



**Media Contact:**  
Randy Hartford  
512.310.3805

## **Atmos Energy Addresses Customer Bills Following Historic Winter Storms**

**Feb. 23, 2021** – Atmos Energy understands customer concerns that the recent extreme weather may affect their natural gas bills, so we want to assure customers that bills in the near-term will not include any of the unusually high gas prices from the historic winter storms.

Atmos Energy does not set the market pricing for natural gas. There is no profit added to the gas cost. We have been and will continue working with regulators to find solutions that will minimize the impact on monthly bills. Until those solutions are identified, the gas cost portion of a customer's bill will reflect normal, seasonal gas prices.

February and March bills may still be higher than recent months based on the amount of gas used during the bitterly cold weather.

Atmos Energy offers installment plans that spread out payments of the total balance over time with no added charges or fees. To set up an installment plan, visit [www.atmosenergy.com](http://www.atmosenergy.com), log in to the Atmos Energy Account Center and select the Payment Assistance tab, or call the Atmos Energy customer service team at 888.286.6700 Monday through Friday between 7 a.m. and 6 p.m. central time.

Federal assistance funds are also available through the Low Income Home Energy Assistance Program (LIHEAP), in addition to Atmos Energy's Sharing the Warmth funds. *Sharing the Warmth* is a program that leverages the generosity of customer donations with additional contributions by Atmos Energy to amplify the amount of assistance offered. Atmos Energy then partners with local agencies to offer program funds to eligible customers.

Financial assistance is available on a first come, first served basis to eligible residential customers through a local energy assistance agency. To locate an agency, visit [atmosenergy.com/assistance](http://atmosenergy.com/assistance) or call 211. Customers needing solutions to keep up with their monthly natural gas expenses are encouraged to contact Atmos Energy's customer service team at 888.286.6700 or visit the account center at <https://www.atmosenergy.com/accountcenter/logon/login.html>.

### **About Atmos Energy**

Atmos Energy Corporation is the nation's largest fully regulated, natural gas-only distributor of safe, clean, efficient and affordable energy. As part of our vision to be the safest provider of natural gas services, we are modernizing our business and our infrastructure while continuing to invest in safety, innovation, environmental sustainability and our communities. An S&P 500 company headquartered in Dallas, Atmos Energy serves more than 3 million distribution customers in over 1,400 communities across eight states and manages proprietary pipeline and storage assets, including one of the largest intrastate natural gas pipeline systems in Texas.

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