

# TENNESSEE REGULATORY AUTHORITY



Sara Kyle, Chairman  
Eddie Roberson, Director  
Pat Miller, Director  
Ron Jones, Director

460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

January 25, 2007

Ms. Pat Childers  
Vice President-Regulatory Affairs  
Atmos/United Cities Gas Corporation  
810 Crescent Centre Drive, Suite 600  
Franklin, TN 37067

Re: *Petition of Chattanooga Gas Company, Nashville Gas Company, a Division of Piedmont Natural Gas Company, Inc., and Atmos Energy Corporation for Approval of Stipulation (Docket No. 05-00281).*

Dear Ms. Childers:

To assist the Authority in further reviewing Atmos cutoff procedures during the period of November 1, 2005 and March 31, 2006, please provide the following information:

1. Your October 17, 2006 response to data request Item 1, from our October 9, 2006 data request, stated that 586 Atmos customers were involuntarily converted to equal payment plans (budget billing) because of missed payments October 2005 through March 2006.

- a. Please provide this information by month as originally requested.
- b. Were any of the 586 Atmos customers involuntarily converted subsequently cut off due to non-payment after conversion? If so, how many? Please provide a list by customer location, date of cutoff and reason for cutoff.

2. Your October 17, 2006 response to data request Item 2, from our October 9, 2006 data request, provided an Excel spreadsheet listing Atmos customers by account number who were in good standing on November 1, 2005 but had their service cut off during the months of November 2005 through March 2006 because of non-payment.

- a. Please provide a list of these customers who were converted to equal payment plan billing prior to cutoff.
- b. For any customer on the above list who was cut off and was not converted to equal payment plan billing, state why the customer was not converted to an equal payment plan prior to cut off.

3. Your response to data request Item 1 in Ms. Darlene Standley's data request in this Docket dated October 19, 2006 provided an Excel spreadsheet listing the payment history of 15 Atmos

customers, by customer number, who had their service cutoff but did not list the cutoff date or the date the customer was switched to budget billing.

- a. Please provide the date each customer was cut off and the **National Weather Service** forecasted low the day of cutoff for each customer.
- b. For each customer on the above list who was cut off and was not converted to equal payment plan billing, state in detail, why the customer was not converted prior to cutoff.

4. Your November 2, 2006 response stated that of the 90 accounts that were cut off, 29 accounts were current but were not converted to budget billing and 61 accounts were not current but were viewed as having a good payment history.

- a. Please explain why the 29 customers were not converted to budget billing prior to cutoff.
- b. Did any of the 61 accounts that were not current and were cut off have an existing payment arrangement, other than budget billing, with Atmos?

5. Provide the total number of Tennessee residential customers served by Atmos on November 1, 2005 and also on November 1, 2006.

Please provide this information no later than 2:00pm on February 5, 2007 and reference Docket No. 05-00281 on the response. In accordance with TRA rules submit either (1) thirteen written copies of your response or (2) four written copies and an electronic version. Should you have any questions regarding this request, please contact me at (615) 741-2904, ext. 157.

Sincerely,



Carsie Mundy, Chief  
Consumer Services Division

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