

BEFORE THE STATE CORPORATION COMMISSION
OF THE STATE OF KANSAS

In the Matter of the Joint Application of the Gas)
Utilities for a Waiver to the Commission's Electric and)
Natural Gas Utilities' Billing Standards Related to)
Allow for a Permanent Discontinuance of the Knock)
and Collect Provision in Said Billing Standards.) Docket No. 24-GIMG-453-GIG

**REPLY OF ATMOS ENERGY CORPORATION TO CURB'S
RESPONSE TO STAFF'S REPORT AND RECOMMENDATION**

Atmos Energy Corporation ("Atmos Energy") submits the following reply to the November 15, 2024, response filed by the Citizens' Utility Ratepayer Board ("CURB") ("CURB Response")¹ to the November 6, 2024, report and recommendation filed by the Kansas Corporation Commission Staff ("Commission" and "Staff" respectively) ("Staff R&R").² Staff has recommended that (1) the Commission grant the gas utilities permanent waiver of the knock and collect provision of the Billing Standards; (2) disconnection and re-connection fees be reinstated; and (3) the gas utilities maintain their disconnection procedures that a technician encountering a customer during a disconnection visit should provide the customer a reasonable opportunity to make payment by phone or online to avoid disconnection, if so requested by the customer.³ CURB is not opposed to the Commission granting the gas utilities a permanent waiver of the knock and collect provision of the Billing Standards.⁴ CURB asks the Commission to require the gas utilities to apply the same disconnection and re-connection fees (if any) to each of the utility's customers regardless of whether the cause was for

¹The Citizens' Utility Ratepayer Board Response to Staff's Report and Recommendation filed November 15, 2024, Docket No. 24-GIMG-453-GIG ("24-453 Docket").

²Notice of Filing of Staff's Report and Recommendation filed November 6, 2024, 24-453 Docket.

³*Id.*, page 1. Atmos Energy agrees to maintain its disconnection procedures identified by Staff in the Staff's R&R.

⁴CURB Response, page 9, paragraph 15; page 15, paragraph 30.

non-payment or at the customer's request.⁵ CURB recommends the Commission remove the portions of the Billing Standards which specifically require disconnection fees and re-connection fees be charged in circumstances of non-payment and instead have those costs socialized.⁶ Finally, CURB asks the Commission to express its support for all Kansas utilities to continue to work with Staff, CURB and other interested stakeholders to reduce energy insecurity in Kansas.⁷ Atmos Energy wishes to reply to the recommendations included in CURB's Response and to the extent that such recommendations overlap with Staff's recommendations to address those overlapping recommendations. Both Staff and CURB provide summaries of the history relating to the Commission's original knock and collect waiver docket, Docket No. 15-GIMX-344-GIV ("15-344 Docket"), and the instant docket that arose as a result of the 15-344 Docket, so said background information will not be restated in this Reply.⁸

I. THERE IS NO OPPOSITION TO THE COMMISSION GRANTING A PERMANENT WAIVER OF THE KNOCK AND COLLECT PROVISION OF THE BILLING STANDARDS AND SO SUCH WAIVER SHOULD BE APPROVED

1. CURB is not opposed to the permanent waiver of the knock and collect provision of the billing standards as requested by the gas utilities⁹ and Staff is recommending the Commission grant such request.¹⁰ Since there is no opposition to the permanent waiver of the knock and collect provision of the billing standards, Atmos Energy asks that its request be approved.

2. Atmos Energy pointed out that one of the reasons for eliminating the practice of knock

⁵*Id.*, page 9, paragraph 15; *Id.*, page 20, paragraph 4.

⁶*Id.*, page 18, paragraph 36; page 20, paragraph 42.

⁷*Id.*, page 20, paragraph 44.

⁸Staff R&R, pages 1-2; CURB Response, pages 1-8, paragraphs 1-12.

⁹CURB Response, page 9, paragraph 15; page 15, paragraph 30.

¹⁰Staff R&R, page 1.

and collect was to reduce the risk of scam artists or imposters taking advantage of customers.¹¹ CURB recognized that such a goal was worthwhile and provided value to customers generally, but questioned whether the elimination of the practice would really reduce such risk.¹² As recognized by CURB in its response, it is the combination of eliminating the knock and collect practice with the utility providing periodic notice to customers as to how Atmos Energy will routinely interact or not interact with customers (utility customers are informed and understand that no utility will attempt to collect a past-due amount personally at the customer's premise), including the reminder to customers to be aware of the risk of scam artists or imposters, that will provide protection to customers of such risks.¹³ In addition, Atmos Energy would point the Commission to a recent news article that unfortunately shows how such risks continue to be real: <https://www.foxnews.com/us/doorbell-video-shows-murder-suspects-pose-as-energy-workers-before-allegedly-killing-jewelry-store-owner>. This news article dated October 12, 2024, describes how two suspects pretending to be gas utility employees were able to gain access to a residence in order to rob the residence. The news article also includes a video of doorbell footage of the suspects where one of the suspects is seen telling the resident he is with the local gas utility and is there to check for gas leaks. Tragically, one of the residents was killed by the intruders during the robbery.

3. Atmos Energy pointed out that another reason to eliminate the knock and collect procedure was to reduce field situations where an employee's life has been threatened.¹⁴ CURB again acknowledged that such a goal is worthwhile, but raised the concern about the safety of the employee,

¹¹Joint Application filed December 15, 2023, 24-453 Docket, page 2, paragraph 3(b) ("Joint Application").

¹²CURB Response, pages 9-10, paragraph 16; pages 10-11, paragraph 18.

¹³*Id.*, at pages 10-11, paragraph 18.

¹⁴Joint Application, page 2, paragraph 3(c).

who is charged with disconnecting utility service for nonpayment, from a customer who may be unaware of the reason for the employee's presence on the customer's property.¹⁵ While that risk can't be completely eliminated, and Atmos Energy appreciates CURB's recognition of that risk, the additional notices of disconnection by text and phone calls provided to the customer as part of the elimination of the knock and collect practice should provide reasonable notice to the customer so they should be aware of the reason why the Atmos Energy employee is at the premise and such additional notice should avoid any apprehension by the customer.

4. CURB recognized the other reason given for eliminating the knock and collect procedure, which was to remove the potential embarrassment of the customer, and CURB appreciated Atmos Energy's efforts to be humane around collecting past due bills.¹⁶

5. In addition to the reasons given by the gas utilities for eliminating knock and collect, CURB identified other reasons which Atmos Energy agrees with CURB.¹⁷ For example, CURB correctly pointed out that circumstances pertaining to energy billing information and utility billing payment options have materially changed since the knock and collect requirement was first placed in the billing standards making it less important now to maintain that requirement.¹⁸

6. Finally, CURB concluded that "all of the rationale posited by the Applicants reasonably justify the elimination of the knock and collect requirements in this docket because CURB does not see any material benefit from maintaining these requirements."¹⁹ Accordingly, because Staff is recommending approval of the permanent waiver of the knock and collect procedure contained in the

¹⁵CURB Response, page 10, paragraph 17.

¹⁶*Id.* at page 11, paragraph 19.

¹⁷*Id.* at pages 12-13, paragraphs 21-24.

¹⁸*Id.* at pages 12-13, paragraphs 22-23.

¹⁹*Id.* at page 11, paragraph 20.

Billing Standards in its report and recommendation and CURB is not opposed to said waiver, the Commission should grant the request by the gas utilities to permanently waive the knock and collect procedure.

II. DISCONNECTION AND RE-CONNECTION FEES SHOULD EITHER BE REINSTATED TO FEE LEVELS EXISTING BEFORE THE PILOT PROGRAM IN THE 15-344 DOCKET AS RECOMMENDED BY STAFF OR SOCIALIZED AS PROPOSED BY ATMOS ENERGY IN ITS LAST GENERAL RATE CASE

7. CURB disagrees with Staff's recommendation that disconnection and re-connection fees should be reinstated and reset to the last Commission-approved fees specific to each utility.²⁰ Staff's position was that such fees should be reinstated to avoid subsidization by other customers having to pay for costs caused by the customer who is being disconnected or reconnected.²¹ CURB proposes the Commission have no disconnection and re-connection fee in circumstances of non-payment and to socialize those costs because such fees hurt those customers who already cannot afford their energy bills.²² CURB proposes that all three gas utilities have disconnection/re-connection fees not due to non-payment.²³

8. Atmos Energy requested in its last rate case²⁴ to socialize disconnection and re-connection fees. CURB opposed Atmos Energy's request and indicated that "socialization of these costs would be harmful to low-income customers who pay their bills on time."²⁵ In the present case, CURB asks the Commission to socialize disconnection and re-connection fees. To the extent the Commission agrees with CURB and decides to socialize those costs, then such will need to be done

²⁰*Id.* at page 16, paragraph 32.

²¹Staff R&R, page 1.

²²CURB Response, page 18, paragraph 36; page 20, paragraph 42.

²³*Id.* at page 20, paragraph 41.

²⁴Docket No. 23-ATMG-359-RTS ("23-359 Docket").

²⁵Direct Testimony of Josh Frantz filed on January 17, 2023, 23-359 Docket, page 26, lines 11-2; page 28, lines 16-17.

in the gas utilities' next general rate case so that such costs are recovered in base rates at the time the fees are eliminated.

III. ATMOS ENERGY AGREES TO CONTINUE TO WORK WITH CURB, THE OTHER GAS AND ELECTRIC UTILITIES, STAFF, THE COMMISSION AND OTHER STAKEHOLDERS ON ENERGY INSECURITY

10. CURB acknowledges that the knock and collect requirement can be waived without consideration of energy insecurity.²⁶ However, CURB asks the Commission to provide support and direction to all of the stakeholders to continue to work together on things that can be done to address energy insecurity.²⁷ Atmos Energy agrees to continue to work with CURB, Staff and other stakeholders on energy insecurity. Recently, Atmos Energy worked with CURB and Staff on this issue and necessary changes in the law before the legislature.²⁸ In its most recent general rate case, Atmos Energy proposed to socialize its disconnection/re-connection charges as proposed by CURB in this docket. Currently, Atmos Energy and the other gas utilities are working with Staff and CURB on a collaborative effort to attempt to modify some of the energy efficiency policy provisions that were established in 2008, that if approved by the Commission, would allow them to file a more robust set of energy efficiency programs.²⁹ Atmos Energy plans to include in such a filing energy efficiency programs that will assist low-income customers. Focus on changing the current law and putting forward energy efficiency programs directed at assisting low-income customers will best address energy insecurity in Kansas and Atmos Energy is willing to continue to work in those areas with CURB and other stakeholders to address energy insecurity faced by utility customers.

²⁶CURB Response, page 41, paragraph 87 ("CURB is certainly aware that this docket can be concluded without addressing public need to address energy security.").

²⁷*Id.*, page 42.

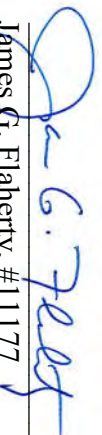
²⁸CURB Response, page 30, paragraph 61 (CURB thanks utilities for work on HB 2156).

²⁹*Id.*, page 31, paragraph 63.

11. Atmos Energy has an Energy Assistance ("EA") Team that works with low-income customers and non-profit associations like the Salvation Army and Catholic Charities in an effort to provide information about utility assistance available to those customers. Attached to this reply as **Exhibit A** is a summary of the efforts being made by Atmos Energy to assist low-income customers in Kansas. Atmos Energy would be happy to meet with the CURB Board of Directors to discuss the efforts summarized in **Exhibit A** and to share thoughts with the Board on how to address energy insecurity.

WHEREFORE, Atmos Energy respectfully requests that the Commission issue an order:

- (1) granting a permanent waiver of the knock and collect provision of the Billing Standards; and
- (2) approving the reinstatement of the disconnection/re-connection fees, or in the alternative to socialize those fees in Atmos Energy's next general rate case.



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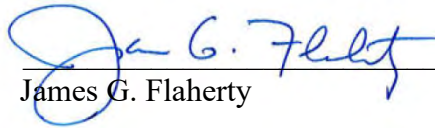
Attorneys for Atmos Energy Corporation

VERIFICATION

STATE OF KANSAS
COUNTY OF FRANKLIN, ss:

James G. Flaherty, of lawful age, being first duly sworn on oath, states:

That he is the attorney for Atmos Energy Corporation named in the foregoing Reply of Atmos Energy Corporation to CURB's Response to Staff's Report and Recommendation and is duly authorized to make this affidavit; that he has read the foregoing and knows the contents thereof; and that the facts set forth therein are true and correct.



James G. Flaherty

SUBSCRIBED AND SWORN to before me this 26th day of November, 2024.





Notary Public

Appointment/Commission Expires:

CERTIFICATE OF SERVICE

I hereby certify that a copy of the above and foregoing was sent via electronic mail, this 26th day of November, 2024, addressed to:

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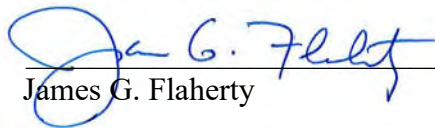
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James G. Flaherty

**Atmos Energy Corporation
Kansas Energy Assistance and Dunning Efforts**

- The following verbiage is included in every termination notice: "Financial assistance may be available. To find an energy assistance agency near you, call 211 or visit atmosenergy.com/Assistance. Qualifications apply."
- The following verbiage is included in CSO prewinter communication to customers enterprise wide that had a past due balance and under the dunning threshold "Financial assistance may be available. To find an energy assistance agency near you, call 211 or visit atmosenergy.com/Assistance. Qualifications apply."
- We partnered with the Salvation Army in Wyandotte County and provided them with incremental donations to assist with past-due bills. Wyandotte is the second-highest county in Kansas for overdue bills. We hosted our first blitz with the Salvation Army in Wyandotte on November 20th, inviting 2,112 customers via email with past-due payments to participate. We assisted 39 households and spent \$19,877. The majority were reconnected customers.
- We collaborated with Corporate Communications to create a flyer, which was mailed and emailed to 766 disconnected customers in Kansas and Colorado. The flyer provided a list of agencies where customers could receive bill assistance. The email included contact information for the primary agencies in each state where customers can apply for LIHEAP or bill assistance.
- The Kansas LIEAP onsert will be included with all Kansas customers' December bills. The onsert outlines the eligibility requirements based on household size.
- We partnered with Catholic Charities in Johnson County to host a two-day blitz on November 25th and 26th. Johnson County has the highest past-due payments in the state. An email invitation was sent to 2,131 customers with past-due payments.

EXHIBIT A

FINANCIAL ASSISTANCE IS AVAILABLE



Resources are available to help senior citizens and low-income customers pay their natural gas bills.

WHAT HELP IS AVAILABLE?

FINANCIAL ASSISTANCE

Funds to help pay natural gas bills are available through the federally funded Low Income Energy Assistance Program (LIEAP) and Atmos Energy's Sharing the Warmth program*. These funds are distributed through local energy assistance agencies to qualified residential customers.

To locate an agency, visit atmosenergy.com/assistance or call **211**.

*State low-income qualifications apply for LIEAP funds. Eligibility for Sharing the Warmth funds are determined by your local agency.

PAYMENT PLAN

Installment plans are available that spread out the payment of a past due balance over time. There is no charge or fee. To set up an installment plan, log in to the Account Center at atmosenergy.com/accountcenter and select the Payment Assistance tab. Or call us during business hours to set up a payment plan.

Customer Service | 888.286.6700

Monday - Friday | 7 a.m. to 6 p.m. Central

atmosenergy.com/assistance

Smell gas? Act Fast! If you suspect a natural gas leak, leave the area immediately and from a safe distance call 911 and Atmos Energy's 24/7 emergency line: 866.322.8667.

ATMOS
energy®

Kansas Local Energy Assistance Agencies

Catholic Charities of Northeast Kansas
1525 West 6th St
Lawrence, KS 66044
(785) 856-2694

Catholic Charities of Northeast Kansas
9806 West 87th Street
Overland Park, KS 66212
(913) 384-6608

Catholic Charities of Northeast Kansas
600 Minnesota Avenue
Kansas City, Kansas 66101
(913) 621-3445

Catholic Charities of Northeast Kansas
333 East Poplar
Olathe, KS 66061
(913) 782-4077

Catholic Charities of Northeast Kansas
716 North 5th Street
Leavenworth, KS 66048
(913) 651-8060

East Central Kansas Economic Opportunity Corp.
2518 Ridge Court, Ste. 101
Lawrence, KS 66046
(785) 841-3357

Johnson County Human Services
North Central Multi-Service Center
12425 W 87th St Pkwy, Ste. 200
Lenexa, KS 66215
(913) 715-6653

Johnson County Human Services
North East Multi-Service Center
6000 Lamar Ave, Ste. 200
Mission, KS 66202
(913) 715-6653

Johnson County Human Services
Central Multi-Service Center
11811 S. Sunset Drive, Ste. 1300
Olathe, KS 66061
(913) 715-8800

Johnson County Human Services
Southwest Multi-Service Center
510 W Main St, Ste. D
Gardner, KS 66030
(913) 715-6653

Kansas Dept. for Children and Families (LIEAP)
Low Income Energy Assistance Program
555 S. Kansas Ave
Topeka, KS 66603
1-888-369-4777
www.dcf.ks.gov

The Salvation Army- Citadel
6723 State Ave
Kansas City, KS 66012
(913) 232-5400

The Salvation Army
420 E. Santa Fe St
Olathe, KS 66061
(913) 782-3640

The Salvation Army
102 W. 12th St.
Coffeyville, KS 67337
(620) 251-2686

The Salvation Army
3637 Broadway Blvd
Kansas City, MO
(816)-756-5392

Southeast Kansas Services at Catholic Charities
417 N Broadway, Ste B
Pittsburg, KS 66762
(620) 235-0633

Kansas Dept. of Children and Families (LIEAP)
<https://www.dcf.ks.gov>
(888) 369-4777



October 10, 2024

[Redacted]

Dear [Redacted]

According to our records, your Atmos Energy account number, [Redacted], shows a past due amount of 223.94. If payment has been made; please accept our thanks and 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.** Call 211 or visit atmosenergy.com/assistance for additional information. 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 888.286.6700 or visit atmosenergy.com/accountcenter to set up a plan that works for you.

To make a payment:

- Pay online at atmosenergy.com with a one-time bank draft.
- Call us at 888.286.6700.
- Visit an Authorized Payment Center. To locate one near you, visit atmosenergy.com/assistance. 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 888.286.6700 to schedule re-connection of your gas service. To complete this process, a responsible adult must be present for Atmos Energy to reconnect your gas service.

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) atmosenergy.com/assistance.

Best regards, Atmos Energy Corporation

Smell gas? Act fast! If you suspect a natural gas leak, leave the area immediately! From a safe distance call 911 and Atmos Energy's 24-hour toll-free emergency number at 866.322.8667.

OSLAPastDue_10_10_2024.csv-737-00000679



PO BOX 619785
DALLAS, TX 75261-9785

000737 000000679



[Redacted]





Estimado(a) [REDACTED],

Según nuestros registros, su cuenta de Atmos Energy, número [REDACTED], indica un monto vencido de 223.94. Si ya se ha efectuado el pago, por favor acepte nuestro agradecimiento y haga caso omiso de esta notificación. Si necesita asistencia, Atmos Energy ofrece soluciones para ayudarle a manejar la cantidad debida.

Si necesita ayuda para pagar su factura:

- **Puede haber asistencia económica disponible.** Llame al 211 o visite atmosenergy.com/assistance para detalles. Podrían aplicar ciertas condiciones.
- **Hay planes de pago a plazos disponibles.** Usted puede establecer un plan de pago que distribuye el pago de su balance durante un plazo de tiempo. Llámenos al 888.286.6700 o visite atmosenergy.com/accountcenter para establecer un plan conveniente para usted.

Para hacer un pago:

- Pague en línea en atmosenergy.com con un cheque bancario único.
- Llámenos al 888.286.6700.
- Visite un Centro de Pago Autorizado. Para encontrar uno cerca de usted, visite atmosenergy.com/assistance. Se requiere copia de su factura. **Pagos en centros de pago no-autorizados pueden ocasionar demoras y desconexión de su servicio de gas.
- Nuestros clientes residenciales pueden pagar por teléfono o en línea con Visa, MasterCard y Discover.

Si usted no ha hecho un plan para cancelar su balance adeudado, su servicio de gas está sujeto a desconexión. Si se ha desconectado su servicio de gas, por favor, llámenos al 888.286.6700 para programar la reconexión de su servicio de gas. Un adulto responsable debe estar presente para que Atmos Energy lleve a cabo el proceso de reconectar su servicio de gas.

Por favor, llame a nuestro centro de Atención al Cliente para hablar con uno de nuestros representantes sobre su cuenta y las opciones de asistencia económica disponibles para ayudarle. También puede ingresar al Centro de Cuentas y manejar su cuenta a su conveniencia.

Centro de Atención al Cliente de Atmos Energy

888.286.6700 (sin cargo, disponible lunes-viernes, 7 am - 6 pm, CDT) atmosenergy.com/assistance.

Atentamente,

Atmos Energy Corporation

¿Huele gas? ¡Actúe rápido! Si sospecha una fuga de gas natural, ¡abandone el área inmediatamente! Desde una distancia segura llame al 911 y al número de Atmos Energy para emergencias, 866.322.8667, disponible las 24-horas.



GET HELP PAYING YOUR BILL



Dear, \${CUST_NAME} :

According to our records, your Atmos Energy account number, \${ACCT_NUM}, shows a past due amount of \${AMOUNT}. If payment has been made; please accept our thanks and 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.** Call 211 or visit atmosenergy.com/assistance for additional information. 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 888.286.6700 or visit atmosenergy.com/accountcenter to set up a plan that works for you.

Get Help Paying Your Bill

To make a payment:

- Pay online at atmosenergy.com with a one-time bank draft.
- Call us at 888.286.6700.
- Visit an Authorized Payment Center. To locate one near you, visit atmosenergy.com. 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 or digital payment methods for payments by phone or online.
- Eligible non-residential customers can pay by credit card or digital payment methods. A third-party fee will be charged by the outside vendor processing your payment.

**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 888.286.6700 to schedule re-connection of your gas service. To complete this process, a responsible adult must be present for Atmos Energy to reconnect your gas service.

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)

atmosenergy.com/assistance

Smell gas? Act fast! If you suspect a natural gas leak, leave the area immediately! From a safe distance call 911 and the 24/7 Atmos Energy emergency number at 866.322.8667.

Estimado(a), \${CUST_NAME} :

Según nuestros registros, su cuenta de Atmos Energy, número \${ACCT_NUM}, indica un monto vencido de \${AMOUNT}. Si ya se ha efectuado el pago, por favor acepte nuestro agradecimiento y haga caso omiso de esta notificación. Si necesita asistencia, Atmos Energy ofrece soluciones para ayudarle a manejar la cantidad debida.

Si necesita ayuda para pagar su factura:

- **Puede haber asistencia económica disponible.** Llame al 211 o visite atmosenergy.com/assistance para detalles. Podrían aplicar ciertas condiciones.
- **Hay planes de pago a plazos disponibles.** Usted puede establecer un plan de pago que distribuye el pago de su balance durante un plazo de tiempo. Llámenos al 888.286.6700 o visite atmosenergy.com/accountcenter para establecer un plan conveniente para usted.

Para hacer un pago:

- Pague en línea en atmosenergy.com con un cheque bancario único.
- Llámenos al 888.286.6700.
- Visite un Centro de Pago Autorizado. Para encontrar uno cerca de usted, visite atmosenergy.com. Se requiere copia de su factura. **Pagos en centros de pago no autorizados pueden ocasionar demoras y desconexión de su servicio de gas.
- Nuestros clientes residenciales pueden pagar por teléfono o en línea con tarjeta de crédito Visa, MasterCard y Discover o con métodos de pago digitales.
- Los clientes no residenciales que cumplan los requisitos pueden pagar con tarjeta de crédito o con métodos de pago digitales. El proveedor externo que procese su pago le cobrará una tarifa.

**Si usted no ha hecho un plan para cancelar su balance adeudado,
su servicio de gas está sujeto a desconexión.**

Si se ha desconectado su servicio de gas, por favor, llámenos al 888.286.6700 para programar la reconexión de su servicio de gas. Un adulto responsable debe estar presente para que Atmos Energy lleve a cabo el proceso de reconectar su servicio de gas.

Por favor, llame a nuestro centro de Atención al Cliente para hablar con uno de nuestros representantes sobre su cuenta y las opciones de asistencia económica disponibles para ayudarle. También puede ingresar al Centro de Cuentas y manejar su cuenta a su conveniencia.

Centro de Atención al Cliente de Atmos Energy

888.286.6700 (sin cargo, disponible lunes-viernes, 7 am - 6 pm, CDT)

atmosenergy.com/assistance

¿Huele gas? ¡Actúe rápido! Si sospecha una fuga de gas natural, ¡abandone el área inmediatamente! Desde una distancia segura llame al 911 y al número de Atmos Energy para emergencias, 866.322.8667, disponible las 24-horas.



Atmos Energy Customer Service
888.286.6700
Monday - Friday, 7am - 6pm CST

Atmos Energy Emergency Line
866.322.8667
24 hours / 7 days a week

Smell gas? Act fast! If you suspect a natural gas leak, leave the area immediately and from a safe distance call 911 and the 24/7 Atmos Energy emergency number at 866.322.8667.