

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: 1/10th down and nine months of payments; 1/5th down and four months of payments; 1/3rd 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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Counsel for Atmos Energy Corporation

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. 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 to set up a plan that works for you.

To make a payment:

- Pay online at **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. 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

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
		Result		238,949.98	43,296.63	48,945.96	133,594.38	11,664	6,658

EXHIBIT 2

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

Total Plans by Type

Row Labels	Count of Amount Financed2	Sum of Amount Financed
Commercial Sales	5	15354.34
Commercial Installment Plan	5	15354.34
Industrial Sales	1	8481.3
Commercial Installment Plan	1	8481.3
Residential	790	183807.46
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
Grand Total	796	207643.1

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