

BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION
NASHVILLE, TENNESSEE

IN RE:)
)
ONGOING REQUEST FOR)
INFORMATION RELATED TO)
MEASURES TAKEN DURING THE)
CORONAVIRUS COVID-19 PUBLIC) 20-00047
HEALTH EMERGENCY)
)

**ATMOS ENERGY CORPORATION’S APRIL 23, 2020 REPORT OF
EMERGENCY OPERATIONAL AND RESPONSE PLANS**

Pursuant to the Tennessee Public Utility Commission’s March 19, 2020, Request, Atmos Energy Corporation submits the following report regarding its emergency operational and response plans and measures that have been instituted to ensure the continuity of safe and reliable service and to assist its customers during this time.

1. Atmos Energy continues to update its guidelines to employees to reflect the latest recommendations from the Centers for Disease Control and Prevention.

2. Atmos Energy continues to take the steps set forth in its April 6, 2020 Report, including (i) having its employees wear face coverings when interacting with the public; (ii) recommending that customers take measures to avoid increased scam activity; and (iii) instituting a “soft close” procedure for transferring service from one customer to another in the same location.

3. Atmos Energy also continues to take the steps set forth in its March 24, 2020 Report, including (i) ensuring that its critical teams continue to work from off-site locations; (ii) following a safety protocol when dispatching technicians to locations where there is a known quarantine, isolation, or other monitoring situation related to the coronavirus; (iii) suspending disconnections for non-payments, and (iv) waiving late payment fees.

4. Atmos Energy also continues to take the steps set forth in its March 31, 2020 Report, including (i) treating its employees and contractors as essential critical infrastructure workers needed to maintain critical natural gas services, and (ii) supporting the call to limit the spread of COVID-19 while ensuring the safety of the communities, its customers, and employees.

5. For the safety of its customers, employees, and the communities it serves, Atmos Energy intends to continue the temporary measures described in Atmos Energy's weekly reports for at least sixty days after the declaration of emergency has passed.

Respectfully submitted,

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