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COMMISSION

June 3, 2016

Aaron Greenwell
Acting Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, KY 40602

RE: Case No. 2012-00428

Dear Mr. Greenwell:

Atmos Energy Corporation (Company) herewith submits its responses to the Commission's Order in the above referenced case. The Company's responses are in compliance with the Commission's Order dated April 13, 2016 and the Company is only responding to action items that were applicable to it.

Please feel free to contact me at mark.martin@atmosenergy.com or at 270.685.8024 if you have any questions and/or need any additional information.

Sincerely,

A handwritten signature in blue ink that reads "Mark A. Martin".

Mark A. Martin
Vice President – Rates & Regulatory Affairs

Enclosures

pc: Randy Hutchinson

Below are the specific ordering paragraphs and the responses to those ordering paragraphs that are applicable to the Company:

2. The Joint Utilities shall develop policies and procedures that provide customers access to historical information regarding their energy use and tariff rate and shall endeavor to provide this information to customer in as close to real-time as practical. Furthermore, the Joint Utilities shall provide aggregated information to CAC upon its reasonable request.

RESPONSE:

The Company makes its best efforts to provide individual customers with historical and current information as practical. In addition to information being available on their bills, customers can also access their specific information by logging into their account at www.atmosenergy.com. Currently, a customer's bill will contain a usage comparison graph of their current month consumption compared to the consumption from the prior month as well as the consumption for the current month from the prior year. In the near future, the Company will be implementing a new bill design which will contain a graph which shows a customer's consumption for the most recent thirteen month period. A customer can access their account at the address listed above and have access to payment, billing and usage history for the most recent twenty-four months. The Company will make every effort to provide reasonably requested information to CAC.

3. The Joint Utilities shall develop internal policies and procedures governing customer privacy, customer education and cybersecurity as set forth in this Order.

RESPONSE:

The Company has internal policies and procedures which govern customer privacy, customer education and cybersecurity. Customer education is related to wireless meter reading (WMR) technology as the Company does not utilize smart meters.

4. Within 60 days of the date of this Order, the Joint Utilities shall file with the Commission their internal procedures governing customer privacy and customer education.

RESPONSE:

Please see attached procedures. The procedures are also available online at www.atmosenergy.com. For customer privacy, please go to www.atmosenergy.com/about/privacy_policy.html. For customer education on wireless meter reading, please go to www.atmosenergy.com/home/wmr/index.html.

5. Within 60 days of the date of this Order, the Joint Utilities shall certify to the Commission that they have developed internal cyber security procedures.

RESPONSE:

Please see the attached affidavit of Mark Martin. Also, the Company is available to meet with the Commission to further discuss the Company's cybersecurity procedures and measures.



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Wireless Meter Reading

Atmos Energy continually seeks to improve our natural gas system and your customer service experience. In an effort to enhance efficiency and provide better energy management tools for you, we are installing wireless meter-reading technology on natural gas meters in parts of our service territory.

The wireless meter-reading device is simply a radio transmitter mounted directly to an existing natural gas meter that automatically sends your usage information to Atmos Energy. In some cases, an existing gas meter may not be compatible with the wireless meter-reading device, so a new meter may be installed.

Customers will not have their service interrupted during the installation process. The procedure is quick and easy, and in most cases, does not require the technician to enter the home or business.

Notice to Customers:

The Wireless Meter Reading program is a phased program starting in parts of Louisiana, Texas, Mississippi, Tennessee & Colorado and then expanding to other parts of the Atmos Energy service territory in future years. We thank you for your cooperation.

[EN ESPAÑOL](#)

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

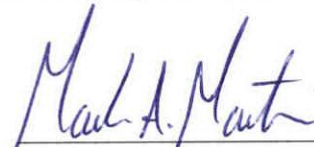
CONSIDERATION OF THE
IMPLEMENTATION OF SMART GRID
AND SMART METER TECHNOLOGIES

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Case No. 2012-00428

AFFIDAVIT

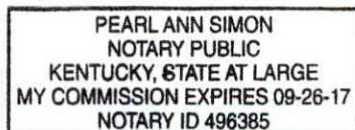
The Affiant, Mark A. Martin, being duly sworn, deposes and certifies that Atmos Energy Corporation (Company) has developed and implemented internal policies and procedures related to cybersecurity. Also, the Company has cyber insurance which verifies that the Company has procedures in place.


Mark A. Martin

STATE OF Kentucky

COUNTY OF Daviess

SUBSCRIBED AND SWORN to before me by Mark A. Martin on this the 3rd day of June, 2016.





Notary Public - State of KY at Large

My Commission Expires: Sept. 26, 2017

Notary ID: 496385