

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 SEPTEMBER 15, 2020 REPORT OF  
EMERGENCY OPERATIONAL AND RESPONSE PLANS

Pursuant to the Tennessee Public Utility Commission's March 19, 2020, Request and the Chairman's Motion to Lift Moratorium on Disconnections Subject to Conditions as granted at the August 10, 2020, Commission Conference, 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. As provided for in the Chairman's Motion, Atmos Energy is sending its customers a letter giving 30-days written notice of the Company's intent to resume its procedures for disconnection of service due to nonpayment of bills.

2. This letter (a copy of which is attached as **Exhibit 1**) (i) encourages customers to contact the Company for assistance with unpaid bills;(ii) advises customers that they should either pay their overdue balance or arrange to pay the overdue balance in order to potentially avoid losing service for nonpayment; and (iii) provides the Company's contact information to allow for discussions regarding their accounts and services with a Company representative. When the Company resumes disconnections, it will send out an additional letter with the required elements from the Chairman's Motion of August 11, 2020 in Docket No. 20-00047.

3. Atmos Energy also offers payment plans that will allow customers to maintain utility service while making regular monthly payments to cover past-due amounts. The plans provide for a variety of down payments and payment terms: 1/10<sup>th</sup> down and nine months of payments; 1/5<sup>th</sup> down and four months of payments; 1/3<sup>rd</sup> down and two months of payments; ½ down and one additional payment. The Company has also created individual plans to suit specific needs in response to customer requests.

4. Pursuant to the Chairman's Motion, the Company reports the following statistics for the period beginning March 1, 2020 and ending August 31, 2020, which are set forth in more detail in the spreadsheets attached as **Exhibit 2**:

**a. Aggregate number of customers disconnected for nonpayment of service by customer class:**

- i. Residential customers: None to date
- ii. Commercial customers: None to date
- iii. Other customer classes: None to date

**b. Aggregate number of customers who have entered a payment arrangement by customer class:**

- i. Residential customers: 790
- ii. Commercial customers: 5
- iii. Other customer classes: 1

**c. Aggregate number and amount of delinquent customer accounts by customer class:**

- i. Residential customers:
  - 1. Aggregate Number: 10,816
  - 2. Aggregate Amount: Insert number\$325,214
- ii. Commercial customers:

1. Aggregate Number: 813
2. Aggregate Amount: \$103,415
- iii. Other customer classes:
  1. Aggregate Number: 35
  2. Aggregate Amount: \$36,158
- d. Aggregate number and amount of delinquent customer accounts written off to bad debt expense, or allowance for bad debt, by customer class:**
  - i. Residential customers
    1. Aggregate Number: None to date
    2. Aggregate Amount: None to date
  - ii. Commercial customers:
    1. Aggregate Number: None to date
    2. Aggregate Amount: None to date
  - iii. Other customer classes:
    1. Aggregate Number: None to date
    2. Aggregate Amount: None to date

5. In light of the Governor's extension of the public health emergency through September 30, 2020, Atmos Energy continues to employ the temporary safety measures outlined in its previous reports. This includes the use of the "soft close" procedure outlined in the Company's April 6, 2020 letter filed in Docket No. 20-00047. As set forth in that letter, the Company had been successfully using this procedure in other states, including Colorado, Kansas, Louisiana, Texas, Kentucky, and Virginia, before the pandemic. It has worked well in Tennessee over the past six months. In addition to successfully limiting interactions between customers and employees, this procedure has also limited operations and maintenance expenses. Accordingly, the

Company is considering seeking permission to amend its tariff so it can employ this option even after the conclusion of this public health emergency.

6. Atmos Energy also continues to take the following additional steps set forth in its prior reports: (i) having its employees wear face coverings when interacting with the public; (ii) recommending that customers take measures to avoid increased scam activity; (iii) ensuring that its critical teams continue to work from off-site locations; (iv) following a safety protocol when dispatching technicians to locations where there is a known quarantine, isolation, or other monitoring situation related to the coronavirus; (v) treating its employees and contractors as essential critical infrastructure workers needed to maintain critical natural gas services, and (vi) supporting the call to limit the spread of COVID-19 while ensuring the safety of the communities, its customers, and employees.

7. Atmos Energy continues to monitor the latest recommendations from the Centers for Disease Control and Prevention.

8. 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 this report for at least sixty days after the declaration of emergency has passed.

Respectfully submitted,

**NEAL & HARWELL, PLC**



By: \_\_\_\_\_

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Attachments

Dear John Doe,

According to our records, your Atmos Energy account number XXXXXXXXXX, shows a past due amount of \$XXX.XX. If payment has been made; thank you for your payment and please disregard this notice. If you need assistance, Atmos Energy is here for you and has solutions to help manage your past due balance.

**If you need help paying your bill:**

- **Financial assistance may be available.** To locate an energy assistance agency near you, call **211** or visit [www.atmosenergy.com/Assistance](http://www.atmosenergy.com/Assistance). Qualifications may apply.
- **Installment plans are available.** You can set up an installment plan that will spread out the payment of your balance over time. Call us at 1.888.286.6700 or visit [atmosenergy.com/AccountCenter](http://atmosenergy.com/AccountCenter) to set up a plan that works for you.

**To make a payment:**

- Pay online at [www.atmosenergy.com](http://www.atmosenergy.com) with a one-time bank draft.
- Call us at 1.888.286.6700.
- Visit an Authorized Payment Center. To locate one near you, visit [atmosenergy.com/PaymentCenter](http://atmosenergy.com/PaymentCenter). A copy of your bill is required. **\*\*Payments to unauthorized payment centers may cause delays and termination of your gas service.**
- Residential customers can use Visa, MasterCard and Discover for payments by phone or online.

**If you have not made arrangements to pay your past due balance, your service is subject to disconnection.** If gas service has been disconnected, please call 1-888-286-6700 to schedule re-connection of your gas service. To complete this process, we recommend that you coordinate with a plumber, or a qualified contractor, to perform the lighting of appliances as well as any other work inside your premises. Our technician must meet the person performing that work onsite. **Any charges incurred by the plumber or qualified contractor will be your responsibility.** A responsible adult must be present for Atmos Energy to reconnect your gas service.

We are here to help you get through this unprecedented time. Please call our Customer Contact Center to discuss your account and payment assistance that is available for you. You can also log into the Account Center and manage your account at your convenience.

**Atmos Energy Customer Contact Center**

888-286-6700 (toll free, available Monday-Friday, 7 am – 6 pm, CDT)

[www.atmosenergy.com/assistance](http://www.atmosenergy.com/assistance)

Remember: If you smell gas? Act fast! For a natural gas emergency, call 866-322-8667 anytime.

Best regards,  
Atmos Energy Corporation

Business area	Fiscal year/period	Contract Acct Status (w/Blanks)	Acct Det. ID for CA	A/R 0-30 Days	A/R 31-60 Days	A/R 61-90 Days	A/R 91+ Days	Overdue Count 1+ Days	Overdue Count 31+ Days
				\$	\$	\$	\$		
0093	Period Ending August 2020	ACTIVE	Commercial Sales	39,126.72	12,049.24	10,851.01	41,308.43	809	423
			Commercial Tennessee Reduced Rate	206.27	0.00	0.00	-127.02	4	0
			Industrial Sales	14,437.62	-4,618.12	347.62	-27,171.06	17	8
			Industrial Tennessee Reduced Rate	15,768.19	-10,760.75	-1,339.11	-857.28	6	1
			Public Authority Sales	0.00	0.00	0.00	0.00	0	0
			Residential	114,079.78	39,932.29	42,099.28	125,445.51	10,774	6,192
			Residential Customer with Commercial Tax	1,780.11	404.35	60.05	1,413.02	42	28
			Transportation	53,551.29	6,289.62	-3,072.89	-6,417.22	12	6
		<b>Result</b>		<b>238,949.98</b>	<b>43,296.63</b>	<b>48,945.96</b>	<b>133,594.38</b>	<b>11,664</b>	<b>6,658</b>

**EXHIBIT 2**

<b>State / IP Start Month / ADID</b>	<b>Count of Installment Plans</b>	<b>Sum of Amount Financed</b>
<b>Tennessee</b>	<b>796</b>	<b>\$207,643.10</b>
<b>March 2020</b>	<b>206</b>	<b>\$64,042.55</b>
Commercial Sales	1	\$8,255.92
Industrial Sales	1	\$8,481.30
Residential	204	\$47,305.33
<b>April 2020</b>	<b>127</b>	<b>\$26,355.11</b>
Residential	127	\$26,355.11
<b>May 2020</b>	<b>111</b>	<b>\$25,826.39</b>
Commercial Sales	1	\$368.22
Residential	110	\$25,458.17
<b>June 2020</b>	<b>116</b>	<b>\$38,026.23</b>
Commercial Sales	1	\$5,719.76
Residential	115	\$32,306.47
<b>July 2020</b>	<b>108</b>	<b>\$25,588.12</b>
Commercial Sales	2	\$1,010.44
Residential	106	\$24,577.68
<b>August 2020</b>	<b>128</b>	<b>\$27,804.70</b>
Residential	128	\$27,804.70
<b>(blank)</b>		
<b>Grand Total</b>	<b>796</b>	<b>\$207,643.10</b>

Total Plans by Type

Row Labels	Count of Amount Financed2	Sum of Amount Financed
<b>Commercial Sales</b>	<b>5</b>	<b>15354.34</b>
Commercial Installment Plan	5	15354.34
<b>Industrial Sales</b>	<b>1</b>	<b>8481.3</b>
Commercial Installment Plan	1	8481.3
<b>Residential</b>	<b>790</b>	<b>183807.46</b>
1/5 Down	160	40483.97
CAS Team Installment Plan	74	25580.24
Residential Installment Plan 1/10 Down	29	11042.67
Residential Installment Plan 1/2 Down	275	50753.23
Residential Installment Plan 1/3 Down	247	53857.51
Supervisor Installment Plan	5	2089.84
<b>Grand Total</b>	<b>796</b>	<b>207643.1</b>

Note: The plans without amounts down are specialized to the customers needs.