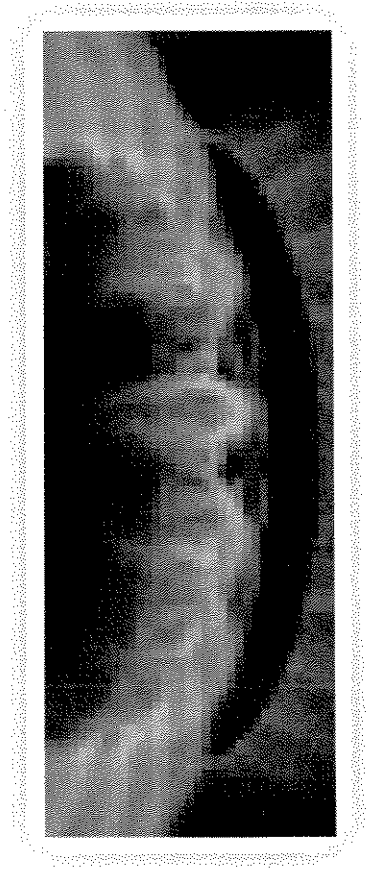


# Atmos Energy Customer Service



# Atmos Vision and Values

- **Our Vision**
  - Our Vision is for Atmos to be one of the largest providers of gas distribution and related services. We will be recognized for excellent customer service, as an employer of choice, and for achieving superior financial results.
- **Our Strategy**
  - Deliver superior shareholder value
  - Improve the quality and consistency of earnings growth, while operating the Utility and Non-Utility businesses exceptionally well.
  - Enhance and strengthen a culture built on our Values.
- **Our Values**
  - We support and respect our employees.
    - We are committed to Teamwork.
    - We value Diversity.
    - We build Trust & Respect.
  - We are passionate about superior Customer Service.
  - We act with Honesty & Integrity.
  - We are accountable for Value Creation for our shareholders.
  - We promote Enterprise Thinking.
-

# The Atmos Image

- Atmos Image for Tomorrow and Beyond
  - Negative vs Positive Image
- Professionalism to Support Image
  - Personal Appearance
  - Buildings, Grounds, Vehicles, Signs
  - Community Involvement
  - Safety and Compliance
- Red Carpet Treatment
  - For each other, customers, key officials & community leaders. For public service commissions, visitors, non-customers

# AtmoSpirit

- AtmoSpirit will provide you the opportunity to better understand the business and cultural challenges facing Atmos Energy Corporation and to improve overall team effectiveness.
- The three-day workshop will focus on five primary areas:
- Teambuilding - a sense of being on a larger team.
- Create synergy and a sense of mutual support among the team members.
- Leadership development and the interpersonal skills to help you do your job more effectively.
- Learn how to create a coaching-rich environment to achieve better results more effectively.
- Creating a personal commitment to action.



# Spirit of Service

- Key Customer Skills for All employees
- Aligning with Customer Needs
- Bridging Customer Needs
- Clarifying and Checking Information
- Resolving Complaints and Negotiating Differences
- Reinforcing Memorable Communication Skills

EXCELLENCE  
IN  
CUSTOMER  
SERVICE!

**CUSTOMER SUPPORT CENTER**

- **LEADING EDGE TECHNOLOGY**

# W.W.W. ATMOSENERGY.COM



America's Largest Natural Gas Only Utility

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search

GO

## SUMMERTIME...AND THE LIVING IS EASY

Outdoor living is more enjoyable when you include natural gas appliances. Your local appliance or home improvement store can help you find the right natural gas appliances for your needs.

North and Central Texas customers click to save 10%



*Your Home...  
Your Lifestyle...  
Your Choice...*

Learn More

## Pay/View Your Bill

USERNAME

PASSWORD

Forgot your password?

GO

ACCESS YOUR ACCOUNT

### HOME SERVICE

- > Residential Services
- > Payment Options
- > Safety Information
- > Energy Assistance
- > Authorized Dealers

### BUSINESS SERVICE

- > Business Services
- > Builders and Developers
- > National Accounts
- > Large Volume Accounts

### OTHER BUSINESSES

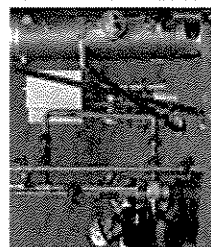
- > Atmos Energy Marketing
- > Atmos Pipeline and Storage
- > Distribution Supply and Transportation
- > Atmos Power Systems

### INVESTORS

- > Webcasts
- > Publications and Filings
- > Research Coverage

### CORPORATE GOVERNANCE

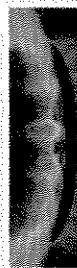
## ATMOS ENERGY SPOTLIGHT



**Atmos Energy Files to Build New Gas Gathering Pipelines in Eastern Kentucky to Bring More Natural Gas to Market**

*Project to unlock \$150 million in regional economic benefits*

## LATEST NEWS



### Natural Gas Prices

We want what our customers want.

> More



**Energy Assistance**  
Congress approves \$1B for low-income energy assistance funds.

## STOCK QUOTE

28.5000

Vol: 57700

AUG 9, 2006

09:13 AM CT

LATEST WEBCAST

2006 Third

**WE'RE ALL BUSINESS.**

Atmos Energy offers services tailored to you and the needs of your business. Look below to find out more!



### **Some of the services we offer include:**

**Billing and Payment options to meet the customers needs**

**An online Account Center to easily manage the customers gas account**

**Residential and Business accounts**

**Links to Energy Assistance agencies in the customers area**

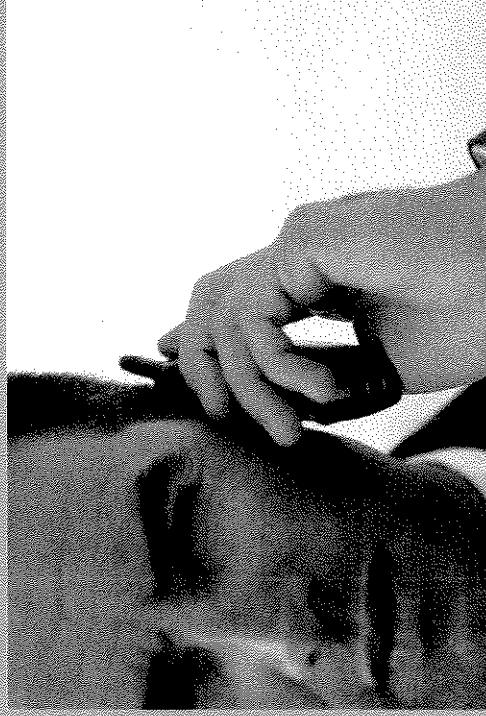
**Safety messages/information to keep the customers and their family safe using  
natural gas**

**Tips to help the customer save money on their energy bills**

**Resources connecting builders/developers with representatives  
and much, much more...**



# Interactive Voice Recognition



**Customers can do the following tasks by the press of a button on their phone!**



**Retrieve Balance Information**

**Make a Payment**

**Set a Payment Arrangement**

**Retrieve Payment Locations and Remittance Addresses**

**Request a Duplicate Bill**

**and**

**Retrieve the Gas Line Locate Number**

# Providing Service

- Abandoned Call Rate (ACR), Target=10%  
Internal target 6%
- Average Speed of Answer (ASA), Target=2  
Minutes
- Average Handle Time (AHT), Target=5  
minutes and 30 seconds
- Average After Call Work Time (ACW),  
Target=30 seconds



# Call Volume History

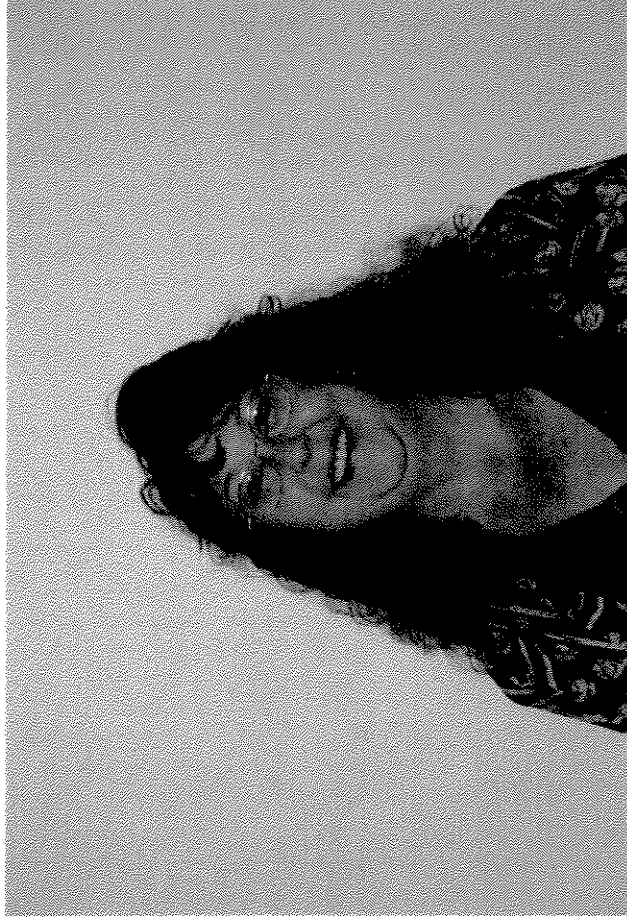
April-June 2006

Month	Calls Offered	Calls Answered	% Calls Answered	Average Speed of Answer
April	47,735	43,439	91%	1:56
May	52,875	48,645	92%	1:46
June	43,274	41,110	95%	1:37

KIDDO'S

Brenda Morgan from  
Morristown, TN stated that  
Diane Williams was very  
nice and helpful.

**WAY TO GO DIANE! Keep up the  
good job!**





TN customer, Geraldine Nunley wanted us to know how very helpful NIKKI CARR was. She explained everything very well!!

WAY TO GO NIKKI!!!!



50-4799553-50709-0  
6-06



TN customer, Ms. Howard wanted us to know Carryl Trapp was the most delightful and nicest person she has ever dealt with.

**WAY TO GO CARRYL!!!**



50-299402-249956-4

5-06



# Nikki Rael

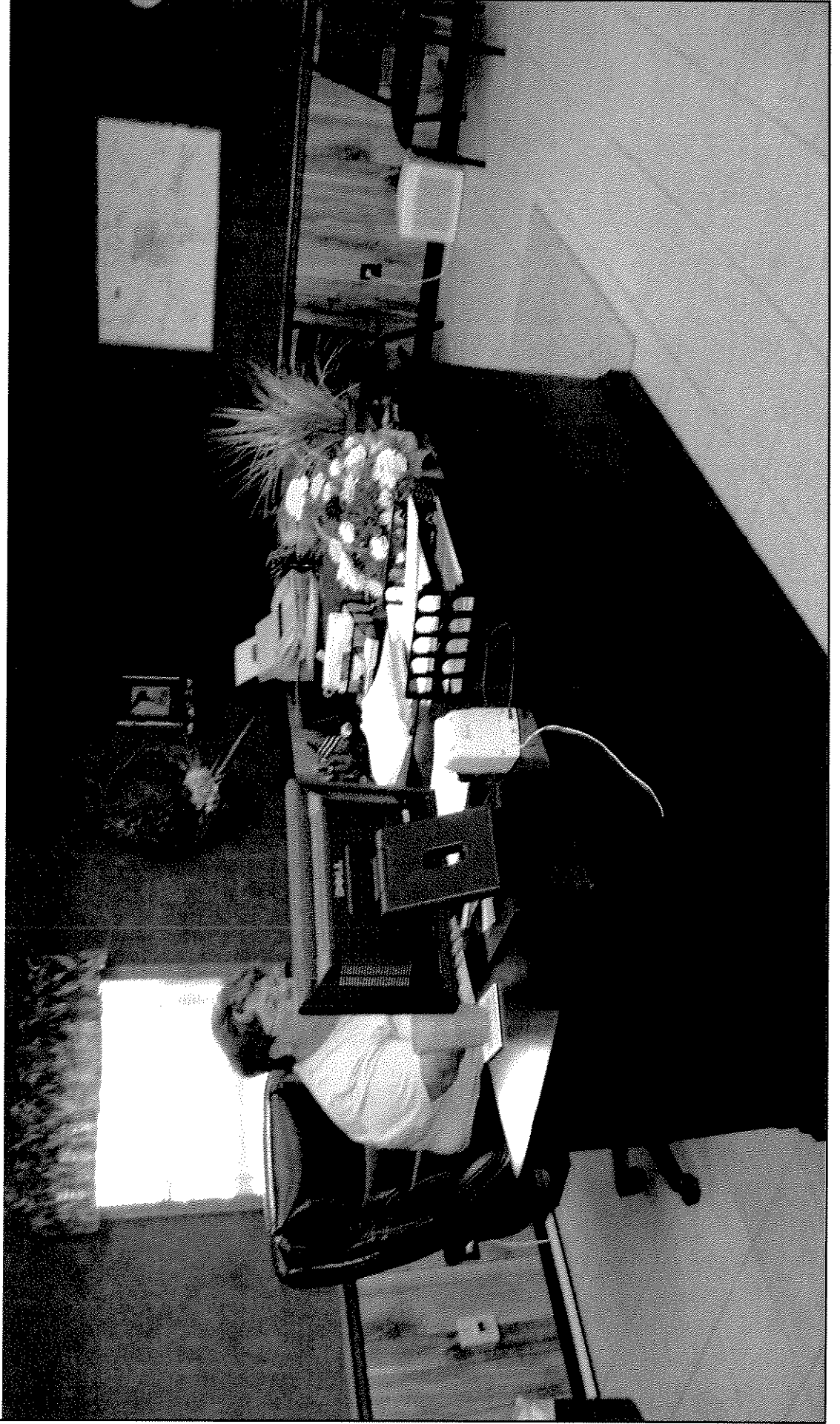
Mrs. Allingham  
said Nikki Rael  
is absolutely  
wonderful! She  
made a really  
bad day into a  
wonderful day  
for her.

***Way to go!***



EXCELLENCE  
IN  
CUSTOMER  
SERVICE!

# In the Office





# Reading Your Meter

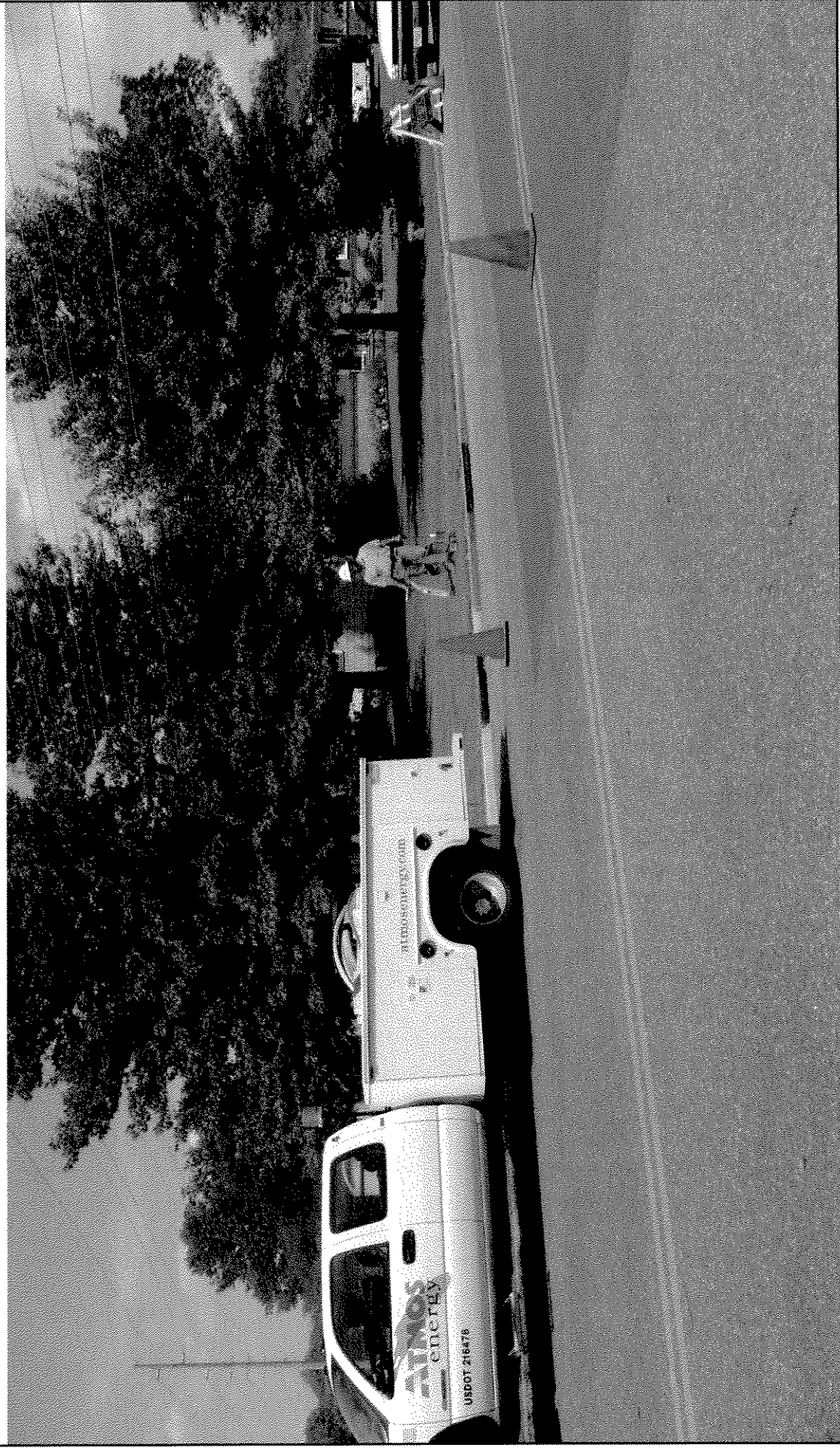


# Recording Service Activity

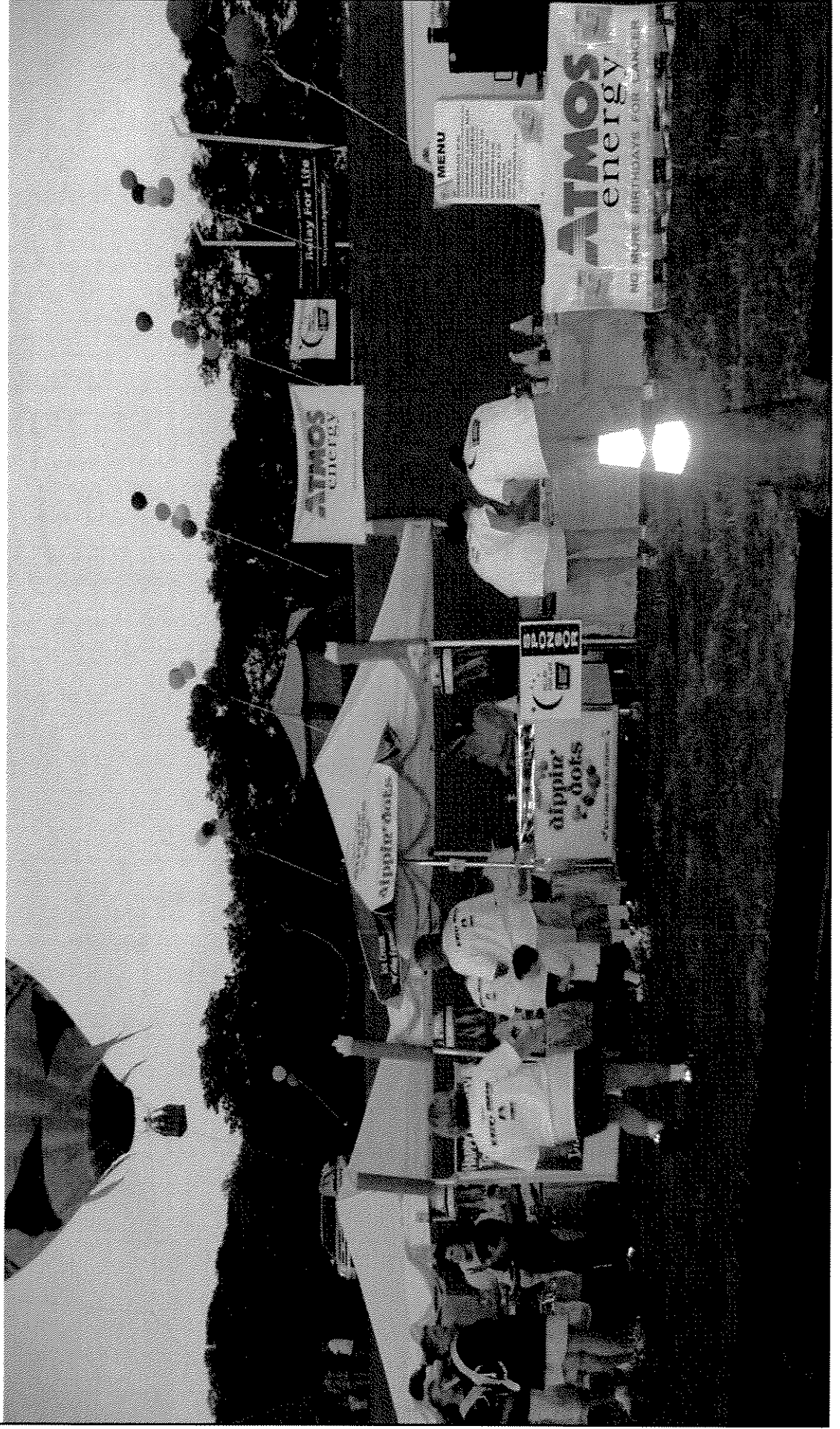




# Installing Service



# In Your Community





# Community Involvement



# Helping Our Neighbors



# CUSTOMER SATISFACTION

- Independent Survey October 2004
- Findings
  - Typically, satisfaction surveys find from 7% to 58% of the public are very satisfied” with their utilities. The results for Atmos show a score of 63%, with 94% “very satisfied” and “satisfied” .
  - A high proportion of customers, 59% said they definitely would recommend us, compared to only 22% to 48% for other utilities.

# A BETTER BILL

The best ideas come from our customers. So, when you asked for more information about how you use and pay for natural gas, we made a better bill.



# SAME DAY SERVICE

## What is Same Day Service?

Delivering service when our customers want and expect it Today!

## Why is Atmos going to Same Day Service?

- We hear from many customers both at our Customer Support Centers and in our local offices asking, "Why can't you be out here today to get my gas service turned on?"
- Many complaints we receive arise out of customers feeling frustrated that they must wait for service to be delivered.
- Same Day Service is an extension of the great customer service we already provide. The customer will always remember us by the level of service we provide.
- Same Day Service delivers the kind of Customer Service Excellence we re determined to be known for.

## What's important to our customers?

- ☒ Product Safe, Efficient, Reliable, Home Grown
- ☒ Risk Rising energy prices are a concern
- ☒ Service It's what separates Atmos from everyone else and it's how we'll keep customers glad they do business with us. It's why Same Day Service is so important

## How does Same Day Service work?

- Customers contacting us before 2pm each scheduled workday to activate or restore their natural gas service will be taken care of Same Day.
- Requests that come in after 2pm will be scheduled on the next regular workday.

Same Day Service applies to Service Initiation and Service Restoration orders QASET, NEWC, TOSL, RDEL.

## Benefits to our customers...

- Customer Convenience
- Service is delivered when it's wanted- Today!

## Impact/Benefits to Atmos

- Boosts the image customers have of Atmos
- Same Day Service is another feature that adds value to our customers
- Same Day Service leaves a great 1" impression with our customers signing up for service
- Another reason Atmos will be known for Customer Service Excellence
- Another feature that helps promote Customer Loyalty
- Customers begin using natural gas right away!

## Impact to Local Operations and our Customer Support Centers

- We're still working the same # of orders!
- Fewer callbacks to our CSC and local offices explaining about scheduling, making us better able to focus on serving other customer needs
- Customers will be glad they do business with us and they'll tell us! (over the phone and in person when service is delivered)

## When will Atmos implement Same Day Service?

- ☒ Same Day Service is already being delivered in the West Texas Division, Colorado, and in parts of Mid-Tex
- ☒ Same Day Service is scheduled for Enterprise-wide implementation by the end of June 2006.

**ATMOS**  
energy  
*Spirit of Service*

**THANK YOU**



# CUSTOMER SATISFACTION

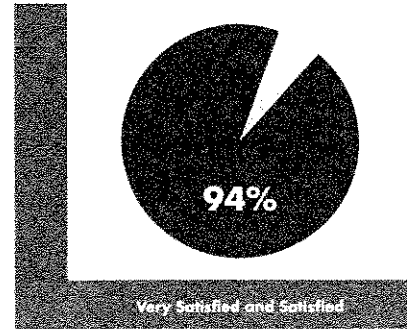
A Report on Important Research about Our Business

In October 2004, Atmos Energy commissioned independent surveys to gauge the satisfaction and loyalty of its natural gas utility customers in all 12 states where it operates. The purpose of these studies was to assess accurately what we do well, what we can do better and what our customers think about us. This report summarizes the results of the survey conducted in all the service areas except the Mid-Tex Division, which was polled using a different survey.

## Key Customer Findings

1. Overall satisfaction is high, with 63% "very satisfied" and 31% "satisfied."
2. Overall, 86% of the customers had not experienced a question or problem in the previous 12 months. Of the 14% with a question or problem, only 79% contacted Atmos Energy.
3. Customers contacting Atmos Energy with a question or problem averaged 2.9 calls to get final resolution.
4. Of the commercial customers with a question or problem, 29% cited problems reaching Atmos Energy.
5. A high percentage of customers, 89%, said they knew how to recognize a gas leak, but many customers were not aware of the programs and services offered by Atmos Energy to help them manage their accounts.
6. High rates are viewed as the responsibility of Atmos Energy.

## Overall Satisfaction (customers %)



## Satisfaction Creates Loyalty

Typically, satisfaction surveys find from 7% to 58% of the public are "very satisfied" with their utilities. The table below shows that Atmos Energy scores 63%, with 94% "very satisfied" and "satisfied." A high proportion of customers, 59%, said they definitely would recommend us, compared to only 22% to 48% for other utilities.

## How Customers Rate Atmos Energy on Operational Activities

	Very Satisfied	Somewhat Satisfied	Neither	Somewhat Dissatisfied	Very Dissatisfied
1. Ease of accessing a representative	50%	29%	6%	8%	7%
2. Reasonableness of rates	24%	37%	13%	13%	14%
3. Accuracy of monthly bills	59%	31%	5%	3%	2%
4. Timeliness of monthly bills	69%	25%	2%	2%	2%
5. Ease of understanding bills	68%	27%	2%	2%	1%
6. Timeliness of taking action	56%	26%	6%	4%	7%
7. Timeliness and convenience of service calls	62%	25%	8%	3%	3%
8. Helpfulness of Web site and Web services	55%	23%	13%	2%	7%
9. Ease of using Web site for paying bills	65%	15%	10%	3%	6%
10. Ease of paying bill by speaking with a representative	58%	23%	7%	4%	8%
11. Ease of paying bill by using automated phone system	51%	24%	11%	5%	9%
12. Information regarding bill-paying alternatives	54%	31%	10%	3%	2%
13. Reliable natural gas service	73%	24%	2%	0%	1%
14. Your overall satisfaction with Atmos Energy as a distributor of natural gas	63%	31%	3%	2%	2%
15. Compared to other utility service providers, how satisfied are you with Atmos Energy	60%	26%	8%	3%	3%

All attributes were rotated except for the last two items, which were always asked last. Because of rounding, responses to some attributes may total more or less than 100%.

## How Customers Rate Atmos Energy on Overall Brand Image

		Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Do Not Know
1.	Provides safe gas service	30%	66%	1%	0%	0%	1%
2.	Provides excellent service	24%	66%	5%	3%	1%	1%
3.	Efficient gas provider	24%	66%	5%	2%	1%	2%
4.	Is easy to do business with	23%	62%	5%	6%	3%	2%
5.	Treats me as a valued customer	20%	60%	9%	5%	3%	3%
6.	Provides information/education	16%	55%	12%	6%	2%	9%
7.	Is visible and involved in community	11%	35%	8%	8%	2%	36%

Because of rounding, responses to some attributes may total more or less than 100%.

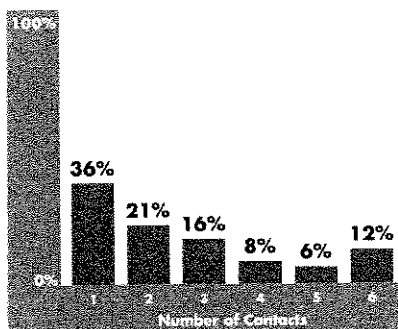
### Atmos Energy is a Reliable Provider and Bills are Easy to Understand

More than 7 out of 10 respondents felt Atmos Energy was a reliable provider of natural gas service. At least half of the respondents are "very satisfied" with most non-brand image attributes of Atmos Energy, except rates.

### Problem Resolution Takes about Three Contacts on Average

Customers contacted Atmos Energy, on average, 2.9 times before achieving a satisfactory resolution to their issues or problems. Reducing the number of contacts would both save costs and increase customer satisfaction.

### Contacts to Resolve a Problem (customers %)



### Recommendations

Based on the survey results, Atmos Energy will focus on improving three key areas:

1. Increasing first-call resolution of customers' problems
2. Streamlining the contact information for commercial customers
3. Refining customer communication processes to increase the awareness of programs, services and rates.

### Customer Service Task Force

Twelve Atmos Energy employees are serving on a special task force to study essential processes and policies to find ways to make our customers' experience even better. The task force members are: Ron Acker, Junior Aston, Clay Cash, Sandra Doyle, Dave Floden, Bill Greer, Randy Hicks, Jerry Hunter, Bonnie McElearney, Judy Moss, Gary Smith and Marvin Sweetin.

### Research Methodology

This report contains selected results from a survey conducted between October 7-26, 2004, by TARP, a leading opinion research firm. Telephone interviews were completed with 1,849 adult customers chosen from a representative random sample of 14,592 Atmos Energy residential and commercial utility accounts. The margin of sampling error for the overall survey ranges from 1.3% to 2.2% in 95 out of 100 cases.



Atmos Energy Corporation