

TENNESSEE PUBLIC UTILITY COMMISSION

Kelly Cashman-Grams
General Counsel
(615) 770-6856



Andrew Jackson State Office Bldg.
502 Deaderick Street, 4th Floor
Nashville, TN 37243-0001

February 10, 2022

Electronically Filed in TPUC Docket Room on
February 10, 2022 at 11:49 a.m.

Via Email to karen.stachowski@ag.tn.gov

Ms. Karen Stachowski
Senior Assistant Attorney General
Office of Tennessee Attorney General and Reporter
Financial Division, Consumer Advocate Unit
P.O. Box 20207
Nashville, Tennessee 37202

RE: Response to Request for Records under Tenn. Code Ann. § 65-4-118
Docket No. 22-00010, *In re Petition of Atmos Energy Corporation
for Approval of Its 2022 Annual Rate Review Filing Pursuant to
Tenn. Code Ann. § 65-5-103(d)(6)*

Dear Ms. Stachowski:

I am in receipt of your letter of February 7, 2022, which requests copies of customer complaints received by the Commission against Atmos Energy Corporation over the last 3 years. Accordingly, attached please find all complaints responsive to your request. An electronic copy of this letter is being sent to opposing counsel of record and Piedmont representatives below. Should you have any questions concerning this information, please do not hesitate to contact me.

FOR THE TENNESSEE PUBLIC UTILITY COMMISSION:



Kelly Cashman Grams, General Counsel

cc: TPUC Docket No. 22-00010
Mr. Eric Lybeck, Esq., elybeck@nealharwell.com
Ms. Michelle Byerly, mbyerly@nealharwell.com

TPUC Utility Complaint Number 190376

Date Filed:	02/25/2019
First Name:	[REDACTED]
Last Name:	[REDACTED]
Address:	[REDACTED]
City:	[REDACTED]
State:	[REDACTED]
Zip Code:	[REDACTED]
Phone Number:	[REDACTED]
Email Address:	[REDACTED]
Company That The Complaint Is Against:	Atmos Energy
Type Of Service (Internet, Cable, Phone, etc)	Gas
Contacted Utility Regarding Complaint?	Yes
Link To Additional Documents:	

Paid my bill 4 days ago. They told me on Friday that no one was available to get it turned on for 4 days my kids and I had to sleep under several blankets to stay warm. Working 3rd shift I came home to a very cold house that my kids slept in last night. Upon telling the company weve been without heat it didnt seem to matter to them.

TPUC Utility Complaint Number 200061

Date Filed:	03/12/2020
First Name:	[REDACTED]
Last Name:	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED] Energy
[REDACTED]	Gas
[REDACTED]	[REDACTED]
[REDACTED]	

Atmos Energy changed their billing cycle without notifying their customers. On the February bill verses the March bill the days are different on the cycle. When I called the Murfreesboro office the lady could not explain why. She said you paid your bill but I don't understand why your March bill is saying pay immediately or your service will be terminated. I can not get Atmos to explain why there was a change in the billing cycle from February to March.

TPUC Utility Complaint Number 200324

Date Filed: 08/13/2020

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: [REDACTED]

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Atmos Energy

Type Of Service (Internet, Cable, Phone, etc) Gas

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

On 7 21 20 I received 9 invoices dating back to 10 2019 without explanation. ATMOS said we had been billed the wrong pressure factor rate and these were adjustments. 500 worth. We are a family owned collision repair business how would you feel if we repaired your car and painted it the wrong color then asked you to pay for it! You wouldnt and we wouldnt expect you too! It was our mistake! These adjustments are ATMOS mistake and I should not be asked to pay for it!