

BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION
NASHVILLE, TENNESSEE

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

**ATMOS ENERGY CORPORATION'S REPORT
DISCUSSING TEMPORARY PRACTICES, REPAYMENT PLANS, AND/OR GRACE
PERIOD TO BE PUT IN PLACE AFTER THE EMERGENCY HAS PASSED**

Pursuant to the Tennessee Public Utility Commission's March 31, 2020, Order Requiring All Jurisdictional Utilities to Suspend Actions to Disconnect Service for Lack of Payment During the State of Public Health Emergency, Atmos Energy Corporation submits the following report regarding the temporary practices, repayment plans, and grace periods it intends to implement upon the expiration of the emergency declaration regarding the novel coronavirus pandemic.

1. Atmos Energy understands that many of its customers have been facing and will continue to face financial hardships as a result of this public health emergency. Atmos Energy is committed to helping its customers avoid additional hardships and has taken steps to help those in need. As described in its weekly reports, Atmos Energy has implemented temporary measures for the safety of its customers, employees, and the communities it serves, including but not limited to suspending disconnections.

2. Disconnections are a means of last resort. Atmos Energy makes a general practice of being as flexible as possible to avoid disconnections, which is especially important under COVID-19 conditions because avoiding the need to interrupt service helps to safely limit when service technicians will be in homes or businesses. Pursuant to Tenn. Comp. R. & Regs 1220-04-

05-18, Atmos Energy annually provides a Statement of Termination Policy to all of its customers (attached as **Exhibit 1**) and provides termination notices before disconnecting for non-payment with detailed explanations regarding what steps are available to the customer. These commitments remain and are reinforced by this crisis.

3. For customers with past due payments, Atmos Energy has traditionally offered the following Installment Plans in Tennessee, based on the facts and circumstances of each individual account:

Residential

IPR1 RES 1/2 Down & 1 Installment

IPR2 RES 1/2 Down & 2 Installments

IPR3 RES 1/3 Down & 2 Installments

CAS1 CAS Team Installment Plan – Unlimited Installments

Commercial (With approval)

IPC1 Commercial Installment Plans – Unlimited Installments

The Company typically has not offered installment plans on non-Residential accounts. Also, Installment Plan eligibility allowed for only 2 defaulted IP's (installment payments) in a 12-month period.

4. At this time, the Company does not have sufficient information about the nature and scope of the past due payment issues that may result from the current suspension of disconnections to state with certainty what policies it intends to implement upon the expiration of the emergency declaration. Due to the recency of the suspensions of disconnections; the substantial lag between the provision of service and the payment of bills for service; and the unknown duration

of the emergency declaration, there is too much uncertainty to make specific proposals in this Report.

5. As this ongoing situation develops and as appropriate, Atmos Energy will provide additional information in its weekly reports or in such other reports as the Commission may require.

Respectfully submitted,

NEAL & HARWELL, PLC



By: _____

A. Scott Ross, #15634

Erik C. Lybeck, #35233

1201 Demonbreun Street, Ste. 1000

Nashville, TN 37203

(615) 244-1713 – Telephone

(615) 726-0573 – Facsimile

sross@nealharwell.com

elybeck@nealharwell.com

Counsel for Atmos Energy Corporation