

**BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION  
NASHVILLE, TENNESSEE**

**IN RE:** )  
 )  
**ONGOING REQUEST FOR** )  
**INFORMATION RELATED TO** )  
**MEASURES TAKEN DURING THE** )  
**CORONAVIRUS COVID-19 PUBLIC** )  
**HEALTH EMERGENCY** )  
 )

**ATMOS ENERGY CORPORATION’S MARCH 24, 2020 REPORT OF  
EMERGENCY OPERATIONAL AND RESPONSE PLANS**

Pursuant to the Tennessee Public Utility Commission’s March 19, 2020, Request, Atmos Energy Corporation submits the following report regarding its emergency operational and response plans and measures that have been instituted to ensure the continuity of safe and reliable service and to assist its customers during this time.

1. Atmos Energy’s employees and contractors are essential critical infrastructure workers and will continue to maintain critical natural gas services as our nation responds to the pandemic.

2. Atmos Energy will also continue to take action to support the call to limit the spread of COVID-19 while ensuring the safety of the communities, its customers, and employees.

3. To minimize interruption to its customers, Atmos Energy’s critical teams—including gas supply, gas control, marketing, and field operations—continue to work from off-site locations. Atmos Energy has contacted its upstream suppliers and vendors and been assured that there are no anticipated disruptions in service. Atmos Energy has communicated these steps to all concerned industrial customers by way of the letter attached as **Exhibit 1**.

4. Atmos Energy has taken measures to protect its employees and to slow the spread of the coronavirus. As set forth more fully in its March 2020 COVID-19 service order (attached

as **Exhibit 2**) and Frequently Asked Questions regarding the same (attached as **Exhibit 3**), Atmos Energy has implemented a safety protocol when dispatching technicians to locations where there is a known quarantine, isolation, or other monitoring situation related to the coronavirus. Atmos Energy has trained its employees to follow the Center for Disease Control's standard prevention measures and perform work in compliance with social distancing requirements. Before dispatching service calls, Atmos Energy asks customers whether they are being monitored or quarantined (including self-monitoring) because of the coronavirus. In the event of an emergency order involving a customer who is being monitored or quarantined, Atmos Energy will (i) institute a warning in its service order advising technicians to take extra precautions to avoid public safety hazards, (ii) advise technicians and their supervisors of the potential hazard upon dispatch, and (iii) coordinate with and seek assistance from appropriate authorities by placing a 911 call. When onsite, Atmos Energy's technicians will not enter the dwelling or make contact with the customer. Once a technician arrives at a location, he or she will perform normal emergency investigation procedures outside the dwelling and turn gas off at the meter. For non-emergency orders involving monitored or quarantined customers, Atmos Energy will forego service until the end of the fourteen-day monitoring period or, for known COVID-19 diagnoses, receives confirmation from an individual's healthcare provider that the risk of secondary transmission to others is low and it is safe of Atmos Energy's technicians to enter the home.

5. In all locations where a "shelter-in-place" order has been declared, when urgent human needs require it and subject to its COVID-19 service order process, Atmos Energy will enter homes to perform turn-ons when safe to do so. In other cases, Atmos Energy will ask the customer who requests a turn on while the shelter-in-place orders are in place to work with a plumber or a qualified person of their choice to do any work inside the home.

6. Atmos Energy has temporarily suspended natural gas disconnections to help customers experiencing financial difficulty due to the coronavirus outbreak. This decision was announced in the Press Release attached as **Exhibit 4**. Although not included in the press release, Atmos Energy also will not assess fees for late payments.

Respectfully submitted,

**NEAL & HARWELL, PLC**

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*Counsel for Atmos Energy Corporation*

During this unique time, we recognize that the coronavirus (Covid-19) is impacting nearly everyone's daily lives, and we share our customers' concern for the health and safety of those affected by this global health emergency.

At Atmos Energy, we prepare year-round for the unexpected. Our commitment to safety, paired with our culture, will continue to guide us in everything we do. We stand ready to take care of our valued customers and employees while delivering the clean, safe, affordable and reliable energy our communities need.

Here are a few of the ways we are taking action:

**Monitoring the Situation:** We are closely monitoring updates from the Centers for Disease Control and Prevention (CDC) along with state and local leaders to always have the most current information. As the situation evolves, we are ready to act on those recommendations in order to minimize the spread of Covid-19 in the more than 1,400 communities we serve.

**Protecting Our Employees:** Our vision is to be the safest provider of natural gas services. We have policies and procedures in place to ensure a healthy and dedicated workforce that is well equipped to provide our customers with safe and reliable natural gas service. Our employees are observing CDC recommendations to provide a safe and healthy environment for all.

**Ensuring no Interruption to Customers:**

Critical teams, including Gas Supply, Gas Control, marketing, and field operations, continue to provide safe and reliable transportation and delivery of natural gas.

If critical teams are required to relocate to an offsite environment, your interactions with our personnel should be seamless. Employees will forward office lines to cell phones and continue to monitor email and voicemail.

**For our bundled sales customers:** Atmos Energy has been in communication with our upstream transporters and providers and have been assured that there are no anticipated disruptions in service. We will be able to continue to provide service as normal.

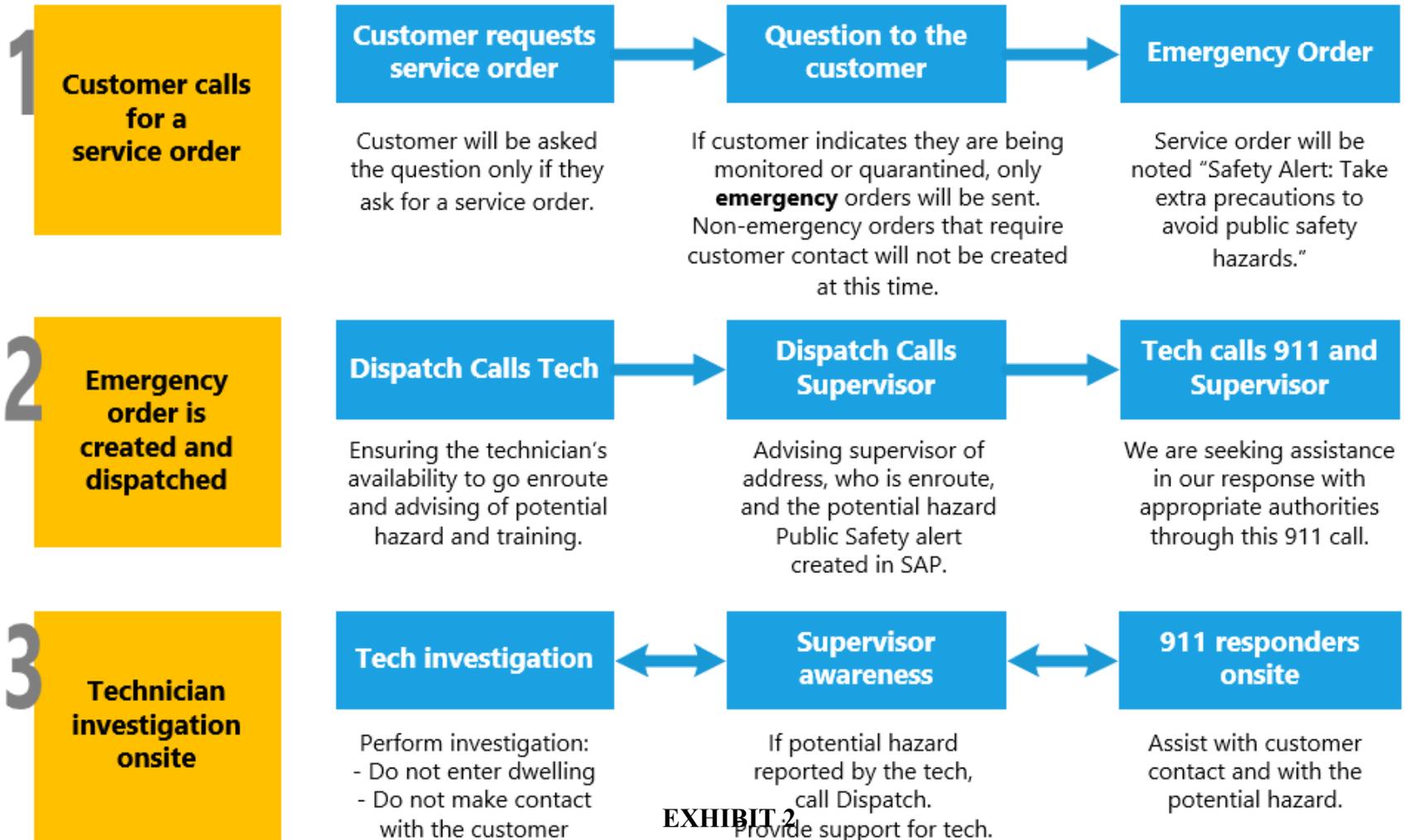
**For our transport-only customers:** Continue to communicate with your upstream providers as normal. Consistent with normal operations, Atmos Energy will transport the gas you provide us with to your end-use facilities. During these critical times, it is important for your suppliers to deliver sufficient gas supply to match your usage. If you have reason to be concerned about your upstream supply, please contact your marketing representative to see if we can be of assistance.

# SERVICE ORDER PUBLIC SAFETY RESPONSE



## Question to the customer:

To continue providing safe and reliable service, we are asking our customers if there is anyone at this home (or business) that is being quarantined or monitored (including self-monitoring) for Coronavirus?



**Who: Service Technician**

**Date: March 18, 2020**

**This question will be asked to all customers who would require a service order.**

If the customer answers yes, we will only send Emergency service orders and non-appointable orders where there isn't a need for customer contact.

*Why: We must investigate all reports of a potential emergency involving Atmos Energy facilities. At the same time, we want our technicians to be safe.*

## **Procedures**

Once you arrive at one of these locations where a person has self-reported they are under such monitoring/quarantine/isolation, follow these steps:

- 1) Do not enter the customer's dwelling
- 2) Do not approach the customer
- 3) Do not loan the customer your cell phone
- 4) Perform normal emergency investigation procedures outside the dwelling
- 5) Leave the gas off at the meter.
- 6) Work with 911 responders to resolve the situation with the customer.

**Important! This applies to any service order where the technician becomes aware of any quarantines or monitoring related to the coronavirus**

## **911 Talking Points**

*The technician will call 911 or the direct dial Emergency number for the city in which the emergency address is located.*

### **Talking Points:**

1. This is [Technician name] with Atmos Energy.
2. We are responding to the report of a gas emergency at [location].
3. We have been advised there is a person or persons at this address who is currently being monitored, quarantined, or isolated in connection with the coronavirus.
4. We are seeking assistance with appropriate authorities in our response to this report of a gas emergency through this 911 call.

**To continue providing safe and reliable service, we are asking our customers if there is anyone at this home (or business) that is being quarantined or monitored (including self-monitoring) for Coronavirus?**

**Question: Why are you asking me these questions?**

We are committed to being the safest provider of natural gas services. This means we have an important role in the 1,400 communities we safely serve every day. That role includes the health and safety of you, our customer, and our employees.

The Company closely monitor updates from the Centers for Disease Control (CDC) and is working with local and state health officials to reduce the risk that any of us might contract or inadvertently spread the virus.

We believe this safety protocol helps us maintain employee, public, and system safety.

**Question: What do you mean by monitoring and/or quarantine?**

These are the words the CDC has defined to help it assess and manage risk of potential exposure to COVID-19.

Monitoring and self-monitoring usually means that someone in the household has no symptoms of acute respiratory illness (e.g. fever, shortness of breath, dry cough) but has been directly exposed to COVID-19, traveled internationally, on a cruise ship, or through a high risk country, or has otherwise been directed to stay home for a 14-day incubation period.

Quarantine and self-isolation usually means that someone in the household has had both exposure and also exhibiting symptoms of acute respiratory illness.

**Question: I'm monitoring myself but it's not official. The health department isn't involved.**

Out of an abundance of caution, our protocol covers both official or supervised monitoring and quarantine and also self-monitoring and self-isolation.

**Question: I don't think you should be asking me these questions. They are personal and confidential.**

We understand your concern and treat any answers as confidential as we can. We appreciate that you may not wish to share your answer to these questions. If so, out of an abundance of caution, our protocol is to consider all non-answers as yes answers.

**Question: Is the household under self-monitoring? Is the household under supervised monitoring?**

If yes to **self-monitoring**, we will verify through a few short questions that the monitoring period is over and that the person has no symptoms of acute respiratory illness (e.g. fever, shortness of breath, dry cough).

If yes to **supervised monitoring**, we'll ask that you provide written confirmation from the healthcare professional that the monitoring period is over.

**Question: What happens next? When are you going to come and turn on my gas?**

If you or someone in your household is currently being monitored or are self-monitoring, at the end of the 14-day monitoring period, please call us back.

If someone in your household has exposure/symptoms or confirmed COVID-19, the CDC recommends that the decision to end home isolation should be made on a case-by-case basis, in consultation with healthcare providers and state and local health departments. (<https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html>). We will ask that you obtain confirmation from those healthcare providers that the risk of secondary transmission to others is low and it is safe for our technicians to enter the home.

**Question: My household is not under quarantine, but should I worry about allowing technicians in my house?**

Safety is our top priority. We follow the CDC's recommended guidance for businesses to plan and respond to COVID-19, and our employees are trained to follow the CDC's standard prevention measures. Of course, our technicians dispatched to your house are neither under quarantine nor monitored.



**PRESS RELEASE**

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## **Atmos Energy Assists Customers During Coronavirus Pandemic**

**DALLAS** (March 14, 2020) – Atmos Energy understands that the coronavirus outbreak may cause some of our valued customers to experience financial difficulty, whether because of illness, quarantine or a disruption at work. As part of its commitment to serving and working with its customers throughout this difficult time, Atmos Energy has temporarily suspended natural gas disconnections.

“Atmos Energy’s commitment to safety, paired with our culture, have led us during unique times. This will be no different,” said Kevin Akers, president and CEO of Atmos Energy. “We prepare year-round for the unexpected and will maintain our attention to detail, our passion for excellence and our sense of urgency. We stand ready to take action and take care of our valued customers and employees while delivering the clean, safe, affordable and reliable energy our customers require.”

Among the ways that Atmos Energy supports those who need it most, “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 nonprofit agencies to effectively reach those customers. Customers who need help paying their bill may visit <https://www.atmosenergy.com/customer-service/get-help-paying-your-bill> to locate the nearest community action agency for assistance.

Atmos Energy also offers Budget Billing, which is based on a rolling, 12-month average of the bill and adjusts monthly, providing a more predictable amount due every month.

For more information, our customer service team is available at 888-286-6700. Thank you for being a valued customer.

### **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. Find us online at <http://www.atmosenergy.com>, [Facebook](#), [Twitter](#), [Instagram](#) and [YouTube](#).