

**NEAL & HARWELL, PLC**

ATTORNEYS AT LAW  
1201 DEMONBREUN STREET  
SUITE 1000  
NASHVILLE, TENNESSEE 37203

TELEPHONE  
(615) 244-1713

FACSIMILE  
(615) 726-0573

NEALHARWELL.COM

ERIK C. LYBECK

ELYBECK@NEALHARWELL.COM  
(615) 238-3522

July 15, 2020

Tory Lawless, Docket Manager  
Tennessee Public Utility Commission  
500 Deaderick Street, 4<sup>th</sup> Floor  
Nashville, TN 37242

VIA E-MAIL AND U. S. MAIL

[tpuc.docketroom@tn.gov](mailto:tpuc.docketroom@tn.gov)

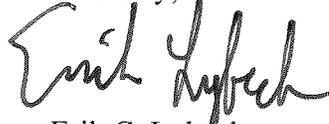
RE: Atmos Energy Corporation's Response to Staff DR Set No. 1  
Docket No. 20-00047

Dear Ms. Lawless:

Enclosed are the original and four copies of Atmos Energy Corporation's Response to Staff DR Set No. 1. An electronic copy is being provided for posting to the website.

By separate email we are providing copies the Excel spreadsheets in native format to the Staff and the Consumer Advocate.

Sincerely,



Erik C. Lybeck

Enclosures

Via Email to:

David Foster [david.foster@state.tn.us](mailto:david.foster@state.tn.us)

Daniel Whitaker, Esq. [Daniel.Whitaker@ag.tn.gov](mailto:Daniel.Whitaker@ag.tn.gov)

Karen Stachowski, Esq. [Karen.Stachowski@ag.tn.gov](mailto:Karen.Stachowski@ag.tn.gov)

**Docket No. 20-00047**  
**Atmos Energy Corporation, Tennessee Division**  
**Staff DR Set No. 1**  
**Question No. 1-01**  
**Page 1 of 1**

**REQUEST:**

Should the moratorium on disconnects for nonpayment be lifted? If the moratorium should not be lifted at this time, when should the moratorium be lifted? Please explain your answer.

**RESPONSE:**

Atmos Energy believes that the Commission should end the mandatory prohibition on natural gas disconnections, with utilities allowed to voluntarily extend the moratorium. By allowing utilities the flexibility to end the moratorium, it would also ensure sufficient time for proper messaging to customers regarding the end of the moratorium.

**Docket No. 20-00047**  
**Atmos Energy Corporation, Tennessee Division**  
**Staff DR Set No. 1**  
**Question No. 1-02**  
**Page 1 of 1**

**REQUEST:**

Did you continue to accrue late charges for delinquent accounts during the moratorium period?

**RESPONSE:**

The Company discontinued accruing late charges for delinquent accounts during the moratorium period.

**Docket No. 20-00047**  
**Atmos Energy Corporation, Tennessee Division**  
**Staff DR Set No. 1**  
**Question No. 1-03**  
**Page 1 of 1**

**REQUEST:**

Should late charges accrued during the moratorium period be billed to delinquent customers once the moratorium is lifted?

**RESPONSE:**

Yes, unless those charges are captured in another way (e.g., through an annual rate mechanism or through a regulatory asset with a carrying charge).

**Docket No. 20-00047**  
**Atmos Energy Corporation, Tennessee Division**  
**Staff DR Set No. 1**  
**Question No. 1-04**  
**Page 1 of 1**

**REQUEST:**

If late charges accrued during the moratorium period are not collected from delinquent customers, do you plan to seek recovery of such charges from customers through other means? If so, please describe the mechanism you propose to recover late charges accrued during the moratorium period.

**RESPONSE:**

As the write-off process is currently designed, no distinction is made with regards to individual components of a written off customer account beyond "gas", "non-gas", and "taxes"; therefore, any such future recovery would be the same as other "non-gas" items that are written off by the Company. The Company recovers non-gas bad debt expense through its annual ARM filing process. However, the Company would not be opposed to recording extra-ordinary write-offs into a regulatory asset account and spread the recovery over a period longer than 12 months. The length of period would be dictated by the length of the ongoing pandemic and the total extra-ordinary amounts written off.

**Docket No. 20-00047**  
**Atmos Energy Corporation, Tennessee Division**  
**Staff DR Set No. 1**  
**Question No. 1-05**  
**Page 1 of 1**

**REQUEST:**

For each customer class, please provide the (i) total number, (ii) aggregate amount excluding late charges, (iii) aggregate amount of accrued late charges, and (iv) average days overdue of delinquent accounts for each month beginning January 2020 through the most recent month the information is available at the time of your response.

**RESPONSE:**

Please see Attachment 1 and note that the Company is unable to isolate the late charges in the receivables aging.

**ATTACHMENT:**

ATTACHMENT 1 - Staff\_1-05\_Att1 - AR Aging by Customer Class.xlsx, 3 Pages

**Docket No. 20-00047**  
**Atmos Energy Corporation, Tennessee Division**  
**Staff DR Set No. 1**  
**Question No. 1-06**  
**Page 1 of 1**

**REQUEST:**

For each customer class, please provide the aggregate amount of delinquent customer accounts written off to bad debt expense for each month beginning January 2020 through the most recent month the information is available at the time of your response.

**RESPONSE:**

Please see Attachment 1.

**ATTACHMENT:**

ATTACHMENT 1 - Staff\_1-06\_Att1 - Write-Off.xlsx, 1 Page

**Docket No. 20-00047**  
**Atmos Energy Corporation, Tennessee Division**  
**Staff DR Set No. 1**  
**Question No. 1-07**  
**Page 1 of 1**

**REQUEST:**

In the event the moratorium on customer disconnects for nonpayment is lifted, please describe the process you propose to use to commence disconnections for nonpayment. Notwithstanding current Commission rules and company tariffs, please include in your description the length of customer notice that should be given prior to disconnection of service, as well as availability of customer service representatives to address customer concerns or complaints regarding disconnection or potential disconnection of their service.

**RESPONSE:**

If the moratorium on customer disconnects for nonpayment is lifted, Atmos Energy would likely extend the moratorium through the end of a calendar month (for example, July 31st). By letting the moratorium terminate at the end of a month, it would be administratively easier to implement the change for classes of customers that have calendar-month billing cycles.

An additional advantage of allowing natural gas utilities the opportunity to end the moratorium during the summer season is that it will give both utilities and customers more time to “get back to normal” before the winter heating season begins. Atmos Energy is concerned that the longer the moratorium is in effect, the higher unpaid bills will become and the harder it may be for customers to “catch up,” particularly when natural gas usage increases during the upcoming winter heating season, resulting in higher bills.

Atmos Energy is working with impacted customers to help ensure that disconnection is a last resort. Please see Attachment 1 for an example of the Company's new assistance messaging in response to COVID-19.

**ATTACHMENT:**

ATTACHMENT 1 - Staff\_1-07\_Att1 - Here to Help Flyer.pdf, 1 Page

**Docket No. 20-00047**  
**Atmos Energy Corporation, Tennessee Division**  
**Staff DR Set No. 1**  
**Question No. 1-08**  
**Page 1 of 1**

**REQUEST:**

In the event the moratorium is lifted and the customer is unable to promptly pay overdue amounts to bring their account current within a reasonable notice period, please describe the programs, arrangements, or payment plans, if any, that you would propose to permit customers to maintain their service while paying past due balances over a reasonable time. Please state whether you would propose to apply late charges, or assess interest charges, on the unpaid balances of such arrangements provided the customer is keeping their payments current.

**RESPONSE:**

In response to Covid-19, the Company began offering customers two new installment plans in addition to the existing payment plan options: (1) 20% down and up to six months for payments; and (2) 10% down and up to 10 months for payments.

Whether the Company would propose to apply late charges, or assess interest charges, on the unpaid balances of such arrangements provided the customer is keeping their payments current would be dependent upon the Commission's treatment of unpaid balances for ratemaking purposes. If those unpaid balances are properly addressed via some other means, it would not be appropriate to apply or assess them to customers.

Atmos Energy Corporation, Tennessee  
AR Aging January 1, 2020 - July 6, 2020

January 2020

Business area		Contract Acct Status (w/Blanks)	Acct Det. ID for CA	A/R Current	A/R 0-30 Days	A/R 31-60 Days	A/R 61-90 Days	A/R 91+ Days	Totals	Overdue Count 1+ Days	Overdue Count 31+ Days
				\$	\$	\$	\$	\$	\$		
0093	Tennessee_50	ACTIVE	Commercial Sales	\$3,698,669.23	\$229,673.01	\$4,233.48	-\$3,777.20	-\$26,967.20	\$3,901,831.32	940	149
			Commercial Tennessee Reduced Rate	\$79,284.80	\$1,594.00	\$0.00	\$0.00	-\$86.14	\$80,792.66	4	0
			Industrial Sales	\$453,537.97	\$8,909.56	-\$3,262.93	-\$4,624.15	-\$14,240.23	\$440,320.22	16	2
			Industrial Tennessee Reduced Rate	\$268,945.81	\$6,578.55	\$0.00	\$0.00	\$0.00	\$275,524.36	6	0
			Public Authority Sales	\$38,438.36	\$0.00	\$0.00	\$0.00	\$0.00	\$38,438.36	0	0
			Residential	\$4,276,802.46	\$597,266.94	\$88,305.56	-\$25,698.18	-\$235,659.46	\$4,701,017.32	11,890	3,431
			Residential Customer with Commercial Tax	\$34,871.33	\$4,252.58	\$1,282.90	\$289.09	\$18.16	\$40,714.06	59	24
			Transportation	\$1,001,328.78	\$94,940.95	\$48,341.58	\$2,190.79	\$18,257.60	\$1,165,059.70	15	9
			<b>Totals</b>	<b>\$9,851,878.74</b>	<b>\$943,215.59</b>	<b>\$138,900.59</b>	<b>-\$31,619.65</b>	<b>-\$258,677.27</b>	<b>\$10,643,698.00</b>	<b>12,930.00</b>	<b>3,615.00</b>

February 2020

Business area		Contract Acct Status (w/Blanks)	Acct Det. ID for CA	A/R Current	A/R 0-30 Days	A/R 31-60 Days	A/R 61-90 Days	A/R 91+ Days	Totals	Overdue Count 1+ Days	Overdue Count 31+ Days
				\$	\$	\$	\$	\$	\$		
0093	Tennessee_50	ACTIVE	Commercial Sales	\$3,944,898.52	\$246,052.46	-\$153.06	-\$35,603.19	-\$25,502.53	\$4,129,692.20	864	130
			Commercial Tennessee Reduced Rate	\$73,661.89	\$3,505.36	\$0.00	\$0.00	-\$86.14	\$77,081.11	8	0
			Industrial Sales	\$721,517.15	\$9,334.23	-\$5,629.87	-\$2,945.36	-\$16,204.60	\$706,071.55	23	5
			Industrial Tennessee Reduced Rate	\$236,758.71	\$24,630.20	\$281.88	\$0.00	\$0.00	\$261,670.79	9	1
			Public Authority Sales	\$37,547.62	\$0.00	\$0.00	\$0.00	\$0.00	\$37,547.62	0	0
			Residential	\$4,499,881.50	\$664,173.90	\$61,741.78	-\$5,698.84	-\$231,278.03	\$4,988,820.31	11,641	2,923
			Residential Customer with Commercial Tax	\$29,001.64	\$6,744.96	\$1,311.93	\$819.55	-\$81.67	\$37,796.41	81	20
			Transportation	\$1,097,311.15	\$41,468.84	\$15,012.39	-\$8,196.41	-\$2,234.78	\$1,143,361.19	14	7
			<b>Totals</b>	<b>\$10,640,578.18</b>	<b>\$995,909.95</b>	<b>\$72,565.05</b>	<b>-\$51,624.25</b>	<b>-\$275,387.75</b>	<b>\$11,382,041.18</b>	<b>12,640.00</b>	<b>3,086.00</b>

March 2020

Business area		Contract Acct Status (w/Blanks)	Acct Det. ID for CA	A/R Current	A/R 0-30 Days	A/R 31-60 Days	A/R 61-90 Days	A/R 91+ Days	Totals	Overdue Count 1+ Days	Overdue Count 31+ Days
				\$	\$	\$	\$	\$	\$		
0093	Tennessee_50	ACTIVE	Commercial Sales	\$2,784,333.97	\$358,528.77	\$24,865.97	\$671.13	-\$49,164.53	\$3,119,235.31	1,147	168
			Commercial Tennessee Reduced Rate	\$45,756.99	\$8,936.73	\$0.00	\$0.00	-\$86.14	\$54,607.58	11	0
			Industrial Sales	\$564,593.44	\$50,164.66	-\$6,950.39	-\$5,321.22	-\$16,951.96	\$585,534.53	24	6
			Industrial Tennessee Reduced Rate	\$176,028.04	\$8,892.15	\$42.69	\$0.00	\$0.00	\$184,962.88	6	1
			Public Authority Sales	\$43,542.22	\$94.76	\$0.00	\$0.00	\$0.00	\$43,636.98	1	0
			Residential	\$3,248,676.16	\$742,617.49	\$115,577.81	\$3,626.71	-\$215,937.68	\$3,894,560.49	12,161	3,474
			Residential Customer with Commercial Tax	\$24,813.66	\$10,321.08	\$2,218.30	\$1,022.09	-\$249.56	\$38,125.57	115	30
			Transportation	\$964,141.57	\$14,612.43	\$19,752.72	\$4,106.82	-\$12,832.55	\$989,780.99	13	7
			<b>Totals</b>	<b>\$7,851,886.05</b>	<b>\$1,194,168.07</b>	<b>\$155,507.10</b>	<b>\$4,105.53</b>	<b>-\$295,222.42</b>	<b>\$8,910,444.33</b>	<b>13,478.00</b>	<b>3,686.00</b>

April 2020

Business area		Contract Acct Status (w/Blanks)	Acct Det. ID for CA	A/R Current	A/R 0-30 Days	A/R 31-60 Days	A/R 61-90 Days	A/R 91+ Days	Totals	Overdue Count 1+ Days	Overdue Count 31+ Days
				\$	\$	\$	\$	\$	\$		
0093	Tennessee_50	ACTIVE	Commercial Sales	\$1,719,631.16	\$254,638.00	\$97,838.57	\$19,967.22	-\$43,567.23	\$2,048,507.72	1,177	358
			Commercial Tennessee Reduced Rate	\$31,594.68	-\$4,790.15	-\$40.88	\$0.00	-\$86.14	\$26,677.51	5	0
			Industrial Sales	\$163,227.35	\$32,098.59	\$8,029.02	-\$11,424.05	-\$20,381.00	\$171,549.91	30	7
			Industrial Tennessee Reduced Rate	\$109,514.66	\$5,021.37	\$161.01	\$42.69	\$0.00	\$114,739.73	5	2
			Public Authority Sales	\$21,274.06	\$0.00	\$0.00	\$0.00	\$0.00	\$21,274.06	0	0
			Residential	\$2,440,865.64	\$427,046.85	\$246,759.44	\$58,988.42	-\$191,240.96	\$2,982,419.39	11,214	4,778
			Residential Customer with Commercial Tax	\$16,220.63	\$3,979.18	\$2,295.01	\$1,403.92	\$508.54	\$24,407.28	75	28
			Transportation	\$682,124.89	\$69,704.01	-\$15,433.67	\$6,382.44	-\$11,347.89	\$731,429.78	14	5
			<b>Totals</b>	<b>\$5,184,453.07</b>	<b>\$787,697.85</b>	<b>\$339,608.50</b>	<b>\$75,360.64</b>	<b>-\$266,114.68</b>	<b>\$6,121,005.38</b>	<b>12,520.00</b>	<b>5,178.00</b>

Atmos Energy Corporation, Tennessee  
AR Aging January 1, 2020 - July 6, 2020

May 2020

Business area		Contract Acct Status (w/Blanks)	Acct Det. ID for CA	A/R Current	A/R 0-30 Days	A/R 31-60 Days	A/R 61-90 Days	A/R 91+ Days	Totals	Overdue Count 1+ Days	Overdue Count 31+ Days
				\$	\$	\$	\$	\$	\$		
0093	Tennessee_50	ACTIVE	Commercial Sales	\$1,148,223.46	\$143,045.66	\$72,155.23	\$48,990.99	-\$18,048.13	<b>\$1,394,367.21</b>	1,085	468
			Commercial Tennessee Reduced Rate	\$14,466.70	\$103.69	-\$4,800.86	-\$40.88	-\$86.14	<b>\$9,642.51</b>	2	0
			Industrial Sales	\$106,731.48	\$13,465.05	-\$512.82	\$5,825.12	-\$30,159.11	<b>\$95,349.72</b>	24	10
			Industrial Tennessee Reduced Rate	\$59,296.95	\$13,340.30	\$41.57	\$41.57	\$42.69	<b>\$72,763.08</b>	6	1
			Public Authority Sales	\$15,308.90	\$0.00	\$0.00	\$0.00	\$0.00	<b>\$15,308.90</b>	0	0
			Residential	\$1,722,614.73	\$310,891.65	\$146,907.32	\$163,801.91	-\$130,505.38	<b>\$2,213,710.23</b>	11,730	5,145
			Residential Customer with Commercial Tax	\$8,979.79	\$1,464.56	\$1,400.91	\$1,532.52	\$1,473.99	<b>\$14,851.77</b>	60	23
			Transportation	\$775,322.66	\$5,633.39	\$10,309.43	\$3,431.47	-\$3,750.12	<b>\$790,946.83</b>	11	7
			<b>Totals</b>	<b>\$3,850,944.67</b>	<b>\$487,944.30</b>	<b>\$225,500.78</b>	<b>\$223,582.70</b>	<b>-\$181,032.20</b>	<b>\$4,606,940.25</b>	<b>12,918.00</b>	<b>5,654.00</b>

June 2020

Business area		Contract Acct Status (w/Blanks)	Acct Det. ID for CA	A/R Current	A/R 0-30 Days	A/R 31-60 Days	A/R 61-90 Days	A/R 91+ Days	Totals	Overdue Count 1+ Days	Overdue Count 31+ Days
				\$	\$	\$	\$	\$	\$		
0093	Tennessee_50	ACTIVE	Commercial Sales	\$888,837.85	\$106,300.51	\$33,784.00	\$17,054.10	\$28,361.40	<b>\$1,074,337.86</b>	1,002	437
			Commercial Tennessee Reduced Rate	\$27,975.51	-\$389.78	\$62.13	-\$2,478.08	-\$127.02	<b>\$25,042.76</b>	4	1
			Industrial Sales	\$239,377.13	\$7,851.36	-\$663.13	-\$347.13	-\$26,435.58	<b>\$219,782.65</b>	21	7
			Industrial Tennessee Reduced Rate	\$48,198.54	-\$3,278.45	-\$1,171.94	\$41.57	\$84.26	<b>\$43,873.98</b>	4	1
			Public Authority Sales	\$13,386.44	\$3,695.40	\$0.00	\$0.00	\$0.00	<b>\$17,081.84</b>	1	0
			Residential	\$1,268,245.17	\$199,200.27	\$107,675.89	\$98,068.99	\$4,152.88	<b>\$1,677,343.20</b>	11,546	5,495
			Residential Customer with Commercial Tax	\$6,487.59	\$3,174.68	\$474.73	\$1,398.36	\$2,346.80	<b>\$13,882.16</b>	92	28
			Transportation	\$424,415.60	\$22,959.61	\$6,625.24	\$4,548.93	\$13.78	<b>\$458,563.16</b>	19	7
			<b>Totals</b>	<b>\$2,916,923.83</b>	<b>\$339,513.60</b>	<b>\$146,786.92</b>	<b>\$118,286.74</b>	<b>\$8,396.52</b>	<b>\$3,529,907.61</b>	<b>12,689.00</b>	<b>5,976.00</b>

July 2020 as of 07/06

Business area		Contract Acct Status (w/Blanks)	Acct Det. ID for CA	A/R Current	A/R 0-30 Days	A/R 31-60 Days	A/R 61-90 Days	A/R 91+ Days	Totals	Overdue Count 1+ Days	Overdue Count 31+ Days
				\$	\$	\$	\$	\$	\$		
0093	Tennessee_50	ACTIVE	Commercial Sales	\$730,570.51	\$95,787.10	\$14,400.87	\$11,820.28	\$37,203.39	<b>\$889,782.15</b>	1,091	480
			Commercial Tennessee Reduced Rate	\$39,287.48	-\$172.24	\$103.69	-\$2,478.08	-\$127.02	<b>\$36,613.83</b>	6	2
			Industrial Sales	\$67,583.54	\$5,194.74	-\$780.21	-\$764.73	-\$25,602.38	<b>\$45,630.96</b>	17	7
			Industrial Tennessee Reduced Rate	\$46,289.60	\$150.73	-\$3,565.11	-\$1,169.96	\$84.26	<b>\$41,789.52</b>	4	1
			Public Authority Sales	\$13,361.00	\$0.00	\$0.00	\$0.00	\$0.00	<b>\$13,361.00</b>	0	0
			Residential	\$1,386,906.30	\$175,215.46	\$116,536.12	\$85,222.37	\$30,146.48	<b>\$1,794,026.73</b>	12,072	5,948
			Residential Customer with Commercial Tax	\$6,372.96	\$2,771.46	\$672.58	\$1,181.26	\$2,631.50	<b>\$13,629.76</b>	87	29
			Transportation	\$440,368.11	-\$11,923.00	-\$14,740.85	\$4,548.93	\$13.78	<b>\$418,266.97</b>	19	7
			<b>Totals</b>	<b>\$2,730,739.50</b>	<b>\$267,024.25</b>	<b>\$112,627.09</b>	<b>\$98,360.07</b>	<b>\$44,350.01</b>	<b>\$3,253,100.92</b>	<b>13,296.00</b>	<b>6,474.00</b>

Atmos Energy Corporation, Tennessee  
Late Fees - Jan'20 - Mar'20

Row Labels	Count of Contract Account	Sum of Amount
<b>January</b>	<b>18,929</b>	<b>\$89,865.97</b>
Commercial Sales	1,892	\$28,997.45
Commercial Tennessee Reduced Rate	10	\$339.79
Industrial Sales	31	\$2,526.96
Industrial Tennessee Reduced Rate	17	\$1,784.28
Residential	16,977	\$56,207.83
Residential Customer with Commercial Tax	2	\$9.66
<b>February</b>	<b>16,208</b>	<b>\$85,379.12</b>
Commercial Sales	1,438	\$25,756.99
Commercial Tennessee Reduced Rate	11	\$529.82
Industrial Sales	37	\$2,768.67
Industrial Tennessee Reduced Rate	10	\$1,080.18
Public Authority Sales	51	\$99.53
Residential	14,661	\$55,143.93
<b>March</b>	<b>9,128</b>	<b>\$47,433.04</b>
Commercial Sales	978	\$15,644.39
Commercial Tennessee Reduced Rate	3	\$70.45
Industrial Sales	10	\$1,913.37
Industrial Tennessee Reduced Rate	5	\$650.87
Public Authority Sales	49	\$88.77
Residential	8,073	\$29,037.17
Residential Customer with Commercial Tax	10	\$28.02
<b>Grand Total</b>	<b>44,265</b>	<b>\$222,678.13</b>

	<b>Number of Accounts</b>		<b>Balance</b>
<b>January</b>	<b>1,270</b>	<b>\$</b>	<b>21,317.83</b>
Commercial Sales	28	\$	1,067.95
Residential	1,242	\$	20,249.88
<b>February</b>	<b>1,566</b>	<b>\$</b>	<b>30,880.49</b>
Commercial Sales	63	\$	4,303.41
Residential	1,308	\$	18,905.52
Residential Customer with Commercial Tax	195	\$	7,671.56
<b>March</b>	<b>1,301</b>	<b>\$</b>	<b>21,473.80</b>
Commercial Sales	58	\$	1,970.93
Residential	1,213	\$	18,657.25
Residential Customer with Commercial Tax	30	\$	845.62
<b>April</b>	<b>1,352</b>	<b>\$</b>	<b>21,687.30</b>
Commercial Sales	74	\$	2,789.29
Residential	1,253	\$	18,327.75
Residential Customer with Commercial Tax	25	\$	570.26
<b>May</b>	<b>1,487</b>	<b>\$</b>	<b>36,845.57</b>
Commercial Sales	104	\$	5,327.93
Residential	1,321	\$	28,736.99
Residential Customer with Commercial Tax	62	\$	2,780.65
<b>June</b>	<b>2,238</b>	<b>\$</b>	<b>73,573.74</b>
Commercial Sales	215	\$	15,694.04
Residential	1,948	\$	53,646.60
Residential Customer with Commercial Tax	75	\$	4,233.10
<b>Grand Total</b>	<b>9,214</b>	<b>\$</b>	<b>205,778.73</b>



Do you need assistance paying your  
natural gas bill?

**We're here to help.**

## Bill Payment Assistance

Atmos Energy understands the importance of helping our customers find solutions to pay their natural gas bill who may have been impacted due to COVID-19. If you need assistance managing your account, these resources are available:

### Payment Plans

You can set up an installment plan that will spread out the payment of your balance over time. There is no charge or fee. To set up an installment plan, login to your Account Center at [atmosenergy.com/accountcenter](https://atmosenergy.com/accountcenter) and select the Payment Assistance tab. You can also call us during business hours to set up a plan that works for you.

### Financial Assistance

Additional federal assistance funds have been released through the Low Income Home Energy Assistance Program (LIHEAP) due to COVID-19, in addition to Atmos Energy's Sharing the Warmth program funds. Financial assistance is available on a first come, first served basis to eligible residential customers through local energy assistance agencies.

To locate an agency near you, visit [atmosenergy.com/assistance](https://atmosenergy.com/assistance) or call 211.

\*State low-income qualifications apply for LIHEAP funds. Eligibility for Sharing the Warmth funds is determined by your local agency.

### Business Customer Assistance

Call us to discuss your business account and set up an installment plan that will spread out the payment of your balance over time. There is no charge or fee. If you are interested in setting up an installment plan, email [commercialpaymentplan@atmosenergy.com](mailto:commercialpaymentplan@atmosenergy.com).

**Customer Service**

**888.286.6700**

Monday - Friday, 7 a.m. to 6 p.m. Central  
[atmosenergy.com/assistance](https://atmosenergy.com/assistance)

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