

# TENNESSEE REGULATORY AUTHORITY

RECEIVED

Sara Kyle, Chairman  
Deborah Taylor Tate, Director  
Pat Miller, Director  
Ron Jones, Director



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460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

TN REGULATORY AUTHORITY  
DOCKET ROOM

March 11, 2003

Ms. Pat Childers  
Vice President-Regulatory Affairs  
Atmos Energy Corporation  
810 Crescent Centre Drive, Suite 600  
Franklin, Tennessee 37067-6226

Re: Tariff to Send Estimated Bills to Customers, Docket Number 03-00189

Dear Ms. Childers:

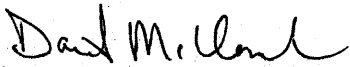
Since our recent conversation concerning amending the tariff to send estimated bills to your customers, we have assigned to it Docket Number 03-00189. Please refer to this number in any correspondence that we might have concerning this amendment. I do have eight data requests to enable us to more efficiently review this amendment. Consider this data request No. 2.

1. Please tell us the maximum number of times a specific customer would receive an estimated bill during the year.
2. Explain your procedure to verify that this number will not be exceeded or that no customer will receive an estimated bill for two consecutive months.
3. Will all classes of customers, except chart customers, be included in this new procedure?
4. If a customer requests you to read their meter every month will you comply with this request?
5. Please explain how you will educate your customers on how this procedure will work, such as, by using bill inserts to explain to customers that they will receive estimated bills during the year, listing a telephone number to call if the customer has a perceived billing error and requests an actual meter read, providing quick service in reading that customer's meter, stating that they will not receive two consecutive months of estimated bills, and that the bill will say estimated if the meter has not been actually read.
6. Do you intend to provide the TRA a copy of the insert before implementation?

7. Is the call center prepared to answer your customer questions and to respond to requests from customers for actual reads?
8. Has Atmos Energy Corporation adopted this practice already in other states and if so how has this change in procedure worked?

Your reply is due by March 14, 2003 so that the TRA Staff can make a decision before your requested date of implementation. If you have any questions, please give me a call at 741-2904, ext. 177.

Sincerely,



David McClanahan  
Energy & Water Division

c: Mark Martin, Atmos Energy Corporation  
Jean Curran, Consumer Services  
Jon Wike, Counsel

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