

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

MARY ANNE CAMPBELL	)	
	)	
COMPLAINANT	)	
	)	CASE NO.
V.	)	2025-00410
	)	
ATMOS ENERGY CORPORATION	)	
	)	
DEFENDANT	)	

ORDER

Atmos Energy Corporation (Atmos) is hereby notified that it has been named as a Defendant in a formal complaint filed on December 22, 2025, a copy of which is attached as an Appendix to this Order and incorporated herein.

The Commission finds that pursuant to 807 KAR 5:001, Section 20, Atmos should satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order. The Commission directs Atmos to the Commission's July 22, 2021 Order in Case No. 2020-00085¹ regarding filings with the Commission.

IT IS THEREFORE ORDERED that:

1. Atmos shall satisfy the matters complained of or file a written answer to the complaint within ten days from the date of service of this Order.

¹ Case No. 2020-00085, *Electronic Emergency Docket Related to the Novel Coronavirus COVID-19* (Ky. PSC July 22, 2021), Order (in which the Commission mandated the use of the electronic filing procedures found in 807 KAR 5:001, Section 8, except for *pro se* formal complaints filed against utilities).

2. A copy of this Order shall be served on Mary Anne Campbell by U.S. Postal Service First-Class Mail at 220 E Elm St, Marion, KY 42064 and 319 S Main St, Marion, KY 42064.

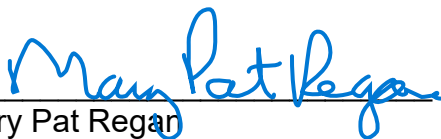
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Entered on this 10th day of August, 2026.

PUBLIC SERVICE COMMISSION



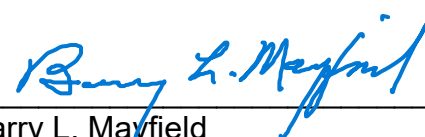
Angie Hatton
Chair



Mary Pat Regan
Vice Chair

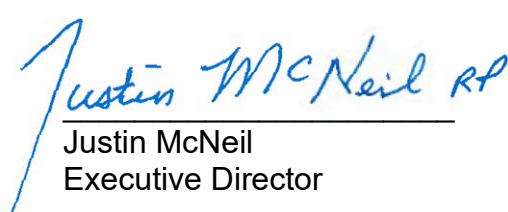


Andrew W. Wood
Commissioner



Barry L. Mayfield
Commissioner

ATTEST:



Justin McNeil
Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE
COMMISSION IN CASE NO. 2025-00410 DATED AUG 10 2026

EIGHT PAGES TO FOLLOW

RECEIVED

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

DEC 22 2025

PUBLIC SERVICE
COMMISSION

In the matter of:

MARY ANNE CAMPBELL

(Your Full Name)

COMPLAINANT

VS.

ATMOS ENERGY

(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of

Mary Anne Campbell

(Your Full Name)

respectfully shows:

(a) Mary Anne Campbell

(Your Full Name)

220 E ELM ST MARION, KY 42064

319 S MAIN ST MARION, KY 42064

(Your Email Address)

(b) Atmos Energy

(Name of Utility)

PO Box 740353 Cincinnati, OH 45274

(Address of Utility)

(c) That:

See Attached Letter

(Describe here, attaching additional sheets if necessary, the specific act, fully and clearly,

or facts that are the reason and basis for the complaint.)

Mary Ann Campbell vs. Atmos Energy

See attached letter

Wherefore, complainant asks

See attached letter

(Specifically state the relief desired.)

Dated at Marion Kentucky, this 10th day of

(Your City)

December

(Month)

, 2025.

MA Campbell

(Your Signature*)

(Name and Address of Attorney, if any)

12/10/2025

Date

Mary Anne Campbell
220 East Elm Street
Marion, KY 42064
[REDACTED]
[REDACTED]

RECEIVED

DEC 22 2025

PUBLIC SERVICE
COMMISSION

December 10, 2025

Kentucky Public Service Commission
211 Sower Blvd.
P. O. Box 615
Frankfort, KY 40602

Re: Formal Complaint Against Atmos Energy – Billing Practices for Seasonal Connect and Disconnect

Dear Sir or Madam,

I am writing to formally file a complaint against Atmos Energy regarding their billing practices for seasonal connect and disconnect services. Specifically, I am concerned about the company's method of billing customers based on the meter reading date, which results in customers being charged for a full month of service even if the actual connection or disconnection occurred only a few days within that billing cycle.

For example, if a customer connects to service on the 3rd of a month and the meter is read on the 5th, Atmos Energy bills the customer for the entire month, despite only having received two days of service. Conversely, when disconnecting, customers are billed for the full month following the meter reading date, which may not accurately reflect the actual service period.

This billing practice is unfair and inconsistent with standard billing practices, as it penalizes customers for service periods they did not fully utilize. It also creates confusion and financial hardship for customers who are billed for more than they received.

****Impact on Me****

This practice has caused me financial inconvenience and uncertainty, as I have been billed for a full month of service despite only receiving a few days of service. This not only affects my finances but also erodes trust in the billing process.

****Supporting Evidence****

Attached are copies of recent bills illustrating this issue, showing charges for a full month despite short service periods.

****Request for Response****

I respectfully request that the Public Service Commission acknowledge receipt of this complaint and inform me of the next steps. I also ask for a timeline within which I can expect a resolution or response regarding this matter.

****Proposed Resolution****

The Kentucky Public Service Commission should require Atmos Energy to take the following actions to address the current billing practices for seasonal connect and disconnect services:

1. ****Implement a prorated billing system**** that calculates charges based on the actual number of days a customer is connected, rather than billing for an entire month based solely on meter reading dates.
2. ****Clearly communicate billing procedures**** to customers, including detailed bills that specify the actual days of service and how charges are calculated.
3. ****Conduct regular audits**** of Atmos Energy's billing practices to ensure compliance with fair billing standards and prevent overcharging customers.

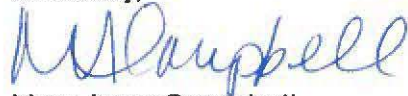
These actions will promote fairness, transparency, and consumer protection, ensuring customers are billed accurately and fairly for the services they receive.

****Legal and Regulatory Considerations****

Under Kentucky regulations and general fair billing practices, customers are entitled to accurate billing that reflects actual service periods. Billing based solely on meter reading dates without prorating does not align with these standards.

Thank you for your attention to this matter. I trust that the Public Service Commission will take the necessary steps to ensure fair and transparent billing practices. Please inform me of any further information needed and the expected timeline for review and action.

Sincerely,



Mary Anne Campbell



**Natural gas.
Energy for today and
generations to come.**

Natural gas is the smart
energy choice because it's
affordable, reliable, and
reduces your home's
environmental footprint.

Important Messages from Your Natural Gas Company
HELP YOUR NEIGHBORS STAY WARM

Many of your neighbors will not be able to pay their gas bills this winter. Help them stay warm by donating to Atmos Energy's Sharing the Warmth Program. Here's how to donate:

-On the back of your gas bill, select Round Up or check the amount you wish to contribute.

-Visit www.atmosenergy.com/share or call 1-888-286-6700 to find out more information.

Your tax deductible donation is added to your monthly bill. You can change or end your donation at any time. All donations will assist the elderly, disabled and families in need.

SMELL GAS? ACT FAST!

Leave the area immediately! Then call 911 and Atmos Energy at 1-866-322-8667.

A copy of applicable rates may be found at www.atmosenergy.com/KYtariffs.

Account Summary
Billing Date: 10/16/25

Previous Balance	23.23
Payment(s)	-23.23
Current Charges	25.66

Total Amount Due **\$25.99**

(see reverse for billing details)

If current bill is not paid by the due date, a penalty (if applicable) will appear on your next bill and any prior amounts already past due may result in service disconnect. Please contact us online or by phone for assistance.

For instructions on reading your Atmos Energy bill, please visit www.atmosenergy.com/yourbill.

CONTACT US:

Emergency Phone 24/7: 1-866-322-8667

Customer Service M-F 7am - 6pm CST:

1-888-286-6700

Scan Here



To Make a Payment

**SIGN UP FOR
TEXT ALERTS**
to receive updates on your
natural gas service.



018900908059

Keep this portion for your records

Page 1 of 2

Sign up for text alerts at
atmosenergy.com/accountcenter
or call **888.286.6700**



Return this portion with your check or money order and include your account number. If paying in person, please bring the bill.

Account Number	Due Date	Total Amount Due
[REDACTED]	11/04/2025	\$25.99



To update your mailing address or donate to energy assistance check here and complete the form on the back.



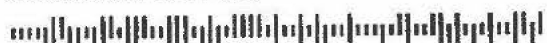
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MARY CAMPBELL
220 E ELM ST
MARION KY 42064-1623

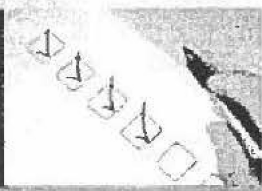


Amount Enclosed: \$ _____

ATMOS ENERGY
PO Box 740353
Cincinnati Ohio 45274-0353



It's Time to Warm Up for Winter!



Atmos Energy prepares year-round to safely deliver reliable natural gas service to our valued customers. Now that autumn is here, colder weather is right around the corner, which means it's time for you to warm up for winter with this helpful checklist.

- ☒ **Activate** text alerts to receive important updates related to your natural gas service. Sign up in the Account Center under Notification Preferences.
- ☒ **Save** money and energy by implementing conservation tips, where safe to do so.
- ☒ **Follow** winter safety tips.

Learn more about how to get ready for winter at atmosenergy.com/winter.

Your Billing Detail Information:

Meter Serial #	Date of Service		Meter Reading	
	From	To	Previous	Present
	10/9/25	10/16/25	1266	1266
	Read Difference:			0.00
	Actual Usage in CCF:			0.00

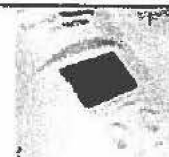
Your Charges:

PREVIOUS BALANCE	23.23
Payment Received 06/02/2025	-23.23
Refund 08/05/2025	0.19
Refund 08/06/2025	0.01
Refund 10/07/2025	0.13
CURRENT GAS CHARGE TOTAL	22.99
RESIDENTIAL	
Customer Charge	21.88
School Fee @ 0.03	0.67
Franchise Fee @ 0.02	0.44
OTHER CHARGE/CREDIT TOTAL	2.67
Turn On Delinquent 10/9/25	3.00
Adjustment - KY School Tax 7/25/25	-0.01
Adjustment - Commodity Charge 9/30/25	-0.13
Adjustment-Surcharge and Other 7/28/25	-0.18
Interest on Refund - Adj 7/28/25	-0.01
CURRENT CHARGES	25.66

TOTAL AMOUNT DUE \$25.99

PROTECT YOUR FAMILY FROM CARBON MONOXIDE

- Install carbon monoxide detectors that are Underwriters Laboratories listed, carry the UL mark, and confirm that they are working properly and pursuant to manufacturer's specifications.
- Contact a local appliance repair company, licensed plumber, or qualified contractor if you suspect a carbon monoxide problem and/or to have to your gas appliances inspected.



Page 2 of 2

CHANGE OF MAILING ADDRESS:

Address/P.O. Box

City, State, Zip Code

Telephone Number

Cell Phone Number

To change account name, please call 1-888-286-6700

*Attention Colorado Customers: Your account number, name, and address will be shared with Energy Outreach Colorado for tax reporting purposes only. Your information will be kept secure and confidential and will not be used for other purposes.

Help Your Neighbors in Need. Contribute to Sharing the Warmth

You can help the elderly, the disabled and families in need keep their homes warm and secure by donating to Atmos Energy's Sharing the Warmth program.

All donations are distributed to a local area non-profit energy assistance agency(s) that serves your community.* Visit www.atmosenergy.com/share to find agencies near you.

Please indicate the contribution amount below to be billed monthly on your Atmos Energy statement.

Thank you for sharing the warmth with those in need in your community.

- | | |
|--|-----------------------------------|
| ☐ \$1 | ☐ \$20 |
| ☐ \$5 | ☐ Other |
| ☐ \$10 | ☐ Round-up |
| ☐ One-time Contribution | |



www.atmosenergy.com

Account Number: [REDACTED]

Customer Name: MARY CAMPBELL

Service Address: 317 S MAIN ST
MARION KY 42064-1544

DUE DATE
11/03/25

TOTAL DUE
\$26.06



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Energy for today and
generations to come.**

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Important Messages from Your Natural Gas Company
HELP YOUR NEIGHBORS STAY WARM

Many of your neighbors will not be able to pay their gas bills this winter. Help them stay warm by donating to Atmos Energy's Sharing the Warmth Program. Here's how to donate:

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SMELL GAS? ACT FAST!

Leave the area immediately! Then call 911 and Atmos Energy at 1-866-322-8667.

A copy of applicable rates may be found at www.atmosenergy.com/KYtariffs.

Account Summary
Billing Date: 10/14/25

Previous Balance	20.51
Payment(s)	-20.51
Current Charges	26.06

Total Amount Due

\$26.06

(see reverse for billing details)

If current bill is not paid by the due date, a penalty (if applicable) will appear on your next bill and any prior amounts already past due may result in service disconnect. Please contact us online or by phone for assistance.

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Keep this portion for your records

Page 1 of 2



Return this portion with your check or money order and include your account number. If paying in person, please bring the bill.

Account Number

Due Date

Total Amount Due

11/03/2025

\$26.06



Amount Enclosed: \$ _____



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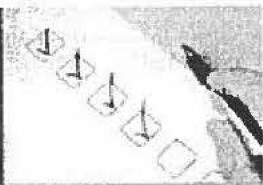
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MARION KY 42064-1623



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Your Billing Detail Information:

Meter Serial #	Date of Service		Meter Reading	
	From	To	Previous	Present
	10/9/25	10/14/25	6961	6961
Read Difference:				0.00
Actual Usage in CCF:				0.00

Your Charges:

PREVIOUS BALANCE	20.51
Payment Received 05/27/2025	-20.51
CURRENT GAS CHARGE TOTAL	21.89
RESIDENTIAL	
Customer Charge	20.83
School Fee @ 0.03	0.64
Franchise Fee @ 0.02	0.42
TAX/FEE CHARGE TOTAL	1.31
State Sales Tax @ 0.06000	1.31
OTHER CHARGE/CREDIT TOTAL	2.86
Turn On Delinquent 10/9/25	3.00
Adjustment-Surcharge and Other 7/30/25	-0.12
Adjustment - State Sales Tax 7/30/25	-0.01
Interest on Refund - Adj 7/30/25	-0.01
CURRENT CHARGES	26.06

TOTAL AMOUNT DUE

\$26.06

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☐ \$1
 ☐ \$20
☐ \$5
 ☐ Other
☐ \$10
 ☐ Round-up
☐ One-time Contribution

Service List for Case 2025-00410

* Atmos Energy Corporation
3275 Highland Pointe Drive
Owensboro, KY 42303