters, businesses and municipal governments evaluate alternative fuel for their transportation and residential use.

Echols authored the December 2017 motion to keep Plant Vogtle moving toward completion. He believes carbon-free nuclear energy plus solar is the way forward for Georgia. He has represented the United States at the World Nuclear Exhibition for the past six years.

Outside of his work with the Commission, Echols has been at the forefront in fighting human sex trafficking. He created the "Unholy Tour" that helps policy makers see first-hand the harms of human trafficking. As a part of his efforts to educate the public about the harms of trafficking, Echols created the Wilberforce Fellowship that meets annually at Georgia's oldest state park, Indian Springs. Echols and Judge Tim Batten head this effort.

Tim has a weekly radio show, Energy Matters, airing on Cox Media Group. Back episodes can be found at [WGAU Radio - Energy Matters](#)

Tim and his wife, Windy, have been married 40 years. They have seven children. He has 3 degrees from the University of Georgia and lives in Hoschton, Georgia.



Fitz Johnson

Commissioner Since: August 26, 2021

Republican, Atlanta, Georgia

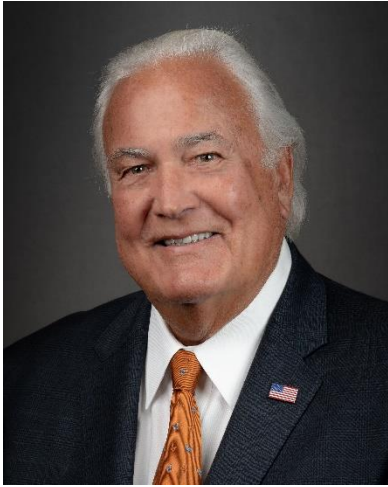
Commissioner, 2022 Georgia Public Service Commission (Sworn In August 26, 2021)

Fitz Johnson is a businessman, a 21-year veteran of the U.S. Army, and a long-time Georgia resident. He has vast experience in building and leading companies as well as non-profits, driving growth and producing positive results.

An active member in his community, Johnson has served over three decades on several boards, including Kennesaw State University Foundation Board of Trustees, the Cumberland Counseling Center, the Wellstar Health System Board of Trustees, as a Commissioner on the State Charter Schools Commission, and an active member of his local Chamber of Commerce.

A passionate sports fan, and former owner of the Atlanta Beat (Women's Professional Soccer), Johnson has served for over a decade as a community football, soccer, and wrestling coach helping to mentor, develop, and teach today's youth through sports.

Johnson is a graduate of The Citadel and holds a Master's degree in education from Troy University and a J.D. from the University of Kentucky College of Law. He is a member of LifeBridge Church. He and his wife, Suzann Wilcox, have four wonderful children and six beautiful grandchildren.



Lauren “Bubba” McDonald

Commissioner Since: January 1, 2009

Elected: 1998, 2008; Re-elected: 2014, 2020

Serves Through: December 31, 2026

Republican, Clarkesville, Georgia

Commissioner, 2022 Georgia Public Service Commission

McDonald, who served 20 years as a State Representative, was appointed to the Commission in June 1998 by Governor Zell Miller to fill a vacated post and then re-elected in a special mid-term election in November 1998. He held the seat until 2002. In 2008, 2014 and 2020, Georgians again elected McDonald to serve on the Commission.

McDonald has a deep knowledge of the energy industry. He puts that knowledge to work as a member of the Electric Committee of the National Association of Regulatory Utility Commissioners and as an executive member of the Nuclear Waste Strategy Coalition.

During his time on the Commission, McDonald has presided over the advent of solar power in Georgia resulting in the state becoming one of the top five fastest growing in the nation for solar energy. He has accomplished this through a conservative and thoughtful free-market approach without putting upward pressure on rates and without state-sponsored financial incentives. In 2013, Georgia had virtually no solar power on the grid. McDonald was able to garner support to add 525 megawatts of solar energy to the portfolio of the state's investor owned utility. By the end of 2022, a total of 2,810 megawatts of solar energy had been erected with nearly twice that much currently under approval and planned for construction. McDonald has also supported the construction of solar facilities at six of Georgia's military bases, contributing to national security and helping to protect the bases from future base closure proposals.

McDonald is a graduate of the University of Georgia with a BBA in Business. He also served six years in the Georgia Air National Guard. He owns businesses in the private sector and is married to Shelley McDonald. He was married to the late Sunny Nivens McDonald for 45 years. He has a son, Lauren, three grandchildren, and four step-grandchildren.



Jason Shaw

Commissioner Since: January 3, 2019

Elected: November 2020

Serves Through: December 31, 2026

Republican, Lanier County, Georgia

Commissioner, 2022 Georgia Public Service Commission

James S. “Jason” Shaw Jr., a native of Lanier County, was appointed to the Public Service Commission by Governor Nathan Deal and sworn in on January 3, 2019. He won election to the commission in November 2020. Commissioner Shaw lives on a farm near Lakeland with his wife Katy Miller Shaw, from Valdosta, and their children, Anne Harvey and Slaton Shaw. He is the owner of Shaw Insurance Services Inc. and a founder of Georgia Olive Farms Inc., both of Lakeland. He and his family are members of Unity United Methodist Church where he serves as Finance Chairman.

Commissioner Shaw earned a Bachelor’s degree in political science from the University of Georgia and is a graduate of the Leadership Georgia class of 2004, the Leadership Lanier class of 2003, and the J.W. Fanning Institute for Leadership class of 2000. In 2011, he was recognized as one of Georgia Trend magazine’s “40 under 40.” Commissioner Shaw maintains a dedication to community service. He served as the Lanier County Lions Club President in 2001 and as the Lakeland/Lanier County Chamber of Commerce President in 2006. In 2018, the Lanier County Lions Club named him “Flatlander of the Year” and the Lakeland/Lanier County Chamber of Commerce named him a member of its Board of Directors for life. He is also a past director of the Greater Valdosta Area United Way and a past trustee of the Valdosta Technical College Foundation.

Commissioner Shaw formally represented Georgia House District 176 (Atkinson, Lanier, Lowndes and Ware counties) for four terms since his election in 2010. In his tenure with the Georgia General Assembly he served four years as Chairman of the Georgia Legislative Rural Caucus, a bipartisan group that takes a leading role in issues and legislation that impact the state’s rural communities.

He also served as Chairman of the House Appropriations Transportation Committee, Chairman of the House Industry and Labor Committee, and as a member of the House Economic Development & Tourism Committee; House Game, Fish, and Parks Committee; House Insurance Committee; House Small Business Development Committee; and House Transportation Committee as well as the House Rural Development Council and the House Transit Commission.

In addition to his public service, professional, and civic responsibilities, Commissioner Shaw enjoys spending time with his wife and children. He also enjoys outdoor activities, including: hunting, fishing, and golfing.

PUBLIC SERVICE COMMISSION LEADERSHIP TEAM

DECEMBER 31, 2022

Commissioners

Tricia Pridemore, Chairman
Tim G. Echols, Vice Chairman
Fitz Johnson, Commissioner
Lauren “Bubba” McDonald, Commissioner
Jason Shaw, Commissioner

Administration Division

Reece McAlister, Executive Director
Sallie Tanner, Executive Secretary
Terry Pritchett, Chief Financial Officer
Lynn Page, Office of Human Resources Director
Max Stroev, Office of Operations Support Director
Tom Krause, Public Information Officer and Legislative Liaison
Monique Andrews, Office of Consumer Affairs Manager

Utilities Division

Tom Bond, Director, Utilities Division
Robert Trokey, Director, Electric Unit
Nancy Tyer, Director, Natural Gas Unit
Leon Bowles, Director, Telecommunications Unit
Jamie Barber, Director, Energy Efficiency and Renewable Energy Unit
Michelle Thebert, Director, Facilities Protection Unit

MISSION AND HISTORY OF THE COMMISSION

MISSION

The Commission is a quasi-legislative, quasi-judicial agency comprised of five Commissioners elected statewide. The Commission's mission is to exercise its authority and influence to ensure consumers receive safe, reliable and reasonably priced telecommunications, electric and natural gas service from financially viable and technically competent companies. The Commission's regulatory activities are primarily focused on investor-owned natural gas and electric power utilities. The Commission has the authority to set rates, require long-range energy plans, provide for the safety of natural gas pipelines and protect underground utility systems from damage.

Over the past three decades, growth, competition and technological advances have significantly changed the Commission's role. With some retail market segments of the telecommunications and natural gas industries open to competition, the Commission facilitates market development, educates consumers, arbitrates complaints among competitors and monitors the effectiveness of the competitive markets.

HISTORY

On October 14, 1879, Georgia became one of the first states to establish a regulatory body to resolve complications resulting from railroad expansion and competition. Created as the Railroad Commission of Georgia, the Governor originally appointed the three members of this body for the purpose of regulating railway freight and passenger rates.

As electricity, natural gas and telecommunications evolved from novelties into major necessities for our modern society so did the roles and responsibilities of the Commission. Major expansions of the Commission's jurisdiction took place between 1890 and 1935.

In 1891, legislation added telegraph and express companies to the Commission's jurisdiction.

The years 1906 and 1907 saw two major changes to the Commission's make-up. In 1906 the legislature allowed the voters to elect the Commissioners for six-year terms and in 1907 lawmakers expanded the Commission to five members. Also in 1906, the legislature gave the Commission authority over docks and wharves, as well as telephone, natural gas and electric companies. Cognizant of the changing role of this regulatory body, the General Assembly in 1922 changed the name of the Railroad Commission of Georgia to the Georgia Public Service Commission. The legislature further expanded the Commission's jurisdiction in 1931 when it authorized the Commission to regulate the trucking industry.

In 1943, the Commission became a constitutional body (Article 4, Section 1, 1983 Georgia Constitution). Its powers and duties are established by legislation and described in Title 46 of the Official Code of Georgia.

In 1970, the Commission began its gas pipeline safety program.

Legislation in 1991 required integrated resource planning by electric utilities.

The Natural Gas Competition and Deregulation Act of 1997 became effective on July 1, 1997.

The legislature in 1998 required the five Commissioners to reside in separate districts though they remain elected by the voters statewide. This change was effective for the 2000 elections.

In 2002, Earleen Sizemore became the first woman to serve on the Commission following her appointment. Later that year in the general election, Angela Speir became the first woman elected to the Commission.

In 2009, the Commission approved the construction of Georgia's – and the nation's – first new nuclear-powered generation facilities since the 1970's. The two units under construction at Plant Vogtle are scheduled to enter commercial operation in 2022 and 2023.

Legislation in 2012 changed the method of selecting the Commission Chairman, allowing the Commission to elect its own chairman for a two-year term with the possibility of one additional two-year term.

In August 2015, Southern Company, the parent company of Georgia Power Company, announced plans to acquire AGLC Resources, the parent company of Atlanta Gas Light Company. The Commission approved the acquisition in April 2016.

The Commission on December 21, 2017 approved the continued construction of Georgia Power's Plant Vogtle Nuclear Power Plant Construction Project. The Commission accepted the Company's revised schedule and forecasted costs.

In 2018, longtime Commissioner and Chairman Stan Wise resigned effective February 20, 2018, and Governor Nathan Deal appointed Tricia Pridemore to fill the vacancy. Pridemore was elected to a full six-year term in November 2018 and unanimously elected by her fellow Commissioners as Chairman in July 2021.

Also in November 2018, veteran Commissioner Doug Everett announced his retirement from the Commission effective December 31, 2018. Governor Deal appointed State Representative Jason Shaw to fill the remainder of Everett's term. Shaw was elected to the post in November 2020.

In 2019, the Georgia General Assembly passed Senate Bill 2 that gave the Commission compliance authority over EMCs that expand into broadband Internet service.

In 2021, Governor Brian Kemp appointed Chairman Chuck Eaton to the Fulton County Superior Court bench. The Governor appointed businessman Fitz Johnson to fill Eaton's seat at the Commission.

In 2022, the Solar Energy Industries Association and Wood Mackenzie Power & Renewables listed Georgia as the seventh state in the nation for cumulative solar energy installed. Georgia achieved this without pressure on ratepayers and without tax-based financial incentives.

The Commission operates four committees, Energy, Telecommunications, Facilities Protection and Administrative Affairs. As of December 2022, Commissioner Shaw chaired the Energy Committee, Commissioner Johnson chaired the Telecommunications Committee, Commissioner McDonald chaired the Facilities Protection Committee and Vice Chairman Echols chaired the Administrative Affairs Committee.

HIGHLIGHTS OF 2022

The highlights of the Commission's major activities and achievements during 2022 regarding its Utility Regulation, Facilities Protection and Administration Programs are set forth below. A more detailed report from each Commission organizational unit follows this summary.

ELECTRIC

Electricity is an energy form that is vital to the economy of the state and to the quality of life of Georgia's citizens. Of the three regulated utility industries in Georgia, the electric industry is the most universally utilized and most essential. The sole investor-owned electric utility, Georgia Power Company, is regulated by the Commission and serves approximately 2.7 million retail customers. The Commission has limited regulatory authority over the 41 Electric Membership Corporations (EMCs) and 49 municipally-owned electric systems in the state.

In 2022, the Electric Unit analyzed and filed testimony in Georgia Power Company's Integrated Resource Plan and Rate Case dockets. Concurrent with the Rate Case, Electric Unit Staff oversaw a review of Georgia Power Company's affiliate transactions. The Electric Unit completed its review and recommendations related to Georgia Power's Company's 2022 Annual (Earnings and Compliance) Surveillance Report. The findings were that the utility had \$14.2 million in excess earnings, of which \$11.4 million was to be refunded to customers.

The Electric Unit also reviewed applications to adjust rates related to certain Plant Vogtle costs and interim fuel costs, and monitored Georgia Power Company's ongoing coal ash pond closure strategy.

NATURAL GAS

Natural gas is vitally important to the economic prosperity of Georgia. Over 1.7 million consumers in Georgia benefit from natural gas delivered by the state's two investor-owned natural gas systems, Atlanta Gas Light Company (AGL) and Liberty Utilities Georgia Corporation (Liberty). At the end of 2022, Georgia had 13 natural gas marketers with a Commission-approved Certificate of Authority, 13 of whom were actively serving customers on the AGL distribution system.

Major cases worked on during 2022 were: The AGL Capacity Supply Plan, the AGL Annual Gram, the Liberty Gas Supply Plan, the Liberty Annual Gram, the AGL Asset Management Agreement, and the USF and Econ-1 projects. All of which are detailed in the pages to follow.

TELECOMMUNICATIONS

The Commission Telecommunication Unit is in charge of several programs that directly benefit Georgians on a daily basis.

The Commission provides specialized telecommunications equipment to Georgians who, because of physical impairments (particularly hearing and speech), cannot otherwise communicate over the telephone. The Commission contracts with Georgia Center of the Deaf

and Hard of Hearing (GCDHH) to be the distribution agency for the Georgia Telecommunication Equipment Distribution Program (TEDP).

In 2006, the Legislature created a statewide Audible Universal Information Access Service to provide blind and print-disabled citizens of Georgia with telephonic access to print media publications.

Likewise, the Commission runs the Hearing Aid Distribution Program. The Commission changed providers in 2022. Previously, the Commission contracted with the Georgia Lions Lighthouse Foundation. In May 2022, the Commission approved the Georgia Charitable Care Network (“GCCN”) as the new Hearing Aid Distribution Program Provider.

ENERGY EFFICIENCY AND RENEWABLE ENERGY

In June 2020, the Commission created a new utilities unit, the Energy Efficiency and Renewable Energy (EERE) Unit, previously a division of Internal Consultants.

Throughout 2022, the Energy Efficiency and Renewable Energy (EERE) Unit participated in Georgia Power Company’s 2022 Integrated Resource Plan (IRP) and Demand Side Management (DSM) Certification filings which were filed on January 31, 2022. In the IRP, EERE Staff testified on two panels, prepared cross-examination, and helped negotiate the Stipulation. The final Order approved procurement targets of 2,100 megawatts (MW) of utility scale renewable resources, 200 MW of distributed generation (DG) resources, and 140 MW of new biomass generation. EERE Staff also testified in Georgia Power’s Rate Case on renewable issues and as a separate panel on the continuation or expansion of the Renewable and Nonrenewable Resources (RNR) Monthly Netting Pilot.

EERE Staff worked with Georgia Power and an Independent Evaluator (IE) in reviewing bids received for Georgia Power’s 2023/2024 Request for Proposals (RFP) for Utility Scale Renewable Generation. The 2023/2024 Utility Scale RFP sought renewable resources, with a total procurement of 1,030 MW, with in-service dates of 2023 or 2024.

In the Commission’s 2022 IRP Order, Staff and Georgia Power were ordered to develop guidelines for establishing a DG Working Group (DGWG) for the purpose of improving previous procurement practices in order to fulfill the DG procurements approved in the 2022 IRP Final Order. The DGWG kickoff meeting was held on November 1, 2022, with other monthly meetings thereafter.

FACILITIES PROTECTION

The Facilities Protection Unit of the Georgia Public Service Commission is composed of two distinct areas: Pipeline Safety and enforcement of the Georgia Utility Facility Protection Act (GUFPA) also known as “Call Before You Dig.”

Facilities Protection is one of the few areas where Commission jurisdiction extends beyond the electric, telephone and natural gas industries. The Commission is responsible for enforcing Call Before You Dig laws for all utility facilities, including water and cable TV. In 2022, system owners and operators reported 5,309 incidents where facilities were damaged. Over 50% of the damages were to natural gas lines.

ADMINISTRATION DIVISION

In 2022 the Administration Division continued to efficiently maximize its task to support the Commission's mission. The Executive Director heads the Division and oversees the Executive Secretary, the Fiscal and Budget Office, the Human Resources Office, the Operations Support Office, the Public Information/Legislative Liaison and the Consumer Affairs Office.

In FY 2022, the Fiscal and Budget Office accurately monitored and effectively managed a budget with revenues and expenses of \$11.6 million dollars – \$831,000 more than 2021.

The Commission also opened 671 new case dockets; processed 4,524 filed documents; and filed 861 orders prepared for the Chairman's and Executive Secretary's signature. The number of dockets has grown tremendously over the past two decades.

The Commission's Operations Support staff ensured public meetings of the Commission were accessible by the public via the Commission YouTube page yet remained secure. In 2022, the Commission held 83 in-person, remote, and hybrid proceedings that were publicly broadcasted and with archived recordings. The Office of Operations Support also continued its mission to provide data transparency, efficiency, improved functionality of applications, system stability, and resilience. This allowed the Commission's information technology infrastructure to maintain its dependability at high levels.

The Public Information Officer/Legislative Liaison fielded numerous calls from local, state and national media regarding Georgia Power's Integrated Resource Plan and Rate Case as well as continued monitoring of the Vogtle 3 and Vogtle 4 expansion project, continued efforts to ensure Georgia Power successfully, safely, and economically stores coal ash and the expansion of broadband internet service to Georgia's rural areas through the approval of Electric Membership Cooperatives introduction as broadband providers. The media and legislature both focused time to the increasing needs for electric vehicle chargers throughout the state.

Legislative actions in 2022 monitored by the Commission included an omnibus bill that updated the state's excavation laws, bills to spur an increase in the number of electric vehicle chargers, and the introduction of legislation that would curb "bad actors" in the rooftop solar panel industries that have been preying on vulnerable homeowners (this effort continued in the 2023 legislative session and will again be prominent in 2024).

The Consumer Affairs Unit reported 11,128 phone calls in 2022 (this includes Spanish and Asian calls), 3,061 email contacts, 2,583 online contacts, 96 letters and faxes, and 2 walk-in consumers. In all, Consumer Affairs processed 4,441 inquiries, complaints, and opinions from the general public in 2022.

In 2022, the Commission lost 4 staff members: 2 retired, 2 left for other opportunities. 15 new staff members were hired. At the end of 2022, the Commission employed 83 staff members.

UTILITIES DIVISION

Since the early 20th century the Georgia Public Service Commission has been responsible for setting the rates charged by telecommunications, natural gas, and electric companies, ensuring the reliability and availability of utility services, and establishing and enforcing quality of service standards. The telecommunications, natural gas, and electric industries are natural monopolies, but some segments of these markets have been opened to retail competition that allow customers to choose among multiple providers for certain services and pay rates set by the provider. Other services, such as distribution of natural gas and electricity by investor-owned companies, remain regulated by the Commission, which sets the rates charged for these services.

The pace of the implementation of competition and deregulation varied among the regulated industries. In the telecommunications industry, long distance service has been competitive since the mid-1980s. In 1995 and 1996, authorities opened local telephone service to competition by federal and state legislation, respectively. Local telephone competition was redefined due to technological advances of broadband, Voice over Internet Protocol (VoIP) and wireless telephone. State legislators and federal agencies recognized that local telephone companies face intermodal competition from cable TV companies and wireless providers, not just intermodal competition from other telephone companies.

In 1998, Georgia opened the natural gas commodity market to retail competition. Only one of the two investor-owned natural gas companies elected to open its territory to competition and now 13 Commission-certified marketers sell gas commodity service to customers in the Atlanta Gas Light Company (AGL) territory. Marketers set their own prices, but the Commission sets the rates charged by AGL for distributing the natural gas for the marketers.

In 2019, the Georgia General Assembly passed Senate Bill 2 that allowed Electric Membership Corporations (EMCs) to provide high-speed broadband Internet service to their customers. The Commission was tasked with the approval of the EMCs' cost allocation manuals.

In 2022, the Public Service Commission completed one of the busiest years in its history. In addition to the Commission's regular four monthly meetings, it completed hearings on the three-year Georgia Power Integrated Resource Plan (IRP); a Georgia Power rate case; continued monitoring of construction at Plant Vogtle; Atlanta Gas Light and Liberty Utilities rate reviews; and the Atlanta Gas Light Capacity Supply Plan. The Commission also contributed to the expansion of rural broadband Internet service in the state, contributed to the expansion of electric vehicle chargers and continued to implement a significant increase in Georgia's renewable energy portfolio.

In spite of changes in the regulatory environment, the Commission's mission remains the same: to ensure consumers receive the best possible value in telecommunications, electricity and natural gas services, to enforce natural gas pipeline safety laws and to protect utility infrastructure from damage. In the sections that follow are an overview of the role that the Commission has played and the key decisions in each of these utility industries in 2022.

ELECTRIC UNIT

Electricity is an energy form that is vital to the economy of the state and to the quality of life of Georgia's citizens. Of the three regulated utility industries, the electric industry is the most universally utilized and the most essential. The sole investor-owned electric utility, Georgia Power Company, is fully regulated by the Commission and serves approximately 2.7 million retail customers. The Commission has limited regulatory authority over the 41 Electric Membership Corporations (EMCs) and 49 municipally-owned electric systems in the state.

SIGNIFICANT MATTERS IN THE PSC'S REGULATION OF THE ELECTRIC UTILITY INDUSTRY IN 2022

2022 Integrated Resource Plan

On January 31, 2022, Georgia Power Company submitted its 2022 Integrated Resource Plan (IRP) for approval pursuant to O.C.G.A. § 46-3A-1 through 11 (IRP Act). Georgia Power simultaneously submitted its Application for the Certification, Decertification, and Amended Demand-Side Management Plan.

On June 13, 2022, Georgia Power and Public Interest Advocacy (PIA) Staff filed a Stipulation intended to resolve all of the issues in these dockets. Various intervening parties subsequently signed the Stipulation.

In a unanimous vote, Commissioners approved the 2022 Integrated Resource Plan, Georgia Power's 20-year plan for energy sources used to power the grid. The plan is updated every three years.

The 2022 IRP, one of the more complex IRPs in recent years, approved the closure of several coal-fired electricity generation plants, approved the addition of renewable energy to the grid and created guidelines where Georgia Power must maintain a plan to ensure the closure of coal plants does not interfere with the reliability of the power grid.

Specifically, the IRP approved retirement of coal Units 1, 2 and 5A at Plant Wansley and Unit 1 at Plant Boulevard by August 31, 2022. Plant Scherer Unit 3 and Units 1-4 and Unit A at Plant Gaston are to be retired by the end of 2028. The retirement of Plant Bowen Units 1 and 2 were not approved as part of this IRP, but will be reassessed in the 2025 IRP. The IRP also instructs Georgia Power to add 2,440 megawatts (MW) of renewable energy resources over the next three years.

The Commission granted certificates of public convenience and necessity for the long-term power purchase agreements (PPAs) for Plant Wansley Unit 7, Plant Dahlberg Units 1, 2, 3, 5, 6, 8, 9 and 10, Plant Harris Unit 2, and Plant Monroe Units 1-2. These natural gas generating units are expected to provide a reliable source of electricity for the next 10-15 years.

In the Commission's final IRP Order, Georgia Power was also directed to re-issue its Biomass Request for Proposal no later than 1st Quarter 2023. The reissued Biomass RFP will seek to fill up to 140 MW of new biomass capacity and energy for Georgia Power customers. The PPA contract terms will be for up to 30 years, with an 80 MW cap on project size. The fuel used in

any biomass facility selected for contracting must be “biomass material” as it is defined in Georgia Code (O.C.G.A 48-8-3(83)(B).

Notably, the Commission also directed Georgia Power Company to acquire an additional 500 MW of Energy Storage Systems via the Commission RFP bid process.

Coal Combustion Residuals Asset Retirement Obligations

In accordance with the Commission’s Final Order in the 2019 Integrated Resource Plan, Georgia Power Company provides semi-annual reports regarding its Asset Retirement Obligations (ARO) for its Coal Combustion Residuals (CCR) compliance strategy activities.

Georgia Power is required to comply with federal and state CCR rules at its ash ponds and CCR landfills. The Company has 29 ash ponds and 12 current CCR landfills at 12 sites across the state. Georgia Power’s Environmental Compliance Strategy (ECS) to comply with these rules was reviewed and approved by the Commission in the Company’s 2019 IRP. An update to the ECS was filed with the Commission with the 2022 IRP, with the next annual update scheduled to be filed by March 31, 2023.

The following table summarizes the Company’s current PSC-approved closure strategy for its 29 ash ponds and 12 current CCR landfills.

Georgia Power’s Current Ash Ponds and CCR Landfills (“CCR Units”)				
	Ash Pond Closure Method			Existing CCR Landfills
	Closure by Removal	Closure in Place	Total	
Arkwright				3
Bowen		1	1	1
Branch	5		5	
Hammond	3	1	4	1
Kraft	1		1	1
McDonough	1	3	4	
McIntosh	1		1	2
McManus	1		1	
Mitchell	3		3	
Scherer		1	1	1
Wansley	1		1	1
Yates	4	3	7	2
	20	9	29	12

2022 Rate Case

Georgia Power filed its 2022 Rate Case on June 24, 2022, requesting approval of an alternative rate plan to increase rates by approximately \$2.9 billion for the three-year period ending December 31, 2025.

On December 20, 2022, the Commission approved an alternate rate plan for Georgia Power Company effective January 1, 2023 and continuing through December 31, 2025. The Commission’s decision modified a settlement agreement between Georgia Power and the

Commission's Public Interest Advocacy Staff. The settlement agreement was filed December 14, 2022 and was subsequently signed by eight intervening parties. The settlement authorized an overall rate increase of approximately \$1.8 billion through calendar year 2025.

The Commission's rate case order authorized Georgia Power to increase rates on January 1, 2023 and annually for 2024 and 2025 as detailed below with the incremental revenue requirements subject to updates through annual compliance filings to be made prior to the effective date.

Tariff	2023	2024	2025
		(in millions)	
Traditional Base	\$ 193.70	\$ 275.10	\$ 315.30
ECCR	(20.80)	65.70	80.60
DSM	36.90	27.00	(1.90)
Municipal Franchise Fee	5.90	8.70	9.30
Total	\$ 215.70	\$ 376.50	\$ 403.30

Georgia Power's retail return on equity (ROE) for ratemaking was set at 10.50% and its equity ratio will be set at 56%. Earnings will be evaluated against a retail ROE range of 9.50% to 11.90%. Any retail earnings above 11.90% will be shared, with 40% being applied to reduce regulatory assets, 40% directly refunded to customers and the remaining 20% retained by Georgia Power.

Fuel Cost Recovery and Hedging

Natural gas price volatility and international market disruptions as a result of Russia's invasion of Ukraine helped to create an under-recovery of fuel costs by more than \$1.8 billion. Discussions with Georgia Power Company to address the under-recovery were held to consider options to address fuel costs. In accordance with the Commission's order in Docket No. 43011, Georgia Power elected to file its fuel cost recovery application on February 28, 2023.

Ongoing investigations

The Commission Staff continues to investigate and monitor the following:

1. Performance and reliability of electricity generating units, transmission and distribution infrastructure
2. Reported earnings and excess revenues available for sharing, as defined in approved accounting orders
3. Transactions by and between affiliates of Georgia Power
4. Electric transportation Initiatives
5. Effectiveness of hedging programs used to mitigate high natural gas fuel costs

Commission Monitors Progress of Nuclear Plant Construction

Docket No. 29849: Commission Reviews Expenditures for Georgia Power Company's 26th Plant Vogtle Construction Monitoring Report (VCM).

On February 17th, 2022, Georgia Power filed its Twenty-sixth Semi-annual Construction Monitoring Report for Vogtle Units 3 and 4 (VCM). For purposes of this proceeding, the Report was deemed filed on February 28, 2022. The Company incurred capital construction costs of \$584 million during the Twenty-sixth VCM period of July 1, 2021 through December 31, 2021.

Consistent with the VCM 24 order these costs were presented by the Company for Commission review only and no action was required be taken on these costs by the Commission. Consequently, no issues involved were identified for this proceeding.

As ordered in the 24th VCM, starting with VCM 25, the Company will continue to report on the progress and cost of Plant Vogtle Units 3 and 4 and the semi-annual construction monitoring process will continue through completion of the Project. The Commission, however, will no longer verify and approve the dollars invested in the Project prior to the conclusion of the prudence review contemplated by the VCM 17 Order since the Company has exceeded the approved revised capital cost of \$7.3 billion.

In this proceeding, all of the capital and construction costs the Company reported as incurred were above \$7.3 billion and it did not seek verification and approval of these costs.

The Commission was not required to issue an Order in this proceeding.

Commission Reviews Expenditures for Georgia Power Company's 27th Nuclear Plant Vogtle Construction Monitoring Report

On August 31st, 2022, Georgia Power Company filed its Twenty-seventh Semi-annual Construction Monitoring Report for Vogtle Units 3 and 4. The Company incurred capital construction costs of \$522 million during the Twenty-seventh VCM period of January 1, 2022 through June 30, 2022. Consistent with the VCM 24 order these costs were presented by the Company for Commission review only and no action was required on these costs by the Commission. Consequently, no issues involved are identified for this proceeding.

The Commission was not required to issue an Order in this proceeding.

During 2022, the Company announced additional co-owner construction and schedule contingency funding for the Project. The Company's share of this funding was \$714 million and \$126 million, for VCMs 26 and 27, respectively, for a total of \$840 million. The Company's ownership share of the Units is 45.7%. This additional contingency funding brings the Company's share of cost overruns to \$1.919 billion since the 17th VCM \$7.3 billion was deemed a reasonable amount by Commission Order. The Company has taken a charge to income for the \$1.919 billion, but has reserved the right to present these costs to the Commission for approval in rate base at some future date. The cost estimate to complete the Project for the Company's share in the 27th VCM was approximately \$1 billion.

As of the filing of the 26th VCM, the Company forecasted that the risk adjusted, or target commercial operation dates, for Units 3 and 4, were to be as late as the first quarter of 2023 and as late as the fourth quarter of 2023, respectively.

As of the filing of the 27th VCM Report, the Company forecast that the risk adjusted, or target commercial operation dates, for Units 3 and 4, were to be the first quarter of 2023 and the fourth quarter of 2023, respectively.

PSC Oversight over EMCs and Municipal Electricity Providers

The Commission oversees territorial matters for all electricity suppliers including Electric Membership Corporations, municipal electricity providers and one investor-owned utility (Georgia Power Company) pursuant to the Georgia Territorial Electric Service Act, O.C.G.A. § 46-3-1 et seq. The Commission and its Staff review and authorize requests for transfers of retail electric service, resolves disputes over service territories and maintains the electric supplier territorial maps for each of the 159 counties in Georgia. The Commission also approves requests for financing authority for Georgia Power Company and EMCs. The Commission requires rate tariffs of all electricity providers to be on file at the Commission and publishes bi-annual (winter and summer) comparisons of residential electricity rates for all providers in the state.

The Commission Continues Its Involvement in State and Federal Activities That Impact the Electric Utility Industry

The Georgia Public Service Commission continues its involvement in the Southeastern Association of Regulatory Utility Commissioners (SEARUC), as well as the National Association of Regulatory Utility Commissioners (NARUC) to learn from other state regulators and share its knowledge for the benefit of Georgia utility consumers. Commissioners and staff serve on the committees of several national and local groups including NARUC, SEARUC, Southeast Electric Reliability Council (SERC), North American Electric Reliability Corporation (NERC), Eastern Interconnection States' Planning Council and the National Council on Electricity Policy.

PSC Continues to Protect Ratepayer Interests by eliminating the collection of the Nuclear Waste Fee

Georgia Ratepayers have invested over \$1.7 billion dollars into the Nuclear Waste Fund (NWF) as of September 30, 2016, (this amount includes interest). This places Georgia among the top 10 states in terms of NWF contributions. The collection of funds from Ratepayers to dispose of the waste was halted in May 2014 by the Department of Energy as mandated by the U.S. Court of Appeals for the D.C. Circuit. There have been several attempts in Congress to move forward with some implementation of Nuclear Waste Policy Act of 1982, but every effort has failed.

Georgia Power Company has four nuclear reactors with two more expected to come online in 2023 and 2024. Currently, the Company and all nuclear power companies in the U.S. store nuclear waste on site (this includes shut down reactors) pending resolution or direction from Congress. For the years 2015-2019, the cost of interim nuclear waste storage totaled just under \$140 million.

NATURAL GAS UNIT

Natural gas is vitally important to the economic prosperity of Georgia. Over 1.7 million consumers in Georgia benefit from natural gas delivered by the State's two investor-owned natural gas systems, Atlanta Gas Light Company (AGL) and Liberty Utilities Georgia Corporation (Liberty). At the end of 2022, Georgia had 13 natural gas marketers with a Commission-approved Certificate of Authority, 13 of whom were actively serving customers on the AGL distribution system.

SIGNIFICANT MATTERS IN THE PSC'S REGULATION OF THE NATURAL GAS UTILITY INDUSTRY IN 2022

Docket No. 42959: Liberty Utilities (Peach State Natural Gas) Corporation 2023 Annual GRAM filing

On October 1, 2022, Liberty filed with the Commission its 2023 Annual Georgia Rate Adjustment Mechanism (GRAM) pursuant to the stipulated agreement resulting from the Liberty 2020 Rate Case. In the initial GRAM filing, the Company requested the following:

- \$1.69 million rate increase to meet the revenue requirement
- General Inflation Factor of 15.07%
- Rate base of \$114,327,481

After review of the filing, Staff issued its 15th set of Data Requests (DRs) on October 31, 2022, and received its responses from the Company on November 15, 2022, with supplemental responses related to Revenue projection on November 18, 2022. On December 16, 2022, Staff filed its 16th set of DRs related to the presentation and inclusion of Allowance of Funds During Construction (AFUDC), which is a historical rollover from the 2020 rate case when the company recovered both AFUDC and Construction Work in Progress (CWIP) on the same assets, which is not allowed for ratemaking. On December 20, 2022, the company responded to the 16th set of DRs. Between the months of November and January, Staff met with the Company several times to address issues regarding the removal of AFUDC from the 2020 rate case in rate base and Associated Accumulated Deferred Income Taxes (ADIT), revenue projection related to a large customer, and Capital expenditure cell reference issues within the filed GRAM to bring it into compliance with the 2020 rate case authorizing order.

The negotiations between Staff and the Company resulted in a lower revenue requirement. The items negotiated were revenue projection adjustments regarding a large customer, cell reference errors in capital expenditures, using a 13-month average for average Plant, and ensuring the model complies with the 2020 rate case. The General Inflation Factor, which was over 15%, was left in place because it used the same model formula approved in the 2020 rate case. Staff and the Company reached a stipulation which was approved by the Commission on January 12, 2023, to include the following:

- Reduction of revenue deficiency by \$486,871, resulting in a revenue requirement of \$1,691,370 to fully recover approved costs from the 2020 rate case including the revenue true-up.
- Reduction of the proposed monthly rate increase by \$0.56, resulting in an overall rate increase of \$2.39 per month for residential customers, or an annual increase of \$28.71.
- Increase of Rate of Return from 8.78% to 9.10%.
- Decrease in Rate Base Attributed to Common Equity from \$114,492,424 to \$114,327,841, or a decrease of \$164,583.

Settlement items included in the stipulation:

- The decrease in the Revenue Deficiency was the result of the resolution of several items at issue within the Initial Filing of the GRAM. First, during the due diligence period, Staff and the company identified a revenue forecasting adjustment issue on Revenue Workpapers WP 4, WP 4-1, and WP 4-1A for a large customer that was moved into a different rate class wherein a loss of revenue was incurred. Upon review, the company determined that correcting this revenue adjustment and eliminating the incurred loss in revenue would reduce the 2023 GRAM deficiency by \$475,000.
- Cell reference errors by date related to Capital Spending in WP 2-1-2 resulted in a reduction in the 2023 GRAM deficiency by \$5,000.
- Revised working filing presented to Staff had relied on a rolling 12-month average in WP 2-1-1 Plant Detail, instead of the approved 13-month average to derive the average value of Plant assets, which contributed to a reduction in the revenue requirement.
- Accounting treatment for the removal of AFUDC, which was recovered along with CWIP during the period from when Liberty purchased Atmos in 2013 until the 2020 rate case, was discussed and determined to be correct. The removal of \$2.3 million in AFUDC from the rate base and the ADIT credit, along with its assets' accumulated depreciation which was added back to ADIT, were determined to be appropriate and will remain in the GRAM for the length of the assets' serviceable life. This was largely a presentation issue and a function of the outcome of the 2020 rate case. Staff worked with the company to include clarifying footnotes to workpapers that are affected by the removal of AFUDC, including WP 2-1, WP 2-1-4, and WP 2-7-1. These footnotes will add context to future GRAM filings regarding the accounting treatment of historical AFUDC.

The revised 2023 GRAM model for the average residential customer will increase the fixed charge rate by \$1.80 and the volumetric rate by \$0.59, for a total increase of \$2.39 monthly, for a total of \$28.71 annually.

On January 24, 2023, the Commission approved the GRAM stipulated agreement.

In addition, under Docket No. 42959, Liberty is to file quarterly reports that provide financial statements, customer numbers, full-time employee numbers, affiliate transaction cost data, capital budget data, and a return on equity calculation. On May 5, 2022, Liberty filed with the Commission its Liberty GRAM Revenue True-up, which is an authorized recovery stipulated through the 2020 rate case. Staff reviewed this filing and met with the company to discuss its presentation and found that it followed the approved format from the 2020 rate case. During

2022, Staff performed its due diligence analysis on the quarterly reports to review financial trends, customer trends, and other relevant analyses. Staff also issued data requests to gather additional information.

Docket No. 44392: 2022-2023 Liberty Utilities Gas Supply Plan

On April 12, 2022, Staff filed with the Commission a Procedural and Scheduling Order outlining the filing dates of the 2022-2023 Liberty Gas Supply Plan.

Liberty filed its Design Day Forecast and Gas Supply Plan simultaneously on June 1, 2022. The Plan identified the interstate storage and peaking assets needed to meet the Company's forecasted peak demand for its approximately 56,338 customers in the Gainesville and Columbus service areas. The 2022-2023 Gas Supply Plan included the methodology used to forecast peak day firm load requirements, the appropriate capacity reserve margin, any associated turnback of capacity, and the hedging program. Staff reviewed both documents and ensured that they met the Commission's Minimum Filing Requirements. Immediately after receiving the Gas Supply Plan, Staff began its analysis, and in doing so, issued one set of data requests which was filed on June 15. The Company responded to the data requests and Staff met with representatives of Liberty Utilities to clarify any further outstanding items.

On August 18, 2022, Staff and the Company agreed to enter into a modified stipulation for all items except the design day methodology, Asset Manager, and Peaking Service. On September 1, 2022, the Commission voted to approve the 2022-2023 Gas Supply Plan for Liberty Utilities. During Staff's due diligence period, an anomaly with the reserve margin was uncovered and further investigation was deemed necessary. Within the filed plan was the 2022-2023 Plan Year Design Day Forecast, which predicts the amount of capacity and supply necessary to meet the needs of its firm customers during the plan year. Liberty's forecast is derived from a multi-linear regression model. From this model, Staff conducted an analysis to understand how the company reached its conclusions. Additionally, Staff researched the statistical measures and metrics included within the model to understand their importance. Amid Staff's investigation of Liberty's Gas Supply Plan filing, it was revealed that the company's design day model was inaccurately forecasting its design day requirements for especially higher heating degree days. This led to Liberty reevaluating and correcting its model. To investigate the validity of the company's new model, Staff visited Gainesville, Georgia for 5 days. Staff had in-person meetings with Liberty, where discussions and demonstrations were had that showed how the amended forecast was developed, how it varied from the original, and how it resolved the issue of the previous model, under-forecasting. By the conclusion of the Gainesville trip, Staff had been able to recreate Liberty's amended model and test it to ensure it adequately predicted the supply requirements for any given heating degree day.

After meeting with Liberty at the Gainesville office, Staff was satisfied with the updated model and recommended adoption into the modified stipulation. A special Administrative Session was scheduled where the Commission voted to approve the Design Day Forecast and the issuance of an RFP for peaking service.

Staff and Liberty Utilities will continue to meet throughout the Plan year in order to discuss any new proposals related to gas supply, if necessary, and other ongoing issues such as hedging, asset management, and PGA filings. Staff will revisit the amended forecasting methodology with the company prior to or during the next filing of the 2023-2024 Gas Supply Plan to evaluate

its effectiveness and accuracy in forecasting the relationship between HDD and customer demand. This Gas Supply Plan is in effect until September 30, 2023.

Active natural gas marketer update and staff's ongoing analysis of marketer financial & technical capability

Pursuant to O.C.G.A. § 46-4-153(f) and Commission Rule 515-7-3-.07(10), Staff issues quarterly data requests to gather financial and technical information from the marketers to determine if they continue to meet the financial and technical capability requirements to serve in the Georgia natural gas market. This information includes, but is not limited to, income statements, balance sheets, customer counts, number of therms sold, penalties incurred, credit information, ongoing employee training, legal issues, operations in other states, and mergers. Through a review of parent company financial data, including SEC filings, Staff can ensure any multistate operations or parent company operations are not negatively impacting operations in Georgia. Once Staff receives responses from the Marketers, the financial team of the Natural Gas Unit analyzes marketer performance by comparing qualitative and quantitative quarterly performance data from current and past marketer reports. If additional information is needed by Staff, follow-up data requests are sent to the Marketers.

During 2022, Staff found no material issues in the review of each marketer's financial and technical capability. The table below shows a list of active marketers in the Georgia Market as of December 31, 2022. At the end of 2022, the deregulated natural gas market in Georgia, in the Atlanta Gas Light Company's distribution system, had 13 active certificated natural gas marketers actively serving customers.

Certificated Natural Gas Marketers

#	Docket No.	Certificate Authority Approved	of	Marketer	Active
1	9536	10/6/1998		SCANA	Active
2	9574	10/6/1998		Georgia Natural Gas	Active
3	15727	10/18/2002		Walton EMC	Active
4	15969	11/26/2002		TRUE	Active
5	21109	1/3/2006		Gas South	Active
6	24849	4/3/2008		Stream	Active
7	25425	4/25/2018		Constellation	Active
8	25471	10/19/2007		Fireside	Active
9	37369	5/6/2014		Colonial	Active
10	37735	3/7/2014		Mansfield	Active
11	40797	3/23/2017		Xoom	Active
12	42953	5/5/2020		CENNAT dba Fuel Georgia	Active
13	41840	4/7/2020		Town Square	Active

Docket No. 15296: SCANA waiver of the Call Center Service Level Standard for November 2022, December 2022, and January 2023

On November 2, 2022, SCANA filed a Petition requesting a waiver of the Call Center Service Level Standard for the months of November, December, and January.

On October 12, 2022, SCANA transitioned to a new billing system. This billing system is designed to improve their customers' experience and provide additional benefits to the customer. Following the transition to the new billing system the company experienced double the normal call volume and SCANA's Customer Solutions Specialists spent extra time going over the new bill and setting up online accounts. Due to the increased call volume and longer times assisting customers, the company did not meet the Call Center Service Level as set out by Benchmark Order in Docket 15296-U for October 2022. Based on their October call level, SCANA anticipated that the Call Center Service Level would also miss the benchmark for November, December, and January.

SCANA reached out to Staff and requested a waiver of the Call Center Service Level Benchmark and to explain their concerns regarding their call volume for their monthly Service Quality Measure (SQM) report. Staff performed its due diligence by meeting with the company several times, reviewing SCANA's petition, reviewing Georgia Code 50-13-9.1, and reviewing past Commission decisions regarding similarly situated past requests for waiver of SQMs that received approval.

Staff believed the waiver to be appropriate in this circumstance. By allowing SCANA Customer Solution Specialists to not be limited by the Call Center Service Level standards, they will be better able to implement the new billing system and spend adequate time with individual customers explaining the system and setting up new online accounts.

The Commission approved the waiver on December 6, 2022.

Docket No. 20504: Just Energy Solutions petition to withdraw marketer certificate of authority

On December 12, 2019, the Commission approved a sale and transfer of customers from Just Energy Solutions, Inc., to Infinite Energy, Inc. This order also included a waiver from Commissioner Rule 515-7-3-.04(13)(a), which allowed Just Energy to maintain its marketer certificate of authority for the following 12 months. After serving no customers for the duration of the waiver and the following year, the company contacted Staff to notify them that they would be seeking a voluntary withdrawal. During this time, Staff continued to send the marketer quarterly data requests regarding its financial and technical capabilities.

On February 10, 2022, Just Energy filed with the Commission a petition to voluntarily withdraw its marketer certificate of authority. During Staff's due diligence to ensure that no further customer, regulatory, or pipeline company obligations existed, the company filed a revised version of its petition on March 3rd to correct its certificate identification. The Commission approved the petition for withdrawal on March 15th at an Administrative Session and the company withdrew from the Georgia marketplace on March 31, 2022.

Docket No. 43404: 2021-2024 Regulated Provider

On April 22, 2022, the 2021-2023 Regulated Provider Term was extended by the Commission until August 31, 2024. As of December 1, 2022, the Regulated Provider reported a total customer count of 29,662 compared to 31,694 reported on December 1, 2021. The Regulated provider stated that from the 29,662 customers, 11,419 were Group-1. The Department of Human Services (DHS) uses the same guidelines to qualify Group-1 customers as those established for the Federal Low-Income Housing Energy Assistance Program (LIHEAP). Group-2 customers are those who cannot obtain service from other marketers due to poor credit or no credit.

By the end of 2022, the Commission had approved a total of \$678,357 in Universal Service Fund (USF) Disbursements. This is in comparison to the \$729,799.50 approved by the end of 2021. These funds provide assistance to the Regulated Provider (SCANA) for bad debt recovery for Group 1 customers, pursuant to the Consent Order approved on July 6, 2021. The Regulated Provider is not entitled to funds for Group 2 customers' bad debt recovery.

Docket No. 4167: Audit of AGLC's Manufactured Gas Plant

In 1992, AGL requested an Environmental Response Cost Recovery Rider as a mechanism for recovering costs associated with the cleanup of Manufactured Gas Plant (MGP) sites, three of which are in Florida. After holding hearings, the Commission adopted a settlement. Commencing in 1992, the Commission has conducted audits of capital expenditures related to the cleanup of 12 MGP sites where AGL had previously manufactured natural gas from coal. The production process created by-products that contaminated the soil and groundwater.

AGL ratepayers pay a surcharge for the recovery of costs associated with this cleanup. Staff audits the expenditures for accuracy and financial prudence. The program's fiscal year runs from July 1 to June 30, and Staff files an audit report for the costs for each fiscal year. The 2021 rider amount was \$2.31 per Dekatherms (Dth) per DDDC (Dedicated Design Day Capacity) per year and was set to be recovered during 2022. During the 2022 fiscal year, Staff audited the costs and found them to be reasonable.

Docket No. 41559: Atlanta Gas Light's Petition to Approve ECON-1 tariff

On October 10, 2017, the Commission approved AGL's Economic Development Tariff (ECON-1 Tariff) as part of efficiency changes to AGL's customer growth initiatives. The ECON-1 Tariff was approved for large economic development projects with parameters based on customer class, capital investment, increased tax base, new jobs created, and new gas load. The approved tariff allows for funding of up to \$15 million per year for ECON-1 projects. The Company is required to file any proposed projects with the Commission to seek approval. In addition, the Commission reserves the right to bring projects forward that are outside of the parameters of the tariff and that are beyond the \$15 million per year limit.

On March 4, 2022, the Commission approved the Treutlen County Project for a company called LanzaJet. LanzaJet proposed to have an investment of \$139.6 million in new facilities, an increased tax base of \$220,000, the creation of 25 new jobs, and a new gas load of 332,400 therms per year.

On December 13, 2022, the Commission approved the Chatham County Project for a company called Igneo. The Commission approved the Chatham County Project to have its engineering estimate funded 30% by the USF in Docket No. 43510 and 70% by the ECON-1 tariff in Docket No. 41559. In Docket No. 43510, the USF-approved portion is \$9,344,095 grossed up for income taxes and finance costs. The Commission approved the ECON-1 portion of the Chatham County Project funding with the 2022 remaining balance of \$6,533,000 and from the 2023 funding in the amount of \$12,249,801, or \$18,782,801. The Commission approved the requirement for AGL to obtain a signed contract from the customer, Igneo (Georgia), LLC prior to beginning construction. This is due to the Chatham County Project being a large gas main installation project for a single customer. This ensured the customer's commitment to taking gas service with an established financial responsibility, should they decide to back out of the project after construction has begun.

Since the approval of the ECON-1 tariff in December 2017, the Commission has approved 10 ECON-1 projects that have moved forward with an estimated customer investment of **\$1.25 billion**, an estimated increase in local tax base totaling **\$17.5 million**, a creation of over 2,162 jobs, and an increase in annual natural gas load totaling **207.6 million** therms per year. The Commission has approved construction costs totaling **\$62.7 million**.

Docket No. 42315: Atlanta Gas Light Company Georgia Rate Adjustment Mechanism (GRAM)

A. Quarterly Reports

In Docket No. 42315, AGL files quarterly reports that provide financial statements, customer numbers, DDDC numbers, full-time Employee numbers, Affiliate Transaction cost data, capital budget data, and Return on Equity (ROE) calculation. The Staff performs a due diligence analysis of the data to review financial trends, customer trends, and other relevant analyses. As a routine matter, the Staff issues data requests to gather additional information. Annually, AGL files for a rate adjustment under the Georgia Rate Adjustment Mechanism (GRAM). The quarterly reporting reviewed by the Staff team aids in the review of the annual filing. During 2022, as part of the Staff's quarterly review, no material issues were found.

B. 2021 Revenue True Up (RTU) Filing

On March 1, 2022, AGL filed its 2021 RTU to true-up the actual revenue collected during the 2021 Rate Effective Period to the estimated tracking revenues associated with the 2021 GRAM. The GRAM Rate Effective Period is January through December of each year. As part of the 2021 GRAM Filing, the Commission approved estimated tracking revenues in the amount of \$775,948,469. The 2021 RTU Filing reported actual revenues totaling \$779,129,035. This reflected an over-recovery of \$3,180,566. During 2021 in Docket No. 43115, the Commission approved the bad debt that the Gas Marketers incurred during the shut off moratorium which allowed them to receive base charge credits from AGL. The Staff reviewed the amount of the Marketers' base charge bad debt. Certain Gas Marketers reported a total of \$1,710,781, in base charge bad debt. AGL credited this amount back to the affected marketers, and AGL was allowed to reduce the 2021 RTU credit by this dollar amount. The resulting RTU credit that appeared in the 2023 GRAM was (\$1,469,785). When the 2023 GRAM was filed on July 1, 2022, the RTU credit had accrued interest, carrying charges, and the 2021 RTU credit had increased to (\$1,745,342).

C. 2023 GRAM Filing

On July 1, 2022, AGL filed its 2023 Annual Georgia Rate Adjustment Mechanism (GRAM) Filing (“2023 GRAM” or “Original Filing”) with a Forward-Looking Test Year (FTY) of January 1, 2023, through December 31, 2023. The Rate Effective Period (2023 REP) for new rates is the same as the FTY. The Historic Test Year (HTY) was the 12 months ending July 31, 2022. AGL reported a rate base attributed to equity totaling \$2,321,636,512, and an operating income after taxes of \$189,312,103, for a ROE of 8.15%. The operating income deficiency was \$48,655,640. The Revenue Adjustment after income taxes was a \$65,130,809 increase. AGL applied an adjustment for the 2021 GRAM Carry Forward totaling (\$693,022). There was an adjustment for the 2021 GRAM Revenue True Up (RTU) credit in the amount of (\$1,745,342), that included carrying charges. There was an adjustment for the 10% reduction to the incremental 2023 GRAM and SRR Revenue Requirement in the amount of (\$6,754,212).

With these adjustments, the Revenue Adjustment decreased to \$55,938,233. AGL then applied what it called an Adjustment to 6% Customer Bill Commitment in the amount of (\$4,635,140). This adjustment decreased the Revenue Adjustment to \$51,303,093. AGL added the ECON-1 revenue requirements in the amount of \$1,403,767. This increased the Revenue Adjustment to \$52,706,860. The final Revenue Adjustment amount was then transferred to WP 11B to be allocated to the customer rates.

The Staff thoroughly reviewed the Original 2023 Annual GRAM Filing’s 13 schedules, 53 workpapers, and 9 supporting spreadsheets. The governance document for the AGL GRAM is tariff Section 26. The Staff reviewed this section of the tariff to ensure that the 2023 GRAM was compliant with the Commission-approved tariff. Additionally, Staff reviewed the 2019 rate case model, the 2021 GRAM model, and the 2022 GRAM model as part of its review to ensure that the 2023 GRAM model was consistent with past filings. Schedule-2 of the GRAM calculated the ROE by calculating a rate base attributed to equity and an operating income. AGL applied ratemaking adjustments through the FTY under current rates.

First, the Staff reviewed the WP 2 group of workpapers that support the calculation of the rate base through the FTY. The Staff team drafted an issues list that developed into Staff’s 33rd Set of Data Requests. The WP 2 group of workpapers included the following:

- WP 2-1 Plant in Service
- WP 2-1-1 Plant Additions Plant in Service Support
- WP 2-1-4 Plant Details Plant in Service Support
- WP 2-1-5-6 CAPEX Plant in Service Support
- WP 2-2 Accumulated Depreciation
- WP 2-2-1 Accumulated Reserves
- WP 2-3/WP 2-4 CWIP
- WP 2-5 Service Company Plant
- WP 2-6 ADIT
- WP 2-7 Working Capital
- WP 2-8 Customer Deposits

Second, the Staff reviewed the revenue portion of operating income by analyzing the WP 4 group of workpapers. This was a projection of revenues through the FTY. WP 4 was supported by four (4) additional worksheets. The Staff team drafted an issues list that became the 34th Set of Data Requests. The WP 4 group of workpapers included the following:

- WP 4 Operating Revenue Under Current Rates - FTY
- WP 4-1 Revenue Adjustments
- WP 4-2 Current/Proposed Rates
- WP 4-6 Billing Details (Customers & DDDC)
- WP 4-7 Residential Impact (6% Billing Commitment)

Third, the Staff reviewed the operations and maintenance costs (O&M) portion of operating income by analyzing the WP 5 group of workpapers. WP 5 provided a projection of O&M through the FTY. WP 5 was supported by nine (9) additional worksheets. The Staff team developed an issues list that became the 35th Set of Data Requests. The WP 5 group of workpapers consisted of the following:

- WP 5 O&M Expense – FTY
- WP 5-1 Adjs O&M Adjustments by Category
- WP 5-1-1 Adjs O&M Adjustments by Month
- WP 5-2 Benefits Escalator Calculation
- WP 5-3 Retire Benefits Escalator Calculation
- WP 5-4 Outside Services Average of 7 Accounts
- WP 5-5 Inflation Factor Escalator Calculation
- WP 5-5-1 CPI Data
- WP 5-6 Labor Inflation Escalator Calculation
- WP 5-7 Cost Stabilization Tracking of 4 Categories
- WP 5-8 Account Index O&M Accounts

Fourth, the Staff reviewed the supporting schedules that included Schedules 3 – 12 in addition to other supporting workpapers and supplemental attachments, which also included capital budgets. The Staff team crafted an issues list that developed into Staff's 36th Set of Data Requests. On September 16, 2022, Staff filed the 36th Set and met with AGL on September 22, 2022. On October 3, 2022, AGL filed responses.

As part of the 2023 GRAM Filing in Schedule-11 Line-12, AGL included a new item called an "Adjustment to 6% Customer Bill Commitment". This effectively reduced AGL's calculated revenue adjustment. This adjustment was a change from prior GRAM model filings, and it wasn't part of AGL's GRAM tariff in Section 26. Through discussions with AGL, the Company believed it committed to keeping Residential rates at no more than a 6% increase (not including ECON-1) for the years 2022 – 2024 as part of the Integrated Capacity and Delivery Plan (i-CDP) in Docket No. 43820.

This adjustment can be found on Schedule-11a, Line-12. This commitment appears to be derived from the October 26, 2021 i-CDP hearing found on pages 115 – 121 of the transcripts. The Staff had no objection to this adjustment.

With the review of the WP 2 group of workpapers and before the 33rd Set of Data Requests were filed, Staff met with AGL on August 16, 2022 to discuss the draft data request items. After the meeting on August 17, 2022, the 33rd Set was filed. On September 2, 2022, AGL filed responses.

With the review of the WP 4 group of workpapers and before the 34th Set of Data Requests were filed, the Staff met with AGL on August 23, 2022. On August 23, 2022, the Staff filed the 34th Set, and on September 9, 2022, AGL filed responses.

With the review of the WP 5 group of workpapers and before the 35th Set of Data Requests were filed, the Staff met with AGL on August 30, 2022. On August 31, 2022, Staff filed the 34th Set, and on September 15, 2022, AGL filed responses.

With the review of the additional schedules and workpapers, on September 16, 2022, the Staff filed the 36th Set of Data Requests. On September 22, 2022, the Staff met with AGL. On October 3, 2022, AGL filed responses.

To address the concerns found during the Staff's review of the 2023 GRAM filing, Staff and AGL had a series of meetings to reach resolutions. On the following dates, the Staff and AGL met in good faith to resolve all issues.

September 8, 2022

October 18, 2022

November 1, 2022

November 10, 2022

November 16, 2022

November 28, 2022

Additionally, the Staff and AGL engaged in numerous phone calls in an attempt to reach a settlement resolution for mutual concerns. As a result of these meetings, the Staff and AGL drafted a 2023 GRAM Stipulation.

To address the issues related to the 2023 GRAM filing, the Staff and AGL (Parties) negotiated a 2023 GRAM Stipulation, or "Stipulation". On December 11, 2022, the Parties reached an agreement on the remaining issues. On December 12, 2022, AGL filed the signed Stipulation and the Revised 2023 GRAM Filing. As part of the Stipulation between the Parties, the numerous items discussed have either been agreed to, or the Parties have agreed to meet during the 1st quarter of 2023 to reach an agreement.

On December 12, 2022, AGL filed the Revised 2023 GRAM Filing. The revised 2023 GRAM calculated a ROE of 8.21% that resulted in a revenue adjustment increase of \$62,890,137. As provided in Schedule-11a, with the RTU, 2021 GRAM Carry Forward, and 2022-2024 i-CDP 10% adjustments, this decreased the initial revenue increase to \$53,766,785. The Adjustment to 6% Customer Bill Commitment is provided in the amount of (\$2,463,692). AGL applied the 6% Customer Bill Commitment Revenue Adjustment that reduced the revenue adjustment to \$51,303,093. AGL added back the ECON-1 revenue adjustment of \$1,403,767 for a final revenue adjustment increase of \$52,706,860. This dollar amount was transferred to Schedule-11b for allocation to the rate classes except for the Peaking Charge which will remain at the same rate as approved in 2022.

During the December 20, 2022 Administrative Session, the Commission approved the Staff and AGL 2023 GRAM Stipulation concerning the revised 2023 GRAM Filing with a base rate increase of \$52,706,860. This includes revenue requirements in Schedule-11a and Schedule-11b and the new rates in Schedule 11c. The new rates shall be effective January 1, 2023. The approved 2023 RTU tracking revenues are \$887,090,370, as found in Schedule-11b. The O&M budget is approved with an estimated \$345,409,014, as found in WP 5.

Certificates of Public Convenience and Necessity

Natural gas operators have the legal requirement to obtain a Certificate of Public Convenience and Necessity before they can construct or operate in intrastate commerce within Georgia. Specifically, pursuant to O.C.G.A. § 46-4-21 et. seq. and Commission Rule 515-7-1-.01 et. seq., a natural gas operator is required to obtain a Certificate of Public Convenience and Necessity for any pipeline or distribution system, or any extension thereof, for transportation, distribution or sale of natural or manufactured gas.

The Commission also implements the Countywide Natural Gas Safety Plan Rule (CWSP) (Commission Rule 515-9-7-.01). The rule was created to require natural gas operators to establish, in consultation with all other natural gas operators in a particular county, a safety-based boundary and emergency response procedures. The Natural Gas Unit and Facilities Protection Unit work jointly on CWSPs. A plan is required in every county that has more than one natural gas operator and must be approved by the Commission after being reviewed by the Natural Gas Unit and the Facilities Protection Unit.

The CWSP identifies the location of all natural gas facilities and safety-based boundaries in that particular county so that whenever a natural gas emergency arises, confusion, delay, and unnecessary danger for the public and first responders can be avoided. An operator must inform and train its emergency response personnel and the city or municipal emergency response personnel within such county of the boundaries and plan.

The CWSP should conform to the corresponding Certificates of Public Convenience and Necessity. If a CWSP affects the boundaries of a corresponding certificate of an operator, the certificate boundaries are amended to conform to the CWSPs of that county.

By the close of 2022, the Commission amended five certificates and granted one new certificate. The Commission has approved a total of 107 certificates affected by the CWSPs. The Commission amended 5 CWSPs and terminated one CWSP for a total of 56 approved CWSPs.

Commission staff periodically engages with the stakeholders as necessary. The stakeholders are the Gas Unit, the Facilities Protection Unit, the Commission attorneys, the natural gas operators, and their representatives. The certificates and CWSPs are revised, updated, and even eliminated as natural gas providers continue to develop and maintain their facilities and address their boundaries in order to meet the needs of their systems.

Docket No. 43820: AGL's 2022 – 2031 Integrated Capacity and Delivery Plan (i-CDP)

The Commission, in its December 19, 2019, Administrative Session, voted to approve a motion to resolve the issues of the fully litigated general rate case in (Docket No. 42315) filed by AGL on June 3, 2019. As a result, the Commission directed AGL to propose a long-range planning tool by January 31, 2020, to establish a proceeding open to all interested parties where the Commission will examine and approve parameters for capital budgets and related Operation and Maintenance spending associated with multi-year forecasts. In response to such an order, AGL filed a proposed process that the Commission Staff fully considered. Thereafter, Staff and AGL worked together to create a governance document that would implement a planning process while preserving the established process and methodologies within the existing Capacity Supply Plan (CSP) and the GRAM filings. As part of the agreement, AGL will seek to stay within the approved capital budgets.

On January 28, 2021, AGL and Staff filed a Joint Stipulation establishing a Long-Range Comprehensive Planning Process that is in compliance with Commission Orders (the Stipulation Governance Document). The Commission approved the Stipulation Governance Document during the February 16, 2021 Administrative Session. Pursuant to the approved Stipulation Governance Document, AGL must develop and file at least once every three years an i-CDP that will provide a single, comprehensive planning and review process in which parameters for subsequent CSPs, GRAMs, and the new System Reinforcement Rider (SRR) can be established. AGL will endeavor to complete such projects so as to not exceed the overall approved budget for the initial three years of the Planning Period. If actual costs exceed the approved budget, the burden will be on AGL to show that the additional costs were reasonable and prudent. If the actual project costs are at or below the approved budget and are challenged, then the burden will be on the party challenging the costs to show that such costs are unreasonable or imprudent.

On April 28, 2021, in accordance with the Commission-approved Stipulation Governance Document, AGL filed the first i-CDP filing for 2022 – 2031, which included projects and budgets for the first three years, 2022 – 2024. The Commission approved capital budgets for the GRAM, the new SRR surcharge for certain capital projects, and the Cherokee LNG expansion. The Staff reviews quarterly reports to track actual capital budget and O&M budget spending.

A. GRAM

In Docket No. 42315, as part of the GRAM quarterly reporting, AGL files a quarterly capital budget status report that the Staff compares to the dollar amount approved for the i-CDP 2022 – 2024 capital budgets. For 2022, Staff didn't find any material issues.

B. SRR

In Docket No. 43820, AGL files quarterly reporting on the SRR capital budget and the approved SRR projects. The Staff compared the approved 2022 capital budget to the actual capital budget activity in the quarterly reporting. The Staff found no material issues. Additionally, the Staff reviewed the project costing ledger and invoices related to the capital expenditures and found no material issues. The Staff reviewed the SRR surcharge model and found no material issues.

C. Cherokee LNG Expansion

Atlanta Gas Light Company has filed 3 Quarterly Reports for the Cherokee LNG Expansion Project (the Project) in compliance with Appendix A of the Stipulation approved by the November 18, 2021 Order in Docket No. 43820 (the i-CDP Order) approving AGL's amended 2022-2031 i-CDP (the "Plan"). The Stipulation approved by the i-CDP Order requires that AGL submit Quarterly Reports to the Staff documenting the execution progress of the Project. Such reports document the execution progress for each quarter of 2022.

Quarterly reports have been filed on May 20, September 1, and November 30, 2022. As part of our oversight, Staff visits the site periodically and issues Data Requests regarding the status of the LNG building process and costs as needed.

Docket No. 42315 Atlanta Gas Light Company's Rate Case: Petition for Approval of Adjustment of its Rates and Revised Tariff

On January 7, 2022, AGL filed the Company's Petition to modify portions of the Tariff, with a proposed effective date of March 1, 2022. The Petition requests to modify Rules 6, 7, 8, and 11, to clarify certain responsibilities and obligations of customers and the Company regarding the cost of installation, relocation, and performance of other work incidental to the delivery of natural gas to the premises.

Staff, in the course of its due diligence, reviewed the Petition with the accompanying Exhibits. On January 24, 2022, Staff issued data requests on the Petition. AGL filed responses to the Data Requests on February 8, 2022. Staff advised the Company to refile the Petition in order to reflect revisions needed as a result of the Data Request responses. Subsequently, on February 21, 2022, the Company refiled the proposed Tariff revisions with a new effective date of March 2, 2022. The Commission approved the changes.

Universal Service Fund

In Docket No. 15326, the docket number for the administration of the Universal Service Fund (USF or Fund), Commission Rule 515-7-5-.02 states that, consistent with O.C.G.A. § 46-4-161, the Commission is authorized to create and establish regulations to administer a universal service fund for each gas company that elects to become subject to the provisions of Article 5 of Chapter 4 of Title 46 of the Official Code of Georgia Annotated, and which satisfies the requirements of O.C.G.A. § 46-4-154. Commission Rule 515-7-5-.03 states that a universal service fund shall be created for each electing distribution company for the purposes set forth in O.C.G.A. § 46-4-161(a). The Commission administers the USF to include the review and final decision on all disbursement requests. Atlanta Gas Light Company (AGL) is the only regulated natural gas company that has a USF. Currently, the USF escrow account is held at Truist Bank, and the account belongs to AGL, but the Commission administers the fund.

The State of Georgia considers the USF a Custodial Fund for reporting in the State's Annual Comprehensive Financial Report. On July 7, 2022, for the State's 2022 fiscal year ending June 30, 2022, annual reporting was sent to the State Accounting Office that included the June 2022 bank statement, the Form 470 Trial Balance Sheet, and the Form 21 Investments. The Cash and Deposits form was completed and submitted to the Commission's fiscal office.

As seen in the table below for FY 2022, the USF had deposits totaling \$16.5 million and expenditures totaling \$16.0 million for an ending June 2022 balance of \$38.7 million confirmed when reviewing the June 2022 escrow account bank statement.

USF FY 2022 Activity Ending June 30, 2022

Beginning Balance: 7/01/2021	\$38,233,439
Deposits	\$16,541,565
Expenditures	\$16,048,793
Ending Balance: 6/30/2022	\$38,726,212

The table below is a review of the ending 2022 USF activity. For the year ending December 31, 2022, the USF had total deposits of \$24.3 million, expenditures of \$15.7 million, and an ending balance of \$52.2 million.

USF FY 2022 Activity Ending December 31, 2022

Beginning Balance: 1/01/2022	\$43,646,177
Deposits	\$24,367,353
Expenditures	\$15,732,205
Ending Balance: 12/31/2022	\$52,281,324

Since the inception of the USF in December 1998, the USF had deposits totaling \$382.2 million and expenditures totaling \$329.9 million for an ending December 2022 balance of \$52.2 million.

USF Activity Ending December 31, 2022

Beginning Balance: 12/31/1998	0
Deposits	\$382,244,534
Expenditures	\$329,963,210
Ending Balance: 12/31/2022	\$52,281,324

In the table below, the USF encumbrance analysis is provided for the period ending December 31, 2022. The USF had a December 2022 ending balance of \$52.2 million. The ending balance for encumbrances was \$46.3 million. The ending unencumbered balance was \$5.9 million.

USF Ending Balance: December 31, 2022		\$52,281,324.45
Encumbered Projects/Programs	Encumbrance Totals	Balance
DN 12897: USF Low-Income Assistance: HopeWorks	\$700,020.74	\$51,581,303.71
DN 12897: USF Low-Income Assistance: H.E.A.T.	\$300,000.00	\$51,281,303.71
DN 41533: Regulated Provider: Rolling 3-Month Obligation	\$183,189.69	\$51,098,114.02
DN 42864: AGLC USF 2020 Plan - Banks County Project	\$7,791,663.00	\$43,306,451.02
DN 43510: 2022 Plan: Wheeler County Project	\$10,938,849.00	\$32,367,602.02
DN 41560: Gordon County Project	\$144,720.19	\$32,222,881.83
DN 43510: Chatham County Project	\$9,344,095.00	\$22,878,786.83
DN 423510: Alamo Section 3 Project	\$16,904,062.00	\$5,974,724.83
Total Encumbrances	\$46,306,599.62	88.57%
Total Unencumbered Balance - 12/31/2022	\$5,974,724.83	11.43%

In the table below, the outstanding USF projects are provided. On July 26, 2022, the Commission approved the Gordon County project in Docket No. 41560. On December 13, 2022, in Docket No. 43510, the Commission approved the Alamo Transmission Line Upgrade Segment-3 Project and the Chatham County Project. The Banks County Project in Docket No. 42864 is completed, but AGL hasn't requested USF reimbursement. The Wheeler County Project is ongoing, and AGL will file a Notice of Completion Report with the Commission for reimbursement of its costs when completed.

Plan Year	Docket No.	Project	Customer	Date Approved	Cost
2022	41560	Gordon County Project	Oesterle Farms LLC	7/26/2022	\$144,720
2020	42864	Banks County Project	Waste Management Sanitation	2/6/2020	\$9,025,992
2022	43510	Wheeler County Project	Alamo Transmission Line Upgrade Segment-2	10/7/2021	\$10,935,849
2022	43510	Alamo Transmission Line Upgrade Segment-3 Project	Upgrade	12/13/2022	\$16,904,062
2023	43510	Chatham County Project	Igneo	12/13/2022	\$9,344,095

In Docket No. 12897, Universal Service Fund Grant Program to Assist Low-Income Senior Citizens and Other Low-Income Citizens, the USF has provided funding to the Heating Energy Assistance Team, HopeWorks, and The Salvation Army to assist low-income customers on AGL's distribution system. The Salvation Army began receiving USF funding in 2011. HopeWorks began receiving USF funding in 2012. HEAT began receiving USF funding in 2015. In total, these agencies have been provided \$13.9 million and supported over 16,376 low-income households. Since 1998, the Commission has approved over \$82.5 million in low-income assistance from the USF.

Docket No. 16193 and 44319: AGL's Asset Management Agreement and Audit Report concerning AGL's Universal Service Fund (Sequent)

Pursuant to the March 12, 2020 Order Adopting the Settlement Agreement in Docket Nos. 42317 and 16193, the Asset Management Agreement (AMA) expires on March 31, 2023. The agreement ensures a higher quarterly minimum to the USF each quarter than previous agreements.

AGL's asset manager optimizes the value of AGL's retained interstate assets. In exchange for being able to use AGL's assets, the Asset Manager commits to paying the higher of the amount as follows. The amounts are cumulative year-to-date.

Quarter 1	25% or the Annual Guaranteed Minimum	or	Deposit determined by the appropriate sharing calculation
Quarter 2	50% or the Annual Guaranteed Minimum	or	Year-to-date deposit determined by the appropriate sharing calculation
Quarter 3	75% or the Annual Guaranteed Minimum	or	Year-to-date deposit determined by the appropriate sharing calculation
Quarter 4	100% or the Annual Guaranteed Minimum	or	Year-to-date deposit determined by the appropriate sharing calculation

The benefit of the agreement to the customers is that deposits directly affect the number and size of the USF projects that can be completed in the state.

The Staff and AGL have agreed to a Stipulation that extends the AMA to March 31, 2027. This Stipulation increased the guaranteed minimum annual payments. The Commission approved the stipulation.

Docket No. 10473: Apples to apples pricing

As part of Deregulation, Marketers' price offerings are not regulated by the Commission. Each Marketer determines a price per therm and a Customer Service Charge. Pursuant to Commission Rule 515-7-3-.04(14), Marketers file with the Commission their monthly prices every 5th of the month. Staff reviews, compiles, and uploads this data onto the Commission website. The posted information gives consumers the ability to view and compare all Marketers' prices on an apples-to-apples basis. This proves helpful whether the consumer is looking to choose a Marketer or switch Marketers.

The posted information includes the Marketer's price per therm, the Marketer's customer service charge, the AGL base charge, and any other Marketer charges that apply. The listed prices are based on a typical customer's usage on a monthly and annual basis. For 2022, the price of variable offerings increased considerably from 2021 due to the volatility and the increased price of natural gas. Fixed prices were also impacted due to the increased price of natural gas.

Docket No. 18638 Atlanta Gas Light Company 2022 Recalculation of The Dedicated Design Day Capacity (DDDC) factors

The Commission Order in Docket No. 8390 (Atlanta Gas Light filing of Election Application for New Rates and Tariff revisions) requires Atlanta Gas Light Company to recalculate the Dedicated Design Day Capacity factor for customers each year. The DDDC factor which is used to calculate the Dedicated Design Day Capacity Charge recovers common costs of providing delivery service based on a customer's demand on AGLC's system on the coldest day of the year.

The components that are used to calculate and influence the DDDC factor are:

- Square footage of premises
- Location (North Georgia vs. South Georgia)
- Gas Appliances on Premises
- BTU load for Gas Appliances
- Customer Behavior – Usage During 2 Warmest Points and 2 Coldest Months over the last calendar year

Two of several reasons that can affect the annual DDDC factor are customer energy usage and replacing less efficient equipment with more efficient equipment.

A total of 1,665,250 active customers as of April 1, 2022 were used in the recalculation process, which is revenue neutral. DDDC factors were also recalculated for all premises in the event that a customer decides to establish gas service at an inactive premises. To generate the true-up factor for each pool group, the pre-recalculated DDDC is divided by the total recalculated DDDCs in that pool group. The true-up factor maintains revenue neutrality for existing active customers across the system.

Staff verified that AGL was in compliance with the Commission approve-tariff provisions 13.3.1 A thru L. This included reviewing components of the Georgia Customer Management Application System, exception criteria, and the true-up process approved by the Commission on May 15, 2007. In the course of the analysis, Staff also:

- Examined the customers' usage information in the Georgia Customer Management Application;
- Acquired information as to factors that may have contributed to changes in some customers' DDDC factors;
- Manually verified the results of the DDDC calculations using a sampling of actual customer data; and
- Reviewed the process for the determination of exceptions, and a sampling of actual customer exceptions.

The manual verification process occurs for the accounts of active customers in which there is a substantial change from the previous year's DDDC to the recalculated DDDC. Manual verification was performed by AGLC for 20,862 *residential* customers. Manual verification was performed by AGLC for 18,202 *commercial* customers. Commercial customers include poultry houses and agricultural customers. AGL submitted the recalculated DDDC information to Staff on July 18, 2022.

Based on its analysis and the information submitted by the Company, the Staff recommended that the Commission approve the recalculation of the DDDC factors. The 2022 Recalculated DDDC factor went into effect on September 1, 2022.

Docket No. 42315: Archer Daniels Midland Company's Petition to Waive Penalty

On May 4, 2022, Archer Daniels Midland Company (ADM) reached out to the Commission via email to request a waiver of a \$16,950 penalty billed to them by their marketer, Georgia Natural Gas (GNG). The penalty was a result of ADM's non-compliance with a Supply Mismatch Order issued by AGL, leading to an oversupply in the Valdosta pool. On May 5, 2022, Staff began contact with ADM and requested that the company file a formal petition on May 9th. The petition was filed with the Commission on May 13, 2022. Staff, in its investigation, reviewed ADM's formal complaint, AGL's response to their complaint, AGL's Commission-approved tariff, and the definition of force majeure. Staff also reached out to ADM to verify the events that led to the breakdown and reached out to AGL to see what led to the mismatch order being issued. In response to Staff inquiries, ADM stated that it could not comply with the supply mismatch order due to the spontaneous failure of a machine that is responsible for a crucial portion of their soybean processing operation. ADM also provided that, based on AGL's Commission-approved tariff, the fan failure qualified as a force majeure event. At the November 10, 2022 Energy Committee, Staff recommended that ADM's petition for a waiver of penalties be approved. On November 17, 2022, ADM's petition was approved, requiring AGL to refund GNG for the penalty, after which GNG had to return the penalty amount to ADM, which was assessed in error. As of January 2023, Staff is awaiting filings from AGL and GNG showing that the companies have complied with the order filed on November 22, 2022.

Docket No. 44319 Atlanta Gas Light Company's 2022-2025 Capacity Supply Plan (CSP)

On April 5, 2022, the Commission issued its Procedural and Scheduling Order (PSO) in this Docket setting forth the dates for filing of testimony and briefs, as well as the dates for the hearings in this matter.

On July 1, 2022, AGL filed its Petition for Approval of the 2022-2025 Capacity Supply Plan pursuant to O.C.G.A. § 46-4-155(e). In accordance with Commission Rule 515-7-11-.04, Minimum Filing Requirements were filed as a part of the Capacity Supply Plan.

Applications for Leave to Intervene in this proceeding were filed by SouthStar Energy Services, LLC d/b/a Georgia Natural Gas; FireSide Natural Gas, LLC and EMC Natural Gas, Inc., d/b/a True Natural Gas; Gas South, LLC; SCANA Energy Marketing, Inc.; Walton Energy, Inc. d/b/a Walton EMC Natural Gas; Texican Industrial Energy Marketing, LLC; and, Mansfield Power and Gas, LLC.

Part of the review of the CSP is the design day forecast. The company develops a multi-linear regression model for each pool group. The resulting regression formulas are then used to build the forecast, which estimates the supply of gas and capacity needed to serve firm customers on a day that is experiencing extreme weather conditions. Staff reviewed the filed model to investigate the precision and accuracy of the model. After review, Staff contacted the company regarding questions about autocorrelation found in the model. The company promptly responded by explaining that there were tradeoffs that had to be made regarding some statistics to ensure an effective forecast. In this case, eliminating autocorrelation would have resulted in a slight improvement in other performance metrics but under-forecasting at higher heating degree days. The company chose to not eliminate the autocorrelation to prevent the degradation of overall performance. Staff was satisfied with the Company's response.

Staff thoroughly reviewed the plan and supporting testimony. On July 14, 2022, the Staff propounded interrogatories and requests for AGL to produce documents. The Company filed responses to Staff's discovery requests on July 29, 2022. Staff met several times with the Company and the Marketers, individually to further understand each company's position with the filing.

Staff, the Company, and the Intervenor established a working group to negotiate various issues regarding the assets affected by the proposed Capacity Supply Plan. The Marketers brought their concerns to the group to be discussed ahead of the filing of the Plan. Among such concerns were evaluating contract renewals for storage, system balancing enhancements, trading and tolerance proposals, gas operating system upgrades, and peak day forecast. On July 26, 2022, at the request of the parties, the Commission revised the PSO by extending the due date for filing intervenor testimony from August 3, 2022 to August 9, 2022. On September 12, 2022, at the request of the parties, the Commission revised the PSO to delay the start of the hearing from September 14 to September 15, 2022.

On September 13, 2022, a Stipulation (the Joint Stipulation) that had been executed on behalf of the Company, Commission Staff, and natural gas marketers was filed. The Joint Stipulation addressed the issues the Commission must determine in the proceeding pursuant to O.C.G.A. § 46-4-155(e)(6) and was filed as an exhibit to Pre-filed Joint Testimony in support of the Stipulation of Gregory Becker and Rich Klaus.

The Stipulation included provisions based on items discussed during the Working Group process to move the Transco-Dalton asset to a position within MARS for the duration of the plan; the threshold to trigger the Marketers to flow Magnolia FT has been reduced; Parties altered the number of days AGL can require the Marketers to use Magnolia FT; new Elba Express FT was agreed to by Staff and not opposed by the Marketers; and the seasonal release of Transco-Dalton. The reserve margin is 5% and will remain in place for the 2022-2025 Capacity Supply Plan. Other provisions addressing the usage were carried over from the previously approved Capacity Supply Plan.

The Commission conducted a hearing on the Joint Stipulation on September 15, 2022 to present to the Commission. The Pre-Filed Testimony of the panel consisting of representatives of AGL and the Stipulating Marketers, the Stipulation, all other pre-filed testimony, exhibits, minimum filing requirements, and other supporting documents pre-filed in the docket were admitted into evidence without objection. On September 29, 2022, the Commission voted on the Final Order for the matter at a Special Administrative Session accepting the Joint Stipulation as a resolution to the case.

Customer Experience Meetings

During 2022, Staff participated in the Customer Experience Working Group meetings hosted by the Marketers and AGL. The purpose of these meetings is to promote changes that AGL and the Marketers can perform (system upgrades, turn-on appointments, escalation of complaints, etc.) to enhance customer experiences in the deregulated market. These meetings have been occurring since 2017 and many achievements have resulted from this initiative, such as the “Keep Me Informed” (KMI) project that has provided many enhancements to AGL’s system and the for Georgia Market consumers. Another achievement from this group has been the 4-hour and 2-hour window appointments, as well as the Saturday appointments, which were included in the 2019 AGL Rate Case. Staff attended several meetings in which it made itself available to answer any of the participant’s questions regarding Commission rules, policies, and procedures.

Marketer Touch Base Meetings

Every month, members of Staff, the Marketer community, and AGL attend the Marketer Touch Base Meetings hosted by AGL. In these meetings, AGL discusses any issues or changes going on with the Company, its customer information system, any projects the company is going to roll out, any public announcements, and any program that AGL wants the Marketers to promote.

Also, AGL offers general feedback to the Marketers regarding their performance for Shut Offs for Nonpayment (SONPs), their performance handling the KMI, ways to improve the escalation of complaints, etc.

In November of 2022, Staff attended the AGL and Marketer Expo, organized by AGL. Many issues concerning customer service and complaint escalations on the part of AGL and the marketers were addressed. AGL had different speakers from various departments in the Company sharing the scope of their jobs and offering a deeper knowledge of their areas.

Consumer Issues and Staff Investigations

Every year, the Gas Unit receives complaints and requests for investigations that are escalated from the Consumer Affairs Unit of the Georgia Public Service Commission or Commissioners’ offices. Those escalated complaints or requests for investigations may include, but are not limited to pricing, the pricing sheets, concerns regarding a consumer’s DDDC (Dedicated Design Day Capacity), renewal of fixed contracts, slamming, etc. During 2022, due to high price volatility, Staff received various complaints regarding high prices, pass-through charges, and many requests for an explanation of the Commission’s pricing sheets posted on the website. Staff reached out to some Marketers to inquire about the talking points used by their Customer Service Representatives when addressing high-price questions from their customers.

Terms and Conditions of Service and Disclosure Statement

Whenever Marketers make proposed changes to their Terms and Conditions of Service and Disclosure Statement, they provide a redlined copy for Staff's review. Staff reviews the proposed modifications for compliance and adherence to the PSC rules and the Statute, and to provide feedback, if any. The Staff and Company meet on the proposed modifications, and if there are no objections from Staff, the Marketer will file with the Commission the updated/modified Terms and Conditions and Disclosure Statement. By operation of Commission Rule, the proposal becomes effective 30 days after the filing without any further action from the Commission. During 2022, Staff reviewed and provided feedback to SCANA, Georgia Natural Gas, Xoom, and Stream.

Compressed Natural Gas

On March 28, 2022, Staff was tasked with researching compressed natural gas (CNG) and drafting a report to be completed by July 2022. On April 29, 2022, Staff met with Ian Skelton, AGL's director of natural gas vehicles. In this meeting, Ian discussed CNG vehicles, CNG stations, and AGL's V-52 Rate, a rate under which AGL installs, owns, and maintains CNG equipment. Among the other topics Staff researched for this report were CNG projects approved by the Commission, AGL's special contract with MARTA, and government regulation's effect on natural gas vehicles. The research paper highlighted the history of CNG, CNG as an alternative fuel source, CNG's development in Georgia, and the possible future of CNG in the United States. The report was completed on July 1, 2022.

TELECOMMUNICATIONS UNIT

The telecommunications industry is indispensable to the economy of the state. Over the past 20 plus years, Georgia's Telecommunications and Competition Development Act of 1995 and the Federal Telecommunications Act of 1996 have had a great impact on the Commission's role in this vital industry. The primary goal of these statutes was to replace traditional regulated monopoly service with a competitive market. For competitive segments of the industry, the Commission does not set rates but instead facilitates market development by certifying new providers, arbitrating interconnection agreements, and resolving complaints among competitors. The total number of active certificates in 2022 was 728, distributed among industry segments, as follows: 164 resellers, 32 alternative operator service providers, 224 competitive local exchange providers, 75 inter-exchange service providers, 183 payphone service providers, 15 institutional telecommunication service providers, and over 35 incumbent local exchange service providers.

In December 2021, 20 Tier II Independent Local Exchange Carriers (ILEC) filed requests for an aggregate disbursement of \$33,517,967 for the 27th Universal Access Fund (UAF) year covering the period July 1, 2020, through June 30, 2021. All applicants were audited by Hurlbert CPA, LLC.

On October 21, 2022, the Commission approved disbursements for the 26th UAF year totaling \$33,162,457. The approved disbursements are listed below.

27th UAF Year (7/1/2020-6/30/2021)	
Company	Approved Disbursement
Alma Telephone Company	\$ 1,501,365.00
Blue Ridge Telephone Company	\$ 2,580,611.00
Brantley Telephone Company, Inc.	\$ 169,870.00
Bulloch Telephone Cooperative	\$ 1,618,830.00
Camden Telephone & Telegraph Co., Inc.	\$ 1,876,082.00
Chickamauga Telephone Corporation	\$ 1,046,807.00
ComSouth Telecommunications, Inc.	\$ 1,000,000.00
Darien Telephone Co., Inc.	\$ 1,964,812.00
Glenwood Telephone Company	\$ 506,222.00
Hart Telephone Company	\$ 1,424,580.00
Nelson-Ball Ground Telephone Company	\$ 1,356,469.00
Pembroke Telephone Company, Inc.	\$ 743,358.00
Pineland Telephone Cooperative, Inc.	\$ 1,400,635.00
Plant Telephone Company	\$ 1,767,595.00
Planters Rural Telephone Cooperative	\$ 1,607,487.00
Progressive Rural Telephone Co-op., Inc.	\$ 2,558,536.00
Public Service Telephone Company	\$ 3,249,547.00
Ringgold Telephone Company	\$ 2,478,045.00
Trenton Telephone Company	\$ 3,966,549.00
Waverly Hall Telephone, LLC	\$ 345,057.00
	\$ 33,162,457.00

House Bill 168, which took effect on June 4, 2010, phased out intrastate access charges and allowed the lost revenue to be offset by higher basic service rates. Pursuant to the statute, the Commission first determined a statewide benchmark local service rate by calculating 110% of the July 1, 2009, residential statewide average rate for basic local exchange service. Next, the Commission set a schedule by which local rates would be increased to the benchmark rate. The approved schedule required basic local exchange service rates to increase by an amount not to exceed \$1.61 per month per year for a period of nine years with a true-up in the tenth year. For 2022, the statewide benchmark local service rate was increased to \$23.48, after adjusting for inflation.

Telecommunications Relay Service (TRS)

Hamilton Telecommunications has been the Georgia TRS provider since April 2006. Headquartered in Nebraska, Hamilton currently provides relay service in 17 states. Hamilton, known here as Georgia Relay, operates a call center in Albany, Georgia, seven days a week, 18 hours a day, employing over 180 communications assistants. In 2021, the Relay Center in Albany processed an average of almost 50,000 relay calls per month. The total cost paid from the TRS fund was \$454,985 for 2022. The TRS portion was \$278,725.

With Commission approval, Hamilton implemented Captioned Telephone Service (CapTel®) in Georgia in January 2008. An enhanced form of relay service, CapTel® allows individuals with hearing loss to view word-for-word captions of their telephone conversations. Over 1,300 subscribers now use the system, averaging approximately 30,000 calls a month. The cost of this service for 2022 was \$176,260.

Telecommunications Equipment Distribution Program (TEDP)

The Commission established the Georgia TEDP in March 2003 pursuant to the provisions of House Bill 1003. This program provides specialized telecommunications equipment to Georgians who, because of physical impairments (particularly hearing and speech), cannot otherwise communicate over the telephone. Receipt of free equipment under this program is subject to medical and financial eligibility requirements. In 2022, approximately 515 equipment items, which includes approximately 27 CapTel® phones, have been distributed to hearing or speech-impaired applicants. The Commission contracts with Georgia Center of the Deaf and Hard of Hearing (GCDHH) to be the distribution agency for the Georgia TEDP. The cost of this service for 2022 was \$738,141.

Audible Universal Information Access Service (AUIAS)

In 2006 the Legislature created a statewide AUIAS to provide blind and print-disabled citizens of Georgia with telephonic access to print media publications. The law gave the Commission oversight of the service. Following a competitive bidding process, the Commission selected the National Federation of the Blind to administer the service. Since June 2006, the AUIAS has provided continuous audible universal access to all Georgia telephone exchanges, 24 hours a day, seven days a week and 52 weeks a year. The system is accessible by dialing a toll-free or local number anywhere in the state and has the capacity to serve an unlimited number of subscribers. Currently, there are over 2,900 subscribers to this service. The total number of Georgia citizens that could potentially benefit from this service exceeds 25,000, as

demonstrated by the number of current subscribers to the Georgia Library for Accessible Services. The cost of this service in 2022 was \$223,410.

Hearing Aid Distribution Program

In August 2007, the Commission approved the Hearing Aid Distribution Program according to the provisions of House Bill 655, which authorized use of TRS funds for the distribution of hearing aids. The Commission contracted with the Georgia Lions Lighthouse Foundation, a nonprofit organization that has provided hearing aids to low-income Georgians for over 30 years. Under the current contract, the Foundation received \$420,941 in 2022 which includes \$4,109 for each child under the age of 20 and \$1,098 for each adult who qualifies for this program. There were 559 Adults and 51 children that qualified for this program in 2022. The Foundation partners with two hearing aid manufacturers and maintains a network of over 80 audiologists throughout the state. The program distributed 803 hearing aids and 407 molds to 610 applicants in 2022.

In May 2022, the Georgia Public Service Commission awarded the Georgia Charitable Care Network ("GCCN") as the new Hearing Aid Distribution Program Provider. Under the new contract, GCCN received \$39,925 which includes \$4,500 for each child under the age of 20 and \$1,287 for each adult who qualifies for this program. There were 55 Adults and 8 children that qualified for this program in 2022. GCCN partners with seven hearing aid manufacturers and maintains a network of over 47 audiologists throughout the state. The program distributed 132 hearing aids and 20 molds to 63 applicants in 2022.

ENERGY EFFICIENCY AND RENEWABLE ENERGY UNIT

Throughout 2022, the Energy Efficiency and Renewable Energy (EERE) Unit participated in Georgia Power Company's (Georgia Power or Company) 2022 Integrated Resource Plan (IRP) and Demand Side Management (DSM) Certification filings which were filed on January 31, 2022 in Docket Nos. 44160 and 44161, and Georgia Power's 2022 Rate Case which was filed on June 24, 2022 in Docket No. 44280. In the IRP, EERE Staff testified on two panels, prepared cross-examination, and helped negotiate the Stipulation. The final Order approved procurement targets of 2,100 megawatts (MW) of utility scale renewable resources, 200 MW of distributed generation (DG) resources, and 140 MW of new biomass generation. EERE Staff also testified in Georgia Power's Rate Case on renewable issues and as a separate panel on the continuation or expansion of the Renewable and Nonrenewable Resources (RNR) Monthly Netting Pilot.

In response to specific issues raised in EERE Staff's testimony during the IRP, Georgia Power continued to work with EERE Staff to address aspects of Georgia Power's Renewable Cost Benefit Framework (RCB Framework) which is used in the valuation of Renewable resources including behind the meter (BTM) rooftop solar. In particular, EERE discussed with Georgia Power: Staff's methodological differences discussed in Section 4 of Staff's direct testimony, modifying the Deferred Generation Capacity Cost component to use the economic carrying costs (ECC) of a combined cycle unit instead of a combustion turbine, and also determining how to appropriately value the renewable energy credit (REC) component. After meeting to try to resolve these issues, Staff and the Company will file a report, including any proposed RCB Framework methodology changes by either party resulting from the discussions with the Commission for approval by June 30, 2023.

EERE Staff worked with Georgia Power and an Independent Evaluator (IE) in reviewing bids received for Georgia Power's 2023/2024 Request for Proposals (RFP) for Utility Scale Renewable Generation in Docket No. 43895 and Georgia Power's 2020 DG RFP in Docket No. 43085. The 2023/2024 Utility Scale RFP sought renewable resources, with a total procurement of 1,030 MW, with in-service dates of 2023 or 2024. The procurement was to be allocated at 500 MW for all retail customers, 300 MW for subscription by existing Customer Renewable Supply Procurement (CRSP) Program-eligible commercial and industrial (C&I) customers, and up to 230 MW for subscription by CRSP-eligible customers with qualifying new load additions. EERE Staff, Georgia Power and the IE reviewed the bids received on February 23, 2022. EERE Staff, the Company, and the IE were unable to select any suitable projects with acceptable terms in accordance with the RFP guidelines amongst the bids submitted. The most competitive bids were selected through the RFP evaluation process; however, all were ultimately eliminated due to economic evaluation or inability to cure bid deficiencies.

Georgia Power's 2020 DG RFP sought to procure 160 MW of DG solar resources (fixed-tilt or tracking) sized greater than 1 kilowatts (kW) up to 3 MW alternating current (AC). EERE Staff and Georgia Power reviewed the bids that were received. EERE Staff reviewed the transmission and distribution studies associated with the bids and brought the winning bids that provided a net benefit before the Commission for certification as the power purchase agreements (PPA) became finalized. On May 10, 2022, the Commission ordered that bidders in Georgia Power's 2020 DG RFP were allowed to buy-down the interconnection costs for their projects such that the projects provided a total net benefit. As of the date of the Order, less than half of the RFP target MW amount had been awarded. Due to the high amount of capacity

that was projected to be unprocured, the Commission ordered Georgia Power to provide notice of interconnection buy-down costs to all bidders who submitted bids in the 2020 DG RFP that were not offered a PPA or were offered a PPA for a reduced project size and declined to move forward with the project at the reduced size. Each bidder then had 21 days to notify the Company of whether it was willing to buy-down the interconnection cost by foregoing reimbursement of the amount necessary for the bid to provide a total net benefit. A total of 37 DG RFP projects totaling 88.96 MW were certified by the Commission. Of this amount, 8 projects for 18.03 MW were offered interconnection buy-down adjustments. The solar resources procured through the 2020 DG RFP are projected to cause downward pressure on rates through reduced fuel costs.

In the Commission's 2022 IRP Order, Staff and Georgia Power were ordered to develop guidelines for establishing a DG Working Group (DGWG) for the purpose of improving previous procurement practices in order to fulfill the DG procurements approved in the 2022 IRP Final Order. The DGWG was ordered to consist of 5 Commission Staff members, 5 Solar Association representatives, 5 Georgia Power representatives, and 5 members from the general public who were to be appointed by the Commission Chairman and subject to approval by the full Commission. The DGWG kickoff meeting was held on November 1, 2022, with other monthly meetings thereafter. One of the main goals of the DGWG is to enable collaborative group discussion regarding the proposed DG RFP and PPA documents and to determine modifications that can be made prior to the posting of the Draft RFP and PPA documents on the IE website. After Commission approval of the DG RFP and PPA documents, the Commission will allow direct in person communications, facilitated by Staff, between Georgia Power and DGWG members as well as interested bidders while the RFP is ongoing to attempt to resolve problems or concerns that could result in a more successful RFP.

EERE Staff previously worked with Georgia Power in establishing the Company's Renewable Energy Development Initiative (REDI) CS II DG Program and Customer-Connected Solar Program (CCSP). The Commission directed Georgia Power to procure 25 MW through CCSP as filed and to procure the remaining 25 MW using the prior REDI CS DG Program Guidelines and PPA with updated pricing. As of January 2023, the Commission has certified 1 CCSP project for 1 MW and 5 REDI CS II DG projects for 10 MW.

The Commission's Order in Georgia Power's 2019 Base Rate Case established that the behind the meter netting period length for customers receiving service on the RNR tariff should be changed from instantaneous to monthly for 5,000 customers or until new installed capacity reaches 32 MW, whichever occurs first. In the RNR-Monthly Netting program, excess energy generated by a participating customer's solar panels is summed on a monthly basis and used to reduce their total monthly energy consumption of purchases from the utility. Excess generation from the customer's rooftop system that exceeds a customer's total monthly energy usage is credited at the annual Solar Avoided Energy Cost Rate. In 2022, Georgia Power reached the 5,000 customer limit for RNR-Monthly Netting and thereafter all subsequent applications were only eligible for RNR-Instantaneous Netting. The RNR Tariff limits renewable energy resources to a maximum of 10 kW for Residential projects and 250 kW for Commercial projects, as specified by the combined AC nameplate capacity rating of the inverter(s).

The Commission's Order in Georgia Power's 2022 Base Rate Case established that the RNR Monthly Netting Pilot will not be expanded and for current and new customers on RNR-Instantaneous Netting, the Company will pay avoided cost plus an additional amount of 4 cents per kWh for excess generation beginning January 1, 2023. The additional amount will be in place for three years and will be reviewed in the Company's 2025 base rate case. Prior to the

next rate case, Staff and the Company will collaborate to determine whether a monthly minimum bill for customers on the RNR tariff is appropriate.

The Commission's Public Utility Regulatory Policies Act (PURPA) review in Docket Nos. 4822, 16573, and 19279 was decided by the Commission in late 2021. The Commission's order adopted a stipulation agreement by Commission Staff and Georgia Power, which enacted substantial updates to the Company's avoided cost calculations and its standard offer Qualifying Facility (QF) contracts. The approved updates added Renewable Costs and Benefits from the RCB Framework to the avoided cost calculation and removed the fuel cost multiplier. One RCB Framework component, Support Capacity, was not approved for the PURPA avoided cost calculations, until such time that the Company can show such costs are exhibited through actual system operating costs. The Commission Order further directed Commission Staff and Georgia Power to revise the interconnection agreements and procedures for QFs, both Utility Scale and DG. Commission Staff and the Company subsequently proposed and negotiated multiple revisions to the state jurisdictional QF interconnection procedures and interconnection agreement templates so that they specify the recommended reimbursement of interconnection and delivery related network upgrade costs to QFs, including the appropriate reimbursement for network upgrades that are included in the Company's ten-year transmission plan.

On April 8, 2022 the Company filed the State-Jurisdictional QF Transmission Generator Interconnection Procedures, the State-Jurisdictional QF Distribution Generator Interconnection Procedures, and the corresponding Transmission QF Interconnection Agreement and Distribution QF Interconnection Agreement templates in Docket No. 4822. On May 24, 2022 the Commission adopted the State-Jurisdictional QF Interconnection Procedures and Agreement documents. The Commission ordered that any modifications or updates to these procedures or templates made as a matter of routine business practice will be posted on Georgia Power Company's website. In June of 2022, Georgia Power posted the approved documents on Georgia Power's website for QF Interconnections at <http://www.georgiapower.com/qf>. Depending on the size, location, and off taker of the output of a QF will determine the process a QF facility will enter. The size of the QF determines whether the interconnection is to Georgia Power's Distribution System or Transmission System. The location of the QF determines whether the interconnection is with Georgia Power or an Integrated Transmission System Participant. Also, depending on the sale of the QF's output will determine whether the Georgia Power State-Jurisdictional Interconnection Procedures or the FERC-Jurisdictional Interconnection Procedures will apply.

During 2022, EERE Staff also oversaw Georgia Power's DSM and Energy Efficiency (EE) programs that were approved during the 2019 IRP and DSM Certification. The programs were administered largely without lingering Covid-19 restrictions. The Residential DSM portfolio reached 107% of its projected 2022 savings goal which was aided by shifts in targets and spending in the approved DSM program goals. The Commercial DSM portfolio reached 97% of the approved 2022 savings goal. The combined savings for all programs reached 99.5% of the planned savings targets for 2022 while only spending 82.7% of the approved budget.

EERE Staff reviewed Georgia Power's Annual DSM True-Up to verify program spending and cost recovery. EERE Staff continued to provide oversight for Georgia Power's Prepay Program, which has continued to grow and provides an alternative to traditional payment structures in the event that a customer has been shut off for non-payment. The Residential Investment for Saving Energy (RISE) pilot continued with EERE Staff oversight after delays and complications due to Covid-19 restrictions. The RISE pilot was approved as part of the 2019 IRP and will serve up to 500 income-qualified homes in Athens, Atlanta, and Savannah areas. RISE covers

all of the upfront costs of energy efficiency improvements and will allow the customer to pay for the investment as part of the customer's bill for up to 10 years or the average life of the energy efficiency measure that was installed.

Georgia Power's 2022 IRP outlined the DSM portfolios for 2023-2025 with an increase of savings targets of fifteen percent, as compared to the 2019 IRP portfolio, due to a Commissioner motion. One Residential program, Power Credit, and one Commercial program, Midstream, were decertified and one new Residential program, HopeWorks, was certified. Six Residential programs and four Commercial programs will carry over from the 2020-2022 program cycle, though there are major changes to implementers, eligibility measures, and program delivery that require Staff oversight to ensure continued success for the DSM portfolios. Due to technology improvements and Federal and Georgia code changes, the focus of the programs is shifting away from lighting toward whole home measures, behavioral programs, and low-income focused offerings. The Residential programs, especially Residential Specialty Lighting, Home Energy Improvement Program (HEIP) and Energy Assistance for Saving Energy (EASE) (Formerly Home Energy Efficiency Assistance Program), are concentrated on serving income-qualified customers who may not have participated in previous DSM offerings due to cost barriers. Additionally, a new carve out for manufactured homes was created within HEIP to help ensure serving a diverse range of participants.

EERE Staff provided oversight to the development of the new program offerings agreed upon in the 2022 IRP including the ongoing development of new income-qualified offerings conducting detailed reviews of the RFP process, implementation plans, and Evaluation, Measurement and Valuation Plans for all of the Company's certified programs.

FACILITIES PROTECTION UNIT

The Facilities Protection Unit of the Georgia Public Service Commission is composed of two distinct areas: Pipeline Safety and enforcement of the Georgia Underground Facility Protection Act (GUFPA), or damage prevention.

The pipeline safety function is carried out under an agreement with the Federal Pipeline and Hazards Materials Safety Administration (PHMSA) of the U.S. Department of Transportation (DOT). Pipeline safety inspectors are responsible for enforcing federal regulations for the safe installation and operation of natural gas pipelines.

The Commission assumed responsibility for damage prevention efforts in 2000, following passage of GUFPA. The goals of GUFPA are to prevent injury to Georgia citizens and to prevent damage to buried utilities by requiring those who want to perform mechanized excavation to call 811 before digging, so facility owners can mark the location of buried utility facilities to avoid damage.

Pipeline Safety

The Commission has safety jurisdiction over the following different classifications of intrastate natural gas operators:

Private	2
Municipal	78
Master Meter	55
Liquid Propane	4
LNG	1
Intrastate Transmission	14
TOTAL	154 Operators

Additionally, there are more than 2,160,541 services, with 46,413 miles of distribution main and 1,284 miles of transmission main. The total number of inspection units is 464.

Inspection numbers per inspector vary annually depending on inspection type, however each inspector is required to have at least 85 inspection-days. Each inspector must conduct a compliance follow-up inspection if there are current or remaining violations. Often, follow-up inspections can take as many days as the actual inspection.

2022 Statistics

Pipeline Safety inspected all the 154 operators during 2022. This is no small task, given the number of operators and geography of the state. Of Georgia's 159 counties, intrastate natural gas is transported through 149 of them. The table below illustrates the various types of inspections that were performed in 2022. One of the benefits of the quarantine was the increased technology for conducting inspections virtually, therefore, many of these inspections were conducted virtually.

<u>Inspection Type</u>	<u>Inspection Days</u>
Standard Comprehensive	695
(Methane Emission Inspections – 154)	
Design, Testing, and Construction	147.5
Integrity Management	69
Operator Qualification	4.5
Investigating Incidents or Accidents	39
Compliance Follow-up	53.5
TOTAL Inspection Days	1008.50

There was a new inspection requirement beginning in 2022. PHMSA required the states to conduct methane emission inspections for all the jurisdictional operators, including master meter operators by December 31, 2022. Master meter operators are difficult to inspect for several reasons, one being that ownership continually changes hands. Another difficulty in inspecting master meter operators is finding them throughout the state. This accomplishment is significant considering the resources of the unit.

Of the methane emission Inspections, the following enforcement actions were taken:

95 No Violations Found
30 Notice of Probable Violation
29 Notices of Amendment
Total 154 Inspections

Pipeline Safety collected over \$43,000 from 14 natural gas operators during 2022. The Staff recommended the following as enforcement actions:

Notice of Probable Violation - 20
Notice of Amendment - 11
Warning Letter - 5
Letter of Concern - 24
Observed Issue - 2
No Violation Found - 64

Georgia Utility Facility Protection Act (GUFPA) Enforcement

Efforts to prevent damage to buried utilities in Georgia stem from the requirements of the Georgia Utility Facility Protection Act of 2000, which assigns responsibility for enforcement to the Georgia Public Service Commission.

Facilities Protection is one of the few areas where Commission jurisdiction extends beyond the electric, telephone, and natural gas industries. The Commission is responsible for enforcing Call Before You Dig laws for all utility facilities. In 2022, system owners and operators reported 5,309 incidents where facilities were damaged. As demonstrated in the following table, more than 50% of the damages were to natural gas lines.

Reported Damages in 2022	
Natural Gas	3,380
Telephone	934
Electric	311
Cable TV	514
Water	162
Sewer	8
Total Non-Gas Incidents	1,929
Total Damages Reported	5,309

Staff investigated 1,803 incidents for alleged violations of the GUFPA law. The enforcement actions in 2022 included mailing 352 hearing notices, 643 consent agreements, and 402 final orders. The Commission's Hearing Officer heard 104 cases in 2022. Of the 1,141 cases closed, 820 related to damaged natural gas lines. These cases concluded with the Commission levying \$2,334,500.00 in civil penalties, of which \$1,874,500.00 was mitigated with training. The remaining amount will be deposited into the State's General Fund.

To further help promote safety and education between the excavators and facility owners, the Commission gives violators of the Georgia dig law the option of attending safety training, in lieu of paying the full civil penalty assessed. The Commission-approved safety training classes explain the severity of possible damage when safety regulations are ignored, as well as provide education on the legal aspects of the damage prevention law. In 2022, 659 locators, excavators, and facility owners, and operators attended one of the 145 Commission-approved dig law training presentations.

In May of 2022, Governor Brian Kemp signed a new Georgia Underground Facilities Protection Act, effective September 2022. Many hours of discussions and meetings were conducted over a two-year period. The new dig law was a combined effort between the excavating community, facility owners/operators, cities, municipalities, highway and railroad, the One-Call center, and many more.

In addition to changing processes and procedures, and training staff, on a newly signed dig law, the Commission continued other damage prevention efforts. Staff participated in 59 video conferences and on-location presentations to over 488 attendees. As Covid-19 continued to fluctuate throughout the state, Staff faced working in areas where safe social distancing at locations and finding creative ways to deliver an effective message to others via video conferencing, presented a challenge. 2022 has changed the way GUFPA interacts with the community, facility owners, and the excavators in Georgia. The GUFPA Staff's participation in these meetings continues to strengthen the Commission's relationship with various groups across Georgia who are dedicated to damage prevention.

Training and Pipeline Safety Seminar

The Facilities Protection Unit continually offers training opportunities to operators, as well as the option of requesting an informal conference to discuss any probable violations of the Federal or State pipeline safety rules. Pipeline Safety Staff has spent a great deal of effort traveling throughout Georgia to provide all natural gas municipalities the opportunity to meet with Facilities Protection Staff, to discuss issues or concerns, or to inquire about the Staff's expectations for inspections. The goal is to ensure the municipal operators located outside of Metro Atlanta have the same opportunities as the operators located in Metro Atlanta.

In 2022, the first in-person Pipeline Safety Seminar since 2019 was held. This annual meeting is in cooperation with the Georgia Municipal Association to provide regulatory updates to natural gas operators. These seminars offer attending municipal operators the opportunity to meet the Director/Staff and discuss issues, ask questions, etc. on both pipeline safety and damage prevention. Facilities Protection Staff strives to build strong and effective working relationships between the Commission and natural gas operators to achieve the goal of pipeline safety and preventing damage to underground facilities.

NAPSR and NARUC

In 2022, Staff attended the National Association of Pipeline Safety Representatives (NAPSR) Annual conference in West Virginia, as well as the Regional Conference in Kentucky. The annual Regional Conference is held in one of eight Southeastern states and serves to have regional pipeline safety and damage prevention departments meet and discuss regulations and other topics.

Michelle Thebert is currently on the National Association of Regulatory Utility Commissioner's (NARUC) Pipeline Safety Staff Sub-Committee. In this role, she attends annual and quarterly NARUC meetings to exchange ideas and discuss pipeline safety and damage prevention issues with the other states in attendance. This group also assists the NARUC legal counsel with any questions or concerns regarding budget funding for the states.

Additional Facility Protection Program Activities

Pipeline Safety Staff continued enforcement of the federal public awareness regulations, including, Drug and Alcohol, Operator Qualifications, Construction, Comprehensive Inspections, and Integrity Management, etc. In addition, several Staff members participated in numerous on-site operator training classes to expose operators to in-depth information on specific regulations, policies, and procedures.

Facilities Protection had ten inspectors at the end of 2021, with two newly hired inspectors. The new hires are required to travel to Oklahoma City to participate in, and pass, numerous training classes focusing on different areas of pipeline safety and the code of Federal Regulations for Pipeline Safety. Prior to completing certification, new inspectors are paired with seasoned inspectors. This allows the new employee to train under the more experienced employee, which is invaluable for this work, given the steep learning curve.

ADMINISTRATION DIVISION

In 2022, the Commission maintained the highest standards in performing administrative functions, enabling the Commission to better serve the public through the most prudent use of its resources. The Commission worked within the constraints of its budget to promote efficiencies and maximize the use of taxpayers' monies to fulfill its mission.

The Commission's Administration Division, headed by the Executive Director, is comprised of the Executive Secretary, Fiscal and Budget Office, Human Resource Office, Public Information and Legislative Liaison, the Office of Operations Support and the Office of Consumer Affairs. An overview of the responsibilities and accomplishments of each of these is set forth below.

Executive Secretary

The Executive Secretary's Office is responsible for receiving all public documents filed at the Commission. The Executive Secretary's responsibilities include scheduling Commission proceedings, assigning hearing officers, signing and certifying Official Orders, and preparing lists of interveners for docketed matters.

The Office opened 671 new case dockets in 2022; processed 4,524 filed documents; and filed 861 orders prepared for the Chairman's and Executive Secretary's signature. The number of dockets has grown tremendously over the past two decades.

The Commission held – at the Public Service Commission hearing room or via zoom – 83 public hearings constituting either a quorum of the Commission or a hearing officer assigned by the Commission. Matters docketed for public hearing are generally heard by the entire Commission in open session with a majority of the five-member Commission constituting a quorum.

Regular Commission Administrative Sessions are held on the first and third Tuesdays of each month. Committee meetings are held on the Thursdays prior to Administrative Sessions. The four standing Committees of the Commission are Facilities Protection, Telecommunications, Energy and Administrative Affairs.

Fiscal and Budget Office

The primary role of the Fiscal and Budget Office is to develop the Agency's Annual Operating Budget and monitor expenditures to ensure the Commission's compliance with all of its fiscal responsibilities. This task is accomplished in conjunction with the PSC Executive Director and the Commissioners through interactions with the Governor's Office of Planning and Budget (OPB) and the Legislative Budget Offices as well as other Commission staff. The Office manages the fiscal responsibilities of the Commission through recommendations and monitoring of requests for the Agency's state and federal funding, purchasing, asset management and accurate financial reporting of results to federal, state and other agencies as required or requested. In FY 2022, the Fiscal and Budget Office accurately monitored and effectively managed a budget with revenues and expenses of \$11.6 million dollars that was \$831,000 more than 2021.

The PSC utilizes the Enterprise PeopleSoft Financials. The Agency's financial information is available for OPB, Legislative Budget Offices and SAO to view as they need to.

The Office continued to support the State Leadership in meeting all directives to effectively utilize the budget for the PSC. Continued to enhance analytical and modeling tools implemented to monitor, control and forecast all expenses. Each budget item was analyzed in great detail and reevaluated in order to submit Budgets for AFY 2023 and FY 2024. In order to achieve its mission, the Office used the OPB Financial Management System to prepare and submit the Commission budget, including all amendments and scheduled allotments of funds.

Human Resources Office

The Human Resources Office is responsible for planning, organizing and directing a comprehensive human resource services program for the Commission. This includes personnel and position management, labor relations, staff development, equal opportunity, recruitment and placement, succession planning, HR system administration, compliance reporting, employee benefits and services, and time and labor transactions.

The Commission continues to operate using a hybrid model consistent with the Governor's updates on COVID-19 restrictions. An analysis of Commission work shows productivity holding steady, if not improving with the hybrid work model.

In 2022, the Commission lost 4 staff members: 2 retired, 2 left for other opportunities. 15 new staff members were hired. At the end of 2022, the Commission employed 83 staff members.

Staff demographics as of December 31, 2022:

	Percentage	
Years of Service	2021	2022
30 years +	3%	2%
20 years +	22%	19%
10 years +	33%	28%
5 years +	21%	17%
Less than 5 years	21%	34%

	Percentage	
Ethnicity	2021	2022
Black/African American	39%	43%
Hispanic/Asian/Indian/Other	4%	7%
White	57%	50%

	Percentage	
Gender	2021	2022
Female	44%	47%
Male	56%	53%

In summary, recruitment of qualified candidates continues to present a challenge. The Commission continues to explore all options. Human Resources is a strategic partner in replenishing open positions with highly qualified individuals. Overall, the Commission is proud of its retention rate.

Office of Operations Support

In 2022, the Office of Operations Support continued to provide IT services and support to the ever-growing Georgia Public Service Commission. With appropriations from the State Legislature, the department was able to attract and hire new talent. The team dedicated its resources to improving operational efficiency and productivity, with the main focus on cybersecurity and data protection.

With health risks still a concern and a partial telework policy in place, the Office of Operations Support utilized an innovative approach to maintain and improve the work environment to satisfy IT needs of the Commission and the regulatory compliance.

The Commission held 83 in-person, remote, and hybrid proceedings that were publicly broadcasted with recordings available on the Commission's YouTube channel via secure link: <https://www.youtube.com/georgiapublicservicecommission>

In an effort to provide an enhanced user experience for the Georgia taxpayers, an improved web-conferencing solution for remote and in-person attendees was implemented by utilizing hardware and software upgrades. The agency's website continued to attract numerous visitors who viewed updated content and useful information. The site remained an important focus for the development and maintenance team.

In 2022, the Office of Operations Support continued its mission to provide data transparency, efficiency, improved functionality of applications, system stability, and resilience. This allowed the Commission's information technology infrastructure to maintain its dependability at high levels.

Public Information and Legislative Liaison Office

The Public Information Office (per O.C.G.A. §46-2-7) coordinates official Commission news releases, media contacts and, along with the Executive Secretary, maintains Commission public information files. The Office also helps produce much of the Commission's website content and manages the agency's internal communications. As the Commission's Legislative Liaison, the Office coordinates the Commission's legislative agenda and acts as the contact for legislators' needs within the Commission. In 2022, the Office responded to numerous legislator inquiries relating to constituent concerns, tracked numerous pieces of legislation that impact the agency and the utilities it regulates, provided daily legislative updates during the General Assembly session, and coordinated the Commission's analysis of and response to legislative proposals.

Local, state and national news media as well as utility trade press publications continued extensive coverage of Commission activities and proceedings including:

- Statewide reports on the approval of the Georgia Power Integrated Resource Plan;
- Continued monitoring of the Vogtle 3 and Vogtle 4 expansion projects including fuel loading on Unit 3;
- The Georgia Power Rate Case;
- The expansion of broadband internet service to Georgia's rural areas through the approval of Electric Membership Cooperatives introduction as broadband providers.

In the 2022 General Assembly, legislators introduced a number of bills affecting state government, the Commission and utilities. The Commission monitored several bills including those described below.

PSC Related Legislation in 2022

House Bill 1307 by Rep. Penny Houston and others. Legislation that would require excavators to call 911 if they hit a natural gas or hazardous utilities line. Language from this bill was added to House Bill 1372.

House Bill 1372 by Rep. Vance Smith and others. “The Georgia Underground Facility Protection Act.” An update to Georgia’s “Call Before You Dig” law. This legislation passed both chambers and was signed by the Governor.

House Bill 1494 by Rep. Joseph Gullett and others. Legislation to require rooftop solar installers to provide a disclosure to customers before they sign a contract. It intended to help protect Georgia residents against predatory bad actors in the solar market who use high pressure sales tactics and inaccurate information. The legislation passed a House committee but did not receive a floor vote. Similar legislation failed to pass in 2023.

Senate Bill 393 by Sen. Greg Dolezal and others. This legislation would prevent common carriers from censoring Internet content. It passed the Senate but was not passed from a House committee.

Senate Resolution 463 by Sen. Steve Gooch and others. This legislation created a study committee to develop legislation on electric vehicle charging in Georgia. It passed both chambers and was signed by the Governor. PSC Chairman Tricia Pridemore ultimately served on the study committee. Work from that committee led to significant legislation in 2023.

Office of Consumer Affairs

The Consumer Affairs Unit is the primary path for consumers to contact the Commission to make their concerns and issues known. Consumers convey these concerns and issues in the form of complaints, inquiries, or opinions, collectively referred to as the Consumer Response System (CRS).

The main method that consumers use to contact the Commission is telephone. The Consumer Affairs Unit has a total of six staff members who answer all calls coming through the Automated Call Distribution (ACD). Incoming Spanish calls are routed to a bilingual staff member (Lisa Jensen) for assistance. There are also translators available to people of Asian descent via 3-way conference calls with Mr. Brian Kim (Volunteer with Asian American Resource Center).

Inbound Contacts

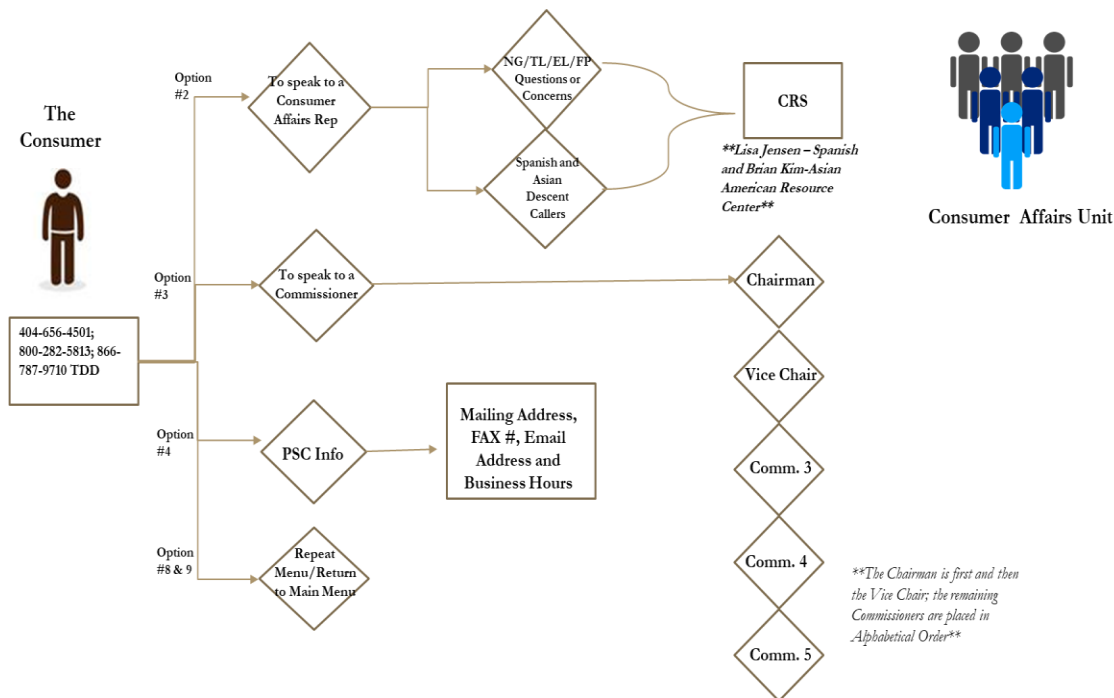
The total number of calls reported by the ACD for 2022 was 11,128 (this includes Spanish and Asian language calls). E-mail contacts continued to be the second preferred method of reaching the Commission in 2022 with a total of 3,061. In third were 2,583 Online CRS cases. The total paper correspondence in 2022 (letters and faxes) decreased to 96. Due to the Covid-19 restrictions, the office had only had 2 walk-in consumers. In all, Consumer Affairs – Information

Referral Specialists processed 4,441 inquiries, complaints, and opinions from the general public in 2022.

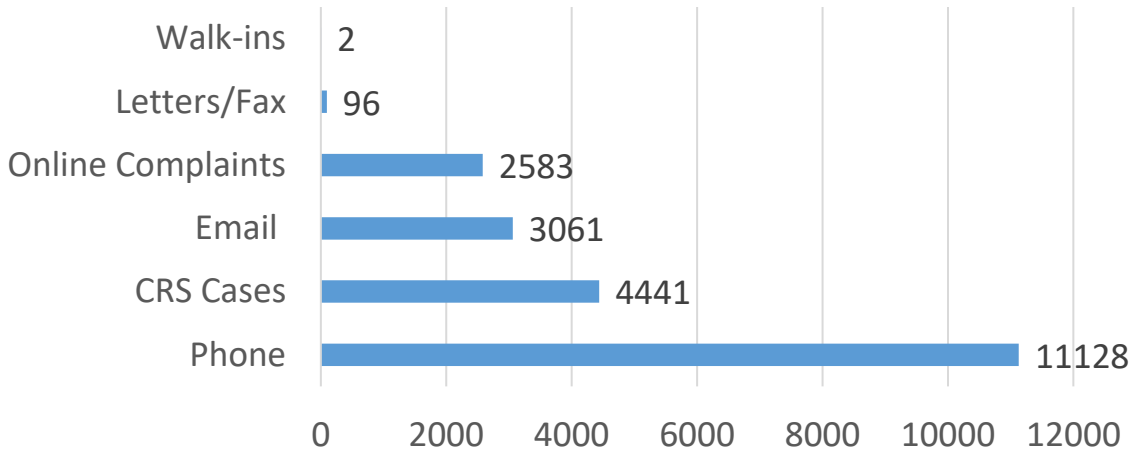
Some of the contacts received from consumers require referral or follow-up by a Consumer Affairs staff member. Contacts requiring referral or follow-up are recorded in the CRS. Referrals are the contacts that staff send via e-mail to the utility company for a response. Follow-Ups include making calls or sending e-mails to the representatives of the utility companies as well as correspondence to and from consumers.

Hot Topics

In 2022, Consumer Affairs staff experienced a high volume of correspondence through calls, emails and letters regarding Georgia Power Company. Major concerns included the Integrated Resource Plan (IRP) and the Rate Case. Also discussed were concerns about Plant Vogtle construction and net metering for rooftop solar. Staff received 5,000 public comments/opinions through the PSC Website, 2,000 postcards, 42 emails and 29 Consumer Response System cases.



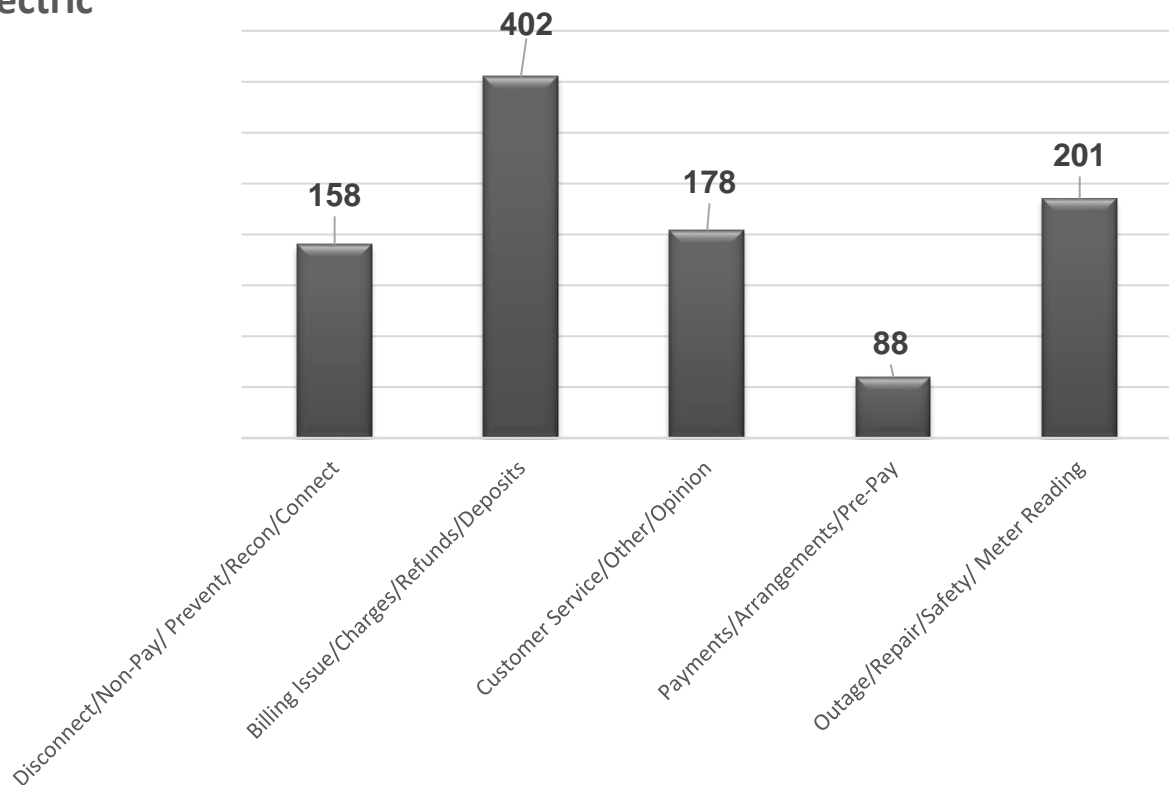
YR 2022



Electric Consumer Issues

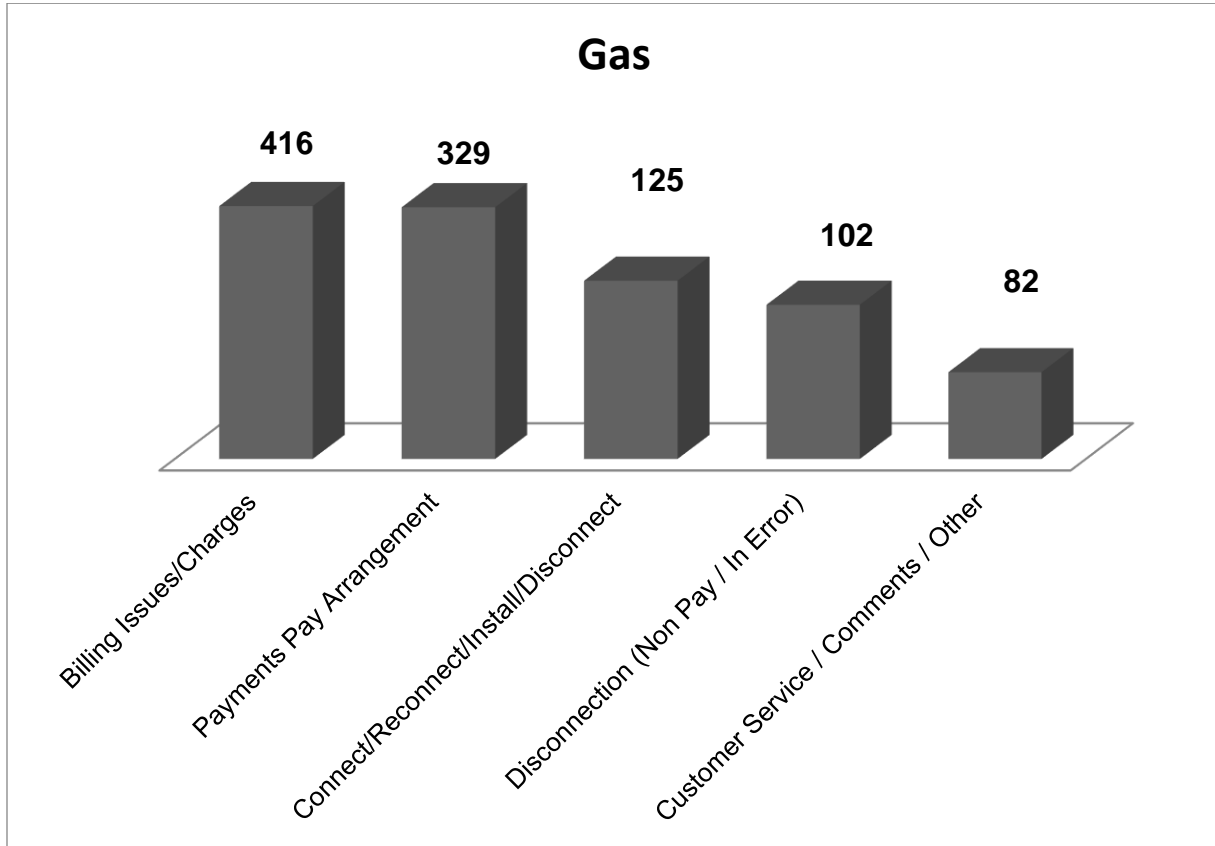
Many contacts with Staff regarding electricity involved consumers with billing issues. Staff worked with utilities to set up repayment plans for the consumers. The repayment plans proved successful in 2021; so much so, that through 2022 Staff continued to see consumers successfully complete the repayment plans and resume their original billing structure.

Electric



Natural Gas Consumer Issues

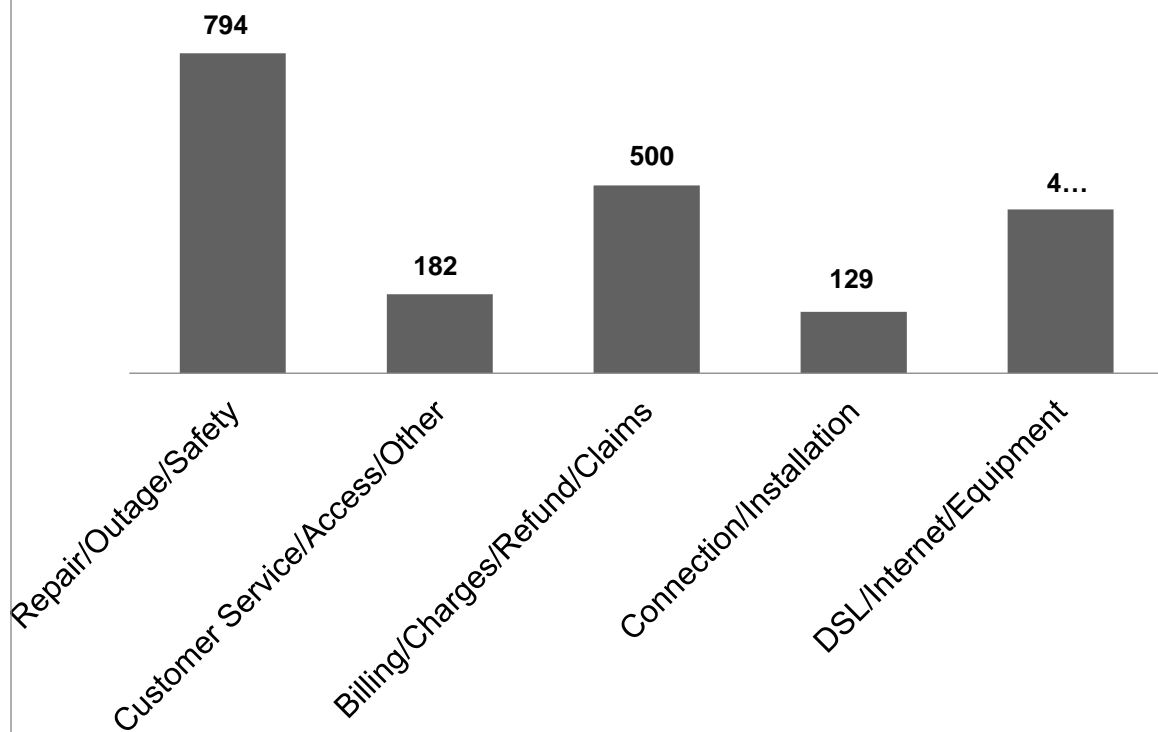
Major Natural Gas issues for 2022 concerned billing issues/charges and payments/payment arrangements. The calls increased in the colder months, specifically November and December. Inclement weather during those months caused Consumers concern about their bills and making payment arrangements.



Telecommunications Consumer Issues

Major telecom issues for 2022 included repair/outage and billing/charges. Most of these concerns were related to outages from inclement weather. There were also problems with new lines losing service due to construction within subdivisions.

Telecom



NOTEWORTHY COMMISSION ACTIVITIES IN 2022

Public Service Commission Approves Georgia Power IRP and Rate Cases



2022 was one of the busiest years at the Public Service Commission in its history. The Commission held hearings for dockets including: the three-year Georgia Power Integrated Resource Plan (IRP); a Georgia Power rate case; monitoring of construction at Plant Vogtle; an Atlanta Gas Light rate review; and others, including the four regular meetings held at the Commission each month.

In approving the IRP, Commissioners set the three-year update to Georgia Power's 20-year energy plan. The 2022 IRP was one of the more complex plans in recent years. It added significant renewable energy to the grid and ensured the continued closing of coal-fired plants does not interfere with the reliability of the grid.

Toward the end of 2022, the Commission finalized the Georgia Power rate case. Where Georgia Power asked to raise rates by \$2.9 billion, the Commission approved a much more conservative increase that cut 40-percent of Georgia Power's requests. The final rate case order will save ratepayers more than \$1 billion over the next three years.

PSC Assists Legislative Study Committee on Electric Vehicle Charging



Late in the 2022 session of the Georgia General Assembly, a bill that would have helped shape the expansion of electric vehicle chargers in Georgia fell short and did not pass. Undeterred, House and Senate legislators passed a bill to create a special joint committee to study electric vehicle expansion and various needs for the expansion of charging stations.

Legislation setting up the study committee included a seat for the Public Service Commission. Chairman Tricia Pridemore sat as one of the few non-legislators to serve on the committee.

After months of hearings across the state — and after input from EV users, EV manufacturers, convenience stores, power companies, academics, and experts from every aspect of vehicle charging — the Study Committee released a list of recommendations. That list was vital to legislation passed in the 2023 Session of the General Assembly.

PSC Continues Efforts to Expand Broadband Service in Rural Georgia



In the continuing effort to deliver high-speed broadband Internet services to customers throughout Georgia, members of the Public Service Commission joined Gov. Brian Kemp to announce two major broadband projects in 2022.

In February, Commissioners Lauren “Bubba” McDonald, Tricia Pridemore, and Jason Shaw were on hand at the announcement of a project by Jackson EMC and TruVista that will lay hundreds of miles of fiber optic cable in Jackson, Banks and Madison counties. As many as 8,000 homes and businesses will have access to high-speed Internet.

In March, Chairman Pridemore, and Commissioners McDonald and Fitz Johnson again joined the Governor. This time, they announced a partnership between Flint Energies and Conexon Connect that will provide broadband services to 31,000 customers in Crawford, south Houston, Macon, Marion, Muscogee, Peach, Schley, Talbot, and Taylor counties.

In 2019, Senate Bill 2 paved the way for electric membership cooperatives to provide broadband service. The legislation gave the Public Service Commission compliance authority over EMC’s broadband service.

PSC Hosts Post-Pandemic Town Hall



After two years of mostly virtual meetings, the Commission opened its doors in the spring of 2022 for a Town Hall public forum where residents could ask the Commissioners anything from details about their natural gas bills to the Georgia Power Integrated Resource Plan. By the end of the day, about 40 people came to address the Commission.

Although attendance in the hearing room was limited, overflow space was available for those waiting for their turn to speak. Facemasks were encouraged as were other public health, COVID-19 guidelines.

Several residents said they wanted the Commissioners to approve more renewable energy for the Georgia Power grid. Others discussed their bills and what could be done to keep prices low. A few had specific problems; PSC staffers were on-hand to help solve those issues.

Georgia Commissioner Will Helm National Regulatory Agency



In the summer of 2022, Georgia Public Service Commission Chairman **Tricia Pridemore** was unanimously elected by the member states of the Southeastern Association of Regulatory Utility Commissioners (SEARUC) to serve on the board of directors of the National Association of Regulatory Utility Commissioners (NARUC).

In November, she became 2nd Vice President of NARUC. In November 2023, she will advance to 1st Vice President and in November 2024 she will begin a one-year term as NARUC President.

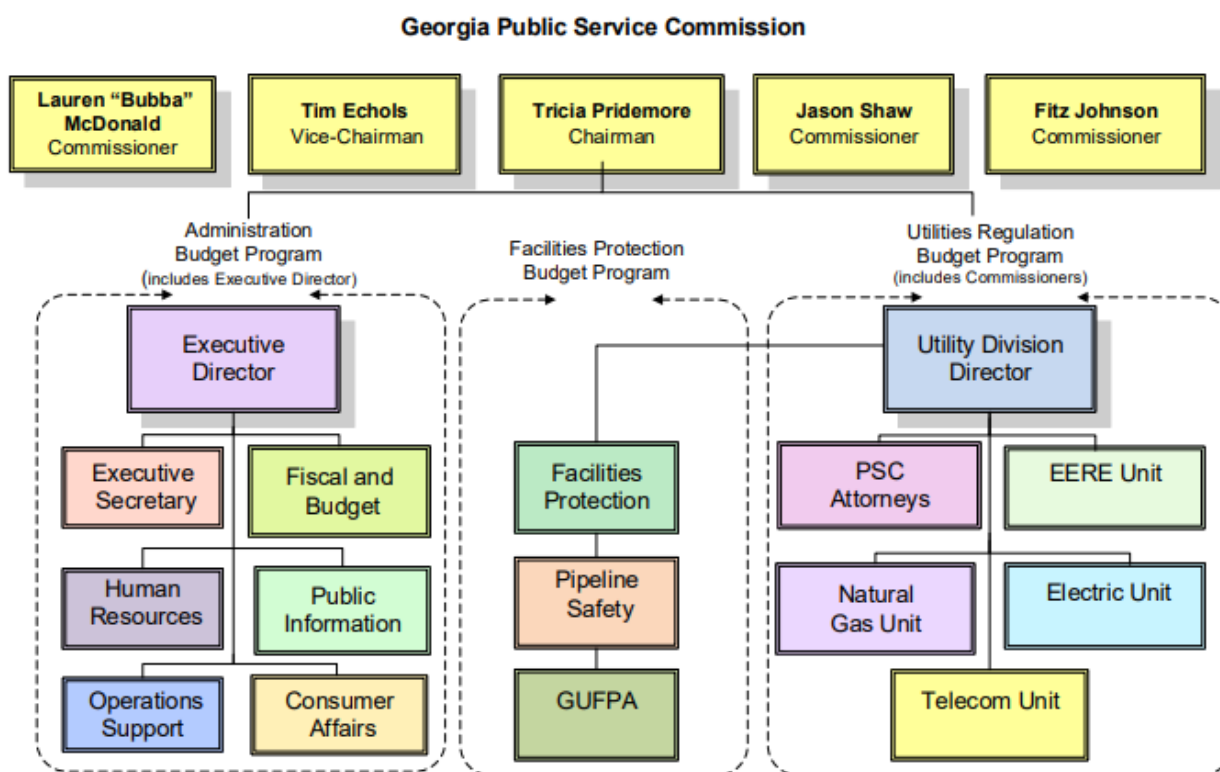
This will mark the first time a Georgia Commissioner has led NARUC in 19 years.

AGENCY BUDGET
Fiscal Year 2022
Budget

	FY 2021	FY 2022	FY 2023(AOB)
Revenue			
General Assembly Appropriations	\$9,584,774	\$10,544,213	\$11,409,454
Federal and Other Funds	\$1,230,131	\$1,101,321	\$1,343,100
Total	\$10,814,905	\$11,645,534	\$12,752,554
Budgeted Expenditures			
Personal Services	\$9,347,836	\$9,346,105	\$11,658,231
Regular Operating Expenses	\$299,149	\$736,284	\$222,956
Motor Vehicle Purchases	\$0	\$0	\$0
Equipment	\$31,638	\$126,880	\$9,000
Computer Charges	\$194,589	\$615,949	\$162,285
Real Estate Rental	\$676,759	\$676,759	\$501,332
Telecommunications	\$120,376	\$121,671	\$96,000
Contractual Services	\$144,558	\$21,886	\$102,750
Total	\$10,814,905	\$11,645,534	\$12,752,554
Associated Revenue			
Regulatory Assessment Fees Paid Directly to Dept. of Revenue	\$1,050,000	\$1,050,000	\$1,050,000
Penalties and Fees Collected and Remitted to State Treasury	\$963,967	\$828,512	\$132,000*
Total	\$2,013,967	\$1,878,512	\$1,182,000

***Note: Penalties and Fees
Collected in FY 2023 through
December 31, 2022**

PSC ORGANIZATIONAL CHART 2022



Georgia Public Service Commission
 244 Washington Street, S.W.
 Atlanta, Georgia 30334
 404-656-4501 (telephone)
 866-787-9710 (Telecommunications Device for the Deaf)
 404-656-2341 (facsimile)
 800-282-5813 (toll-free within Georgia)
psc.ga.gov

© 2023 Georgia Public Service Commission