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July 17, 2020

PSC Executive Director
Public Service Commission
211 Sower Blvd.
Frankfort, KY 40601

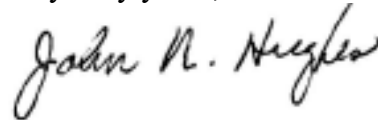
Re: Atmos Energy Corporation:
Case No. 2020-00085

Dear Executive Director:

Atmos Energy Corporation submits its response to the Staff's First Data Request in Excel and PDF formats. I certify that the electronic filing is a complete and accurate copy of the original documents to be filed in this matter as required by the Commission's COVID -19 procedural orders.

If you have any questions about this matter, please contact me.

Very truly yours,



John N. Hughes

And

Mark R. Hutchinson
Wilson, Hutchinson and Littlepage
611 Frederica St.
Owensboro, KY 42301
270 926 5011
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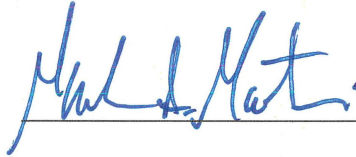
Attorneys for Atmos Energy
Corporation

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

ELECTRONIC EMERGENCY DOCKET) CASE NO.
RELATED TO THE NOVEL CORONAVIRUS) 2020-00085
COVID-19)

AFFIDAVIT

The Affiant, Mark A. Martin, being duly sworn, deposes and states that the attached responses to the Staff's data requests are true and correct to the best of his knowledge and belief.



STATE OF KENTUCKY
COUNTY OF DAVIESS

SUBSCRIBED AND SWORN to before me by Mark A. Martin on this the 1 day of July, 2020.



Notary Public

My Commission Expires: 4-28-2021

Case No. 2020-00085
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 1
Question No. 1-01
Page 1 of 1

REQUEST:

Provide the utility's current number of customers and the date used for that determination.

RESPONSE:

Below is the Company's customer count at May 31, 2020.

Commercial Sales	18,117
Industrial Sales	226
Public Authority Sales	1,539
Residential	159,114
Transportation	215
<u>Total</u>	<u>179,211</u>

Respondent: Mark Martin

Case No. 2020-00085
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 1
Question No. 1-02
Page 1 of 1

REQUEST:

If applicable, provide the utility's current number of customers per class.

RESPONSE:

Below is the Company's customer count at May 31, 2020.

Commercial Sales	18,117
Industrial Sales	226
Public Authority Sales	1,539
Residential	159,114
Transportation	215
<u>Total</u>	<u>179,211</u>

Respondent: Mark Martin

Case No. 2020-00085
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 1
Question No. 1-03
Page 1 of 1

REQUEST:

If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average total bill for all customers for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020.

Total bill is defined as including charges for current service and past service that is unpaid, including the accumulation of fees.

RESPONSE:

The Company is unable to provide the requested information because the average total bill would include the arrears portion, which cannot be calculated. Please see the Company's response to Staff DR No. 1-05 for the current information.

Respondent: Mark Martin

Case No. 2020-00085
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 1
Question No. 1-04
Page 1 of 1

REQUEST:

If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average total bill for all customers in each class for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020.

Total bill is defined as including charges for current service and past service that is unpaid, including the accumulation of fees.

RESPONSE:

The Company is unable to provide the requested information because the average total bill would include the arrears portion, which cannot be calculated. Please see the Company's response to Staff DR No. 1-06 for the current information.

Respondent: Mark Martin

Case No. 2020-00085
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 1
Question No. 1-05
Page 1 of 1

REQUEST:

If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average bill for current service for all customers for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020.

RESPONSE:

Please see Attachment 1.

ATTACHMENT:

ATTACHMENT 1 - Staff_1-05_Att1 - Average Bill by Customer Class FY 2017 to FY 2020 YTD May.xlsx, 5 Pages.

Respondent: Mark Martin

Atmos Energy Corporation, Kentucky
 Average Bill by Customer Class
 FY 2017

Customer Class	Base Charge	Commodity Charge	Surcharges	WNA Amount	Other Revenue	Gas Cost Adj	Base Charge Count	Avg. Bill
Commercial Sales	\$ 9,246,169.69	\$ 6,207,699.38	\$ 931,099.10	\$ 1,014,043.00	\$ 334,774.68	\$ 18,696,827.55	208,794	\$ 174.48
Industrial Sales	\$ 151,678.05	\$ 1,220,351.45	\$ 45,108.64	\$ 103.03	\$ 29,945.48	\$ 4,833,693.01	2,511	\$ 2,501.35
Public Authority Sales	\$ 820,377.96	\$ 1,167,531.55	\$ 80,679.29	\$ 236,023.34	\$ 42,023.46	\$ 3,552,877.75	18,472	\$ 319.38
Residential Sales	\$ 32,635,224.24	\$ 12,513,878.16	\$ 2,439,632.61	\$ 2,888,264.91	\$ 1,598,658.68	\$ 35,463,084.91	1,879,374	\$ 46.58
Transportation	\$ 1,066,186.50	\$ 14,528,774.56	\$ 898,266.76			\$ 6,414.36	2,580	\$ 6,395.21
Result	\$ 43,919,636.44	\$ 35,638,235.10	\$ 4,394,786.40	\$ 4,138,434.28	\$ 2,005,402.30	\$ 62,552,897.58	2,111,731	\$ 72.29

Atmos Energy Corporation, Kentucky
 Average Bill by Customer Class
 FY 2018

Customer Class	Base Charge	Commodity Charge	Surcharges	WNA Amount	Other Revenue	Gas Cost Adj	Base Charge Count	Avg. Bill
Commercial Sales	\$ 9,225,523.18	\$ 7,781,979.64	\$ 1,323,186.70	\$ (39,046.95)	\$ 351,058.85	\$ 27,097,986.44	209,831	\$ 217.99
Industrial Sales	\$ 131,605.95	\$ 1,078,866.00	\$ 41,152.64	\$ (12.51)	\$ 37,195.24	\$ 4,789,146.49	2,533	\$ 2,399.51
Public Authority Sales	\$ 816,160.13	\$ 1,413,853.57	\$ 115,281.32	\$ (7,130.03)	\$ 40,063.02	\$ 5,011,232.21	18,507	\$ 399.28
Residential Sales	\$ 32,558,386.23	\$ 15,793,660.46	\$ 3,497,419.22	\$ (79,749.52)	\$ 1,735,135.82	\$ 52,418,872.42	1,889,012	\$ 56.07
Transportation	\$ 1,071,716.45	\$ 15,974,110.61	\$ 1,357,859.82			\$ 336,941.75	2,584	\$ 7,252.57
Result	\$ 43,803,391.94	\$ 42,042,470.28	\$ 6,334,899.70	\$ (125,939.01)	\$ 2,163,452.93	\$ 89,654,179.31	2,122,467	\$ 86.63

Atmos Energy Corporation, Kentucky
Average Bill by Customer Class
FY 2019

Customer Class	Base Charge	Commodity Charge	Surcharges	WNA Amount	Other Revenue	Gas Cost Adj	Base Charge Count	Avg. Bill
Commercial Sales	\$ 9,864,749.74	\$ 8,170,106.69	\$ 12,404.07	\$ 7,201.77	\$ 285,593.44	\$ 25,318,014.86	210,796	\$ 207.11
Industrial Sales	\$ 149,287.14	\$ 1,757,474.56	\$ -	\$ 13.71	\$ 21,564.36	\$ 8,251,096.28	2,631	\$ 3,869.04
Public Authority Sales	\$ 865,880.05	\$ 1,496,557.75	\$ (146.00)	\$ (2,887.35)	\$ 32,614.34	\$ 4,769,779.16	18,451	\$ 388.15
Residential Sales	\$ 34,144,911.15	\$ 17,032,524.28	\$ (29.35)	\$ (4,083.00)	\$ 1,574,854.51	\$ 49,578,567.51	1,895,037	\$ 54.00
Transportation	\$ 1,105,482.75	\$ 16,666,290.13	\$ 230,573.95		\$ 235.99	\$ 227,825.13	2,568	\$ 7,099.07
Result	\$ 46,130,310.83	\$ 45,122,953.41	\$ 242,802.67	\$ 245.13	\$ 1,914,862.64	\$ 88,145,282.94	2,129,483	\$ 85.26

Atmos Energy Corporation, Kentucky
Average Bill by Customer Class
October 2019 Through May 2020

October 2019

Customer Class	Base Charge	Commodity Charge	Surcharges	WNA Amount	Other Revenue	Gas Cost Adj	Base Charge Count	Avg. Bill
Commercial Sales	910,223.77	228,520.05	25,402.79	1.03	28,093.39	688,081.61	17,689	\$ 106.30
Industrial Sales	14,261.84	72,220.93	795.32	0.00	956.14	269,715.66	227	\$ 1,576.87
Public Authority Sales	79,597.09	34,326.90	2,049.85	38.99	1,383.22	98,298.14	1,542	\$ 139.88
Residential Sales	2,985,994	256,294	66,020	79	149,015	740,363	155,712	\$ 26.96
Transportation	99,450.00	1,169,028.73	16,749.64			0.00	217	\$ 5,922.71
Result	4,089,526.85	1,760,390.77	111,017.36	119.01	179,447.39	1,796,458.83	175,387	\$ 45.25

November 2019

Customer Class	Base Charge	Commodity Charge	Surcharges	WNA Amount	Other Revenue	Gas Cost Adj	Base Charge Count	Avg. Bill
Commercial Sales	921,196.61	588,407.32	54,625.18	-117,567.36	22,522.93	1,746,804.63	17,889	\$ 179.77
Industrial Sales	14,106.03	81,937.04	2,022.54	-1.56	651.91	278,675.32	222	\$ 1,699.96
Public Authority Sales	78,865.89	113,747.72	4,644.17	-21,428.63	1,054.11	343,232.87	1,528	\$ 340.39
Residential Sales	3,007,844	1,252,027	140,101	-305,526	124,322	3,609,108	156,575	\$ 49.99
Transportation	99,450.00	1,340,912.84	54,526.41			0.00	217	\$ 6,888.89
Result	4,121,462.77	3,377,031.61	255,919.67	-444,523.86	148,550.92	5,977,820.77	176,431	\$ 76.16

December 2019

Customer Class	Base Charge	Commodity Charge	Surcharges	WNA Amount	Other Revenue	Gas Cost Adj	Base Charge Count	Avg. Bill
Commercial Sales	947,861.50	909,694.79	56,325.74	-15,823.93	24,535.60	2,695,007.25	18,359	\$ 251.52
Industrial Sales	14,262.10	144,335.10	4,373.74	-18.95	2,526.35	517,858.80	224	\$ 3,050.61
Public Authority Sales	79,450.66	173,702.59	4,711.57	-6,806.57	3,730.08	530,595.97	1,540	\$ 509.99
Residential Sales	3,064,842	2,080,531	142,907	-39,677	121,386	5,997,446	159,288	\$ 71.36
Transportation	99,450.00	1,550,501.51	65,337.54		0.00	0.00	217	\$ 7,904.56
Result	4,205,866.74	4,858,764.60	273,655.50	-62,326.12	152,178.00	9,740,908.20	179,628	\$ 106.72

January 2020

Customer Class	Base Charge	Commodity Charge	Surcharges	WNA Amount	Other Revenue	Gas Cost Adj	Base Charge Count	Avg. Bill
Commercial Sales	965,508.47	1,055,392.06	57,402.06	298,187.86	36,504.14	3,167,792.79	18,683	\$ 298.71
Industrial Sales	14,189.49	176,643.95	4,748.07	35.20	7,623.03	627,909.24	223	\$ 3,727.13
Public Authority Sales	80,208.72	183,444.66	4,757.54	56,145.68	4,863.29	560,101.34	1,554	\$ 572.41
Residential Sales	3,094,774	2,252,907	144,305	747,888	165,689	6,494,523	160,782	\$ 80.23
Transportation	99,525.00	1,483,634.39	67,315.68			0.00	217	\$ 7,605.88
Result	4,254,205.67	5,152,021.63	278,527.98	1,102,257.15	214,679.28	10,850,326.10	181,459	\$ 120.42

February 2020

Customer Class	Base Charge	Commodity Charge	Surcharges	WNA Amount	Other Revenue	Gas Cost Adj	Base Charge Count	Avg. Bill
Commercial Sales	951,281.30	1,118,646.19	56,556.90	136,333.26	31,860.03	3,216,541.90	18,436	\$ 298.94
Industrial Sales	14,556.75	169,669.45	5,062.71	43.63	3,074.62	593,624.63	235	\$ 3,344.82
Public Authority Sales	79,630.67	200,155.93	4,723.98	28,345.73	1,639.62	590,572.97	1,543	\$ 586.56
Residential Sales	3,074,596	2,443,693	143,328	346,203	149,557	6,764,776	159,829	\$ 80.85
Transportation	100,000.00	1,652,808.31	67,372.14			0.00	214	\$ 8,505.52
Result	4,220,064.56	5,584,973.14	277,043.24	510,925.94	186,131.62	11,165,515.70	180,257	\$ 121.74

March 2020

Customer Class	Base Charge	Commodity Charge	Surcharges	WNA Amount	Other Revenue	Gas Cost Adj	Base Charge Count	Avg. Bill
Commercial Sales	958,625.51	908,816.05	56,966.48	47,328.24	19,327.50	2,604,854.87	18,603	\$ 247.05
Industrial Sales	14,970.19	164,638.71	5,168.92	3.75	2,611.91	570,552.79	231	\$ 3,281.15
Public Authority Sales	79,580.80	163,734.31	4,721.03	8,424.55	1,295.04	477,386.81	1,542	\$ 476.75
Residential Sales	3,090,476	1,985,838	144,110	115,479	99,879	5,495,737	160,924	\$ 67.93
Transportation	99,790.00	1,585,001.78	67,105.58			0.00	217	\$ 8,073.26
Result	4,243,442.22	4,808,029.28	278,072.15	171,235.47	123,113.18	9,148,531.94	181,517	\$ 103.42

Atmos Energy Corporation, Kentucky
Average Bill by Customer Class
October 2019 Through May 2020

April 2020

Customer Class	Base Charge	Commodity Charge	Surcharges	WNA Amount	Other Revenue	Gas Cost Adj	Base Charge Count	Avg. Bill
Commercial Sales	957,478.76	493,178.35	56,841.26	40,501.76	1,530.06	1,407,872.78	18,283	\$ 161.76
Industrial Sales	14,112.70	108,034.80	4,774.69	12.61	12.00	361,830.12	214	\$ 2,284.00
Public Authority Sales	80,000.06	101,161.64	4,744.67	10,841.10	12.00	291,220.78	1,521	\$ 320.83
Residential Sales	3,091,384	1,109,676	144,189	123,681	24,021	3,070,832	159,552	\$ 47.41
Transportation	100,045.00	1,368,883.61	62,249.42			0.00	216	\$ 7,088.79
Result	4,243,020.06	3,180,934.31	272,798.89	175,036.12	25,575.51	5,131,755.56	179,786	\$ 72.47

May 2020

Customer Class	Base Charge	Commodity Charge	Surcharges	WNA Amount	Other Revenue	Gas Cost Adj	Base Charge Count	Avg. Bill
Commercial Sales	886,308.70	298,268.83	55,599.52	-265.01	1,363.00	750,486.54	18,117	\$ 109.94
Industrial Sales	13,346.44	55,213.01	2,266.41	0.00		156,966.92	226	\$ 1,007.93
Public Authority Sales	75,613.08	67,730.32	4,722.88	-998.42		176,142.64	1,539	\$ 210.01
Residential Sales	2,938,775	745,241	143,074	62	21,309	1,854,988	159,114	\$ 35.85
Transportation	99,535.00	1,089,410.69	50,518.81			0.00	215	\$ 5,764.95
Result	4,013,577.83	2,255,863.65	256,181.78	-1,201.51	22,672.26	2,938,583.74	179,211	\$ 52.93

October 2019 - May 2020

Customer Class	Base Charge	Commodity Charge	Surcharges	WNA Amount	Other Revenue	Gas Cost Adj	Base Charge Count	Avg. Bill
Commercial Sales	7,498,484.62	5,600,923.64	419,719.93	388,695.85	165,736.65	16,277,442.37	146,059	\$ 207.80
Industrial Sales	113,805.54	972,692.99	29,212.40	74.68	17,455.96	3,377,133.48	1,802	\$ 2,502.98
Public Authority Sales	632,946.97	1,038,004.07	35,075.69	74,562.43	13,977.36	3,067,551.52	12,309	\$ 395.01
Residential Sales	24,348,684.57	12,126,206.43	1,068,033.33	988,189.24	855,178.19	34,027,773.47	1,271,776	\$ 57.73
Transportation	797,245.00	11,240,181.86	451,175.22	0.00	0.00	0.00	1,730	\$ 7,218.85
Result	33,391,166.70	30,978,008.99	2,003,216.57	1,451,522.20	1,052,348.16	56,749,900.84	1,433,676	\$ 87.63

Case No. 2020-00085
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 1
Question No. 1-06
Page 1 of 1

REQUEST:

If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Provide the average bill for current service for all customers in each class for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020.

The differences between request 3 and request 5, and request 4 and request 6 should provide the average arrearage for all customers and for each class, respectively.

RESPONSE:

Please see the Company's response to Staff DR No. 1-05.

Respondent: Mark Martin

Case No. 2020-00085
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 1
Question No. 1-07
Page 1 of 2

REQUEST:

Explain how the utility calculates bad debt.

- a. Explain the decision criteria governing when the utility writes off bad debt.
- b. Provide the monthly bad debt write-offs for each month in 2018, 2019, and 2020.
- c. If the utility has changed its calculation or determination of bad debt in the past two years, explain its previous calculation or determination of bad debt and the reason for the change.

RESPONSE:

a. Monthly Bad Debt Provision:

Throughout the course of the fiscal year, a monthly bad debt provision is recorded to allow for doubtful accounts based on historical write-off percentages. In recording the monthly provision entry, the following determinants are utilized:

1. Bad Debt Percentages – Historical bad debt percentages are used within the provision and are updated annually. These amounts are based on the write-off and recovery experienced
2. Customer Classes – The customer classes used in the calculation of the provision entry are Residential, Commercial, Public Authority and Unbilled Revenue

Write Off:

Although the bad debt expense is recorded at the time the revenue is recognized, the actual write-off of a customer account does not take place until a later date. In order for a customer balance to be written-off the customer must have gas service turned off and failed to pay by the due date a final bill, which includes all charges due at the point of turn off. At this point, a customer is considered “inactive” in the system and will write-off approximately 100 days after becoming inactive. Please see Attachment 1 for the write-off process.

- b. Please see Attachment 2.
- c. The overall process for recording bad debt has remained consistent; however, each year the Company updates the percentage utilized to calculate the bad debt expense based on the more current write-off history.

Case No. 2020-00085
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 1
Question No. 1-07
Page 2 of 2

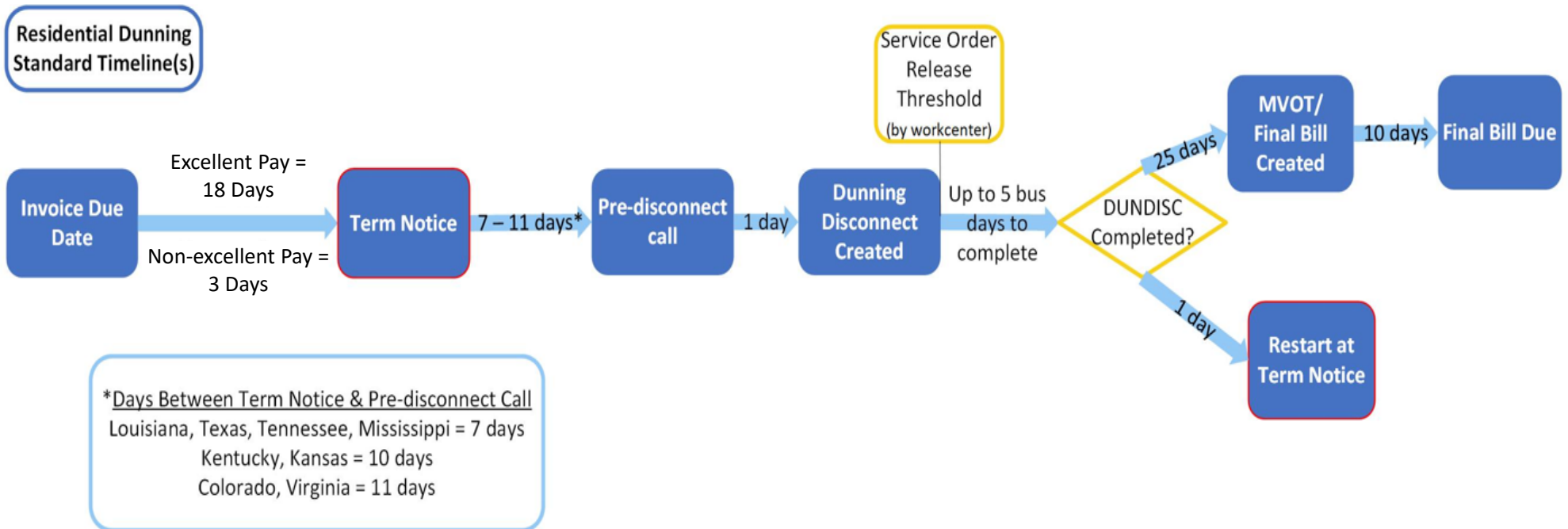
ATTACHMENTS:

ATTACHMENT 1 - Staff_1-07_Att1 - Write Off Process

ATTACHMENT 2 - Staff_1-07_Att2 - Monthly Write Off.xls

Respondent: Mark Martin

Dunning Process



10 days after move out



Atmos Energy Corporation, Kentucky
Oct'16 - Mar'20 Month Write Off

	Income Statement Write-offs and Recoveries			Balance Sheet Write-offs and Recoveries			Total Net W/Os (Recoverable & Non-Recoverable)
	Bad Debt Recoveries	Gross W/Os (Non PGA Recoverable)	Net Write-Off	Recoveries (Recoverable BD Gas Cost)	Gross W/Os (Recoverable BD Gas Cost)	Net W/Os (Recoverable BD Gas Cost)	
October 2016	34,500	(95,498)	(60,998)	21,746	(60,253)	(38,507)	(99,505)
November 2016	30,959	(65,859)	(34,900)	24,050	(20,993)	3,057	(31,842)
December 2016	49,988	(134,413)	(84,424)	20,208	(64,503)	(44,295)	(128,719)
January 2017	16,484	(45,894)	(29,410)	13,254	(12,606)	647	(28,763)
February 2017	29,118	(115,509)	(86,391)	8,790	(27,021)	(18,230)	(104,621)
March 2017	14,426	(43,715)	(29,290)	10,692	(3,624)	7,068	(22,222)
April 2017	7,763	(75,593)	(67,830)	4,538	(22,726)	(18,188)	(86,019)
May 2017	8,430	(60,014)	(51,585)	4,667	(28,299)	(23,632)	(75,216)
June 2017	6,223	(46,407)	(40,184)	3,761	(36,465)	(32,704)	(72,888)
July 2017	8,285	(74,208)	(65,923)	4,893	(74,078)	(69,185)	(135,108)
August 2017	5,888	(115,968)	(110,080)	5,348	(105,026)	(99,678)	(209,758)
September 2017	9,673	(143,720)	(134,047)	7,128	(131,229)	(124,101)	(258,148)
October 2017	34,500	(95,498)	(60,998)	21,746	(60,253)	(38,507)	(99,505)
November 2017	30,959	(65,859)	(34,900)	24,050	(20,993)	3,057	(31,842)
December 2017	49,988	(134,413)	(84,424)	20,208	(64,503)	(44,295)	(128,719)
January 2018	16,484	(45,894)	(29,410)	13,254	(12,606)	647	(28,763)
February 2018	29,118	(115,509)	(86,391)	8,790	(27,021)	(18,230)	(104,621)
March 2018	14,426	(43,715)	(29,290)	10,692	(3,624)	7,068	(22,222)
April 2018	7,763	(75,593)	(67,830)	4,538	(22,726)	(18,188)	(86,019)
May 2018	8,430	(60,014)	(51,585)	4,667	(28,299)	(23,632)	(75,216)
June 2018	6,223	(46,407)	(40,184)	3,761	(36,465)	(32,704)	(72,888)
July 2018	8,285	(74,208)	(65,923)	4,893	(74,078)	(69,185)	(135,108)
August 2018	5,888	(115,968)	(110,080)	5,348	(105,026)	(99,678)	(209,758)
September 2018	9,673	(143,720)	(134,047)	7,128	(131,229)	(124,101)	(258,148)
October 2018	28,002	(216,931)	(188,929)	29,095	(198,847)	(169,752)	(358,681)
November 2018	40,917	(156,629)	(115,712)	47,645	(118,542)	(70,897)	(186,609)
December 2018	19,024	(103,994)	(84,971)	18,932	(72,741)	(53,809)	(138,780)
January 2019	17,771	(53,523)	(35,752)	13,616	(15,700)	(2,084)	(37,835)
February 2019	14,657	(38,816)	(24,160)	15,025	(9,494)	5,531	(18,629)
March 2019	14,632	(49,649)	(35,017)	11,495	(11,332)	163	(34,854)
April 2019	7,531	(49,476)	(41,945)	5,963	(15,829)	(9,866)	(51,811)
May 2019	7,608	(45,389)	(37,782)	5,191	(25,777)	(20,586)	(58,368)
June 2019	5,818	(150,601)	(144,783)	5,490	(85,705)	(80,216)	(224,998)
July 2019	6,963	(107,041)	(100,078)	2,998	(22,622)	(19,624)	(119,702)
August 2019	9,366	(151,086)	(141,720)	269	7,249	7,518	(134,202)
September 2019	16,906	(169,604)	(152,699)	158	(5,095)	(4,937)	(157,636)
Fiscal 2017-2019	632,668	(3,326,336)	(2,693,667)	414,027	(1,748,083)	(1,334,056)	(4,027,723)
October 2019	53,944	(207,166)	(153,222)	604	(2,525)	(1,922)	(155,143)
November 2019	60,150	(113,238)	(53,088)	4,377	(25,670)	(21,294)	(74,382)
December 2019	26,531	(92,254)	(65,723)	44	885	929	(64,794)
January 2020	15,452	(76,201)	(60,749)	72	9,015	9,087	(51,662)
February 2020	20,153	(367,080)	(346,927)	200	(10,001)	(9,801)	(356,728)
March 2020	14,028	(82,387)	(68,360)	6,825	(29,760)	(22,935)	(91,295)
YTD Fiscal 2020	190,258	(938,326)	(748,068)	12,121	(58,056)	(45,935)	(794,004)

Case No. 2020-00085
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 1
Question No. 1-08
Page 1 of 1

REQUEST:

Assuming the Commission's moratorium on disconnections was not in effect, provide the number of customers in each class that would be subject to disconnection and the date used for this determination.

RESPONSE:

	April	May	June (As of 06/25)
Commercial Sales	468	515	505
Industrial Sales	3	2	4
Public Authority Sales	6	7	11
Residential	10,721	10,244	10,070
Transportation	5	7	28
Grand Total	11,203	10,775	10,618

Respondent: Mark Martin

Case No. 2020-00085
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 1
Question No. 1-09
Page 1 of 1

REQUEST:

Provide the percent of customers, by class, that pay on time for:

- a. 2017 as a year, not each month;
- b. 2018 as a year, not each month;
- c. 2019 as a year, not each month; and
- d. Each month in 2020.

RESPONSE:

Please see Attachment 1.

ATTACHMENT:

ATTACHMENT 1 - Staff_1-09_Att1 - Percentage of Customers by Class Payment on Time.xls, 1 Page.

Respondent: Mark Martin

Atmos Energy Corporation, Kentucky
Percentage of Customers Payment on Time
CY 2017 - May 2020

	CY 2017	CY 2018	CY 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020
Commercial Sales	86.43%	87.52%	90.05%	89.02%	87.62%	89.40%	94.31%	98.38%
Industrial Sales	82.35%	86.90%	90.11%	88.79%	80.85%	84.42%	94.39%	99.12%
Public Authority Sales	87.15%	88.90%	91.76%	89.77%	88.66%	91.57%	95.46%	99.68%
Residential Sales	79.29%	80.23%	82.34%	81.68%	78.85%	82.42%	88.63%	95.20%
Transportation	100.00%	100.00%	99.88%	100.00%	100.00%	100.00%	100.00%	100.00%
All Classes	80.10%	81.06%	83.22%	82.54%	79.86%	83.24%	89.28%	95.57%

Case No. 2020-00085
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 1
Question No. 1-10
Page 1 of 1

REQUEST:

Provide the following information for January 1, 2015, until December 31, 2019. If a utility provides multiple services, such as both electric and gas residential service, provide the information requested for each service separately. For those customers that receive combined service, provide each service separately if separately served or combined if billed on a combined basis. Further, provide the following information by class.

- a. Provide monthly totals of service termination notices issued to customers only for nonpayment of bills.
- b. Provide monthly totals of service terminations for customers only for nonpayment of bills.
- c. Provide the total number of customers for each month.

This information should be provided so as not to duplicate customer counts. The information requested in this request should be presented similarly to the residential-only information provided in Case No. 2019-00366.² For reference, refer to Louisville Gas and Electric Company and Kentucky Utilities Company's response to Post-Formal Conference Request for Information filed with the Commission on March 6, 2020.

RESPONSE:

Please see Attachment 1.

ATTACHMENT:

ATTACHMENT 1 - Staff_1-10_Att1 - Number of Term Notices Jan 15 to Dec 19.xlsx, 1 Page.

Respondent: Mark Martin

² Case No. 2019-00366, Electronic Investigation Into Home Energy Assistance Programs Offered by Investor-Owned Utilities Pursuant to KRS 278.285(4) (Ky. PSC May 4, 2020).

Atmos Energy Corporation, Kentucky
Number of Term Notices
January 2015 - December 2019

Cal. year / month	Total Customers	# of Service Term Notices	# of Service Terminations
01/2015	177,679	12,849	144
02/2015	159,284	13,936	13
03/2015	196,810	13,850	1,822
04/2015	177,964	14,741	2,531
05/2015	176,047	6,499	1,799
06/2015	175,523	4,443	1,468
07/2015	173,371	2,649	804
08/2015	170,511	2,332	548
09/2015	170,886	2,494	644
10/2015	171,603	2,463	426
11/2015	172,802	2,316	269
12/2015	176,361	5,674	317
01/2016	176,567	7,383	52
02/2016	177,645	11,497	407
03/2016	179,156	11,893	1,075
04/2016	176,838	7,685	1,819
05/2016	177,637	6,266	1,267
06/2016	175,399	3,983	1,332
07/2016	173,395	3,244	528
08/2016	174,482	2,470	1,187
09/2016	171,719	2,166	642
10/2016	171,965	2,318	464
11/2016	173,696	2,301	268
12/2016	177,392	4,390	69
01/2017	178,751	9,540	759
02/2017	179,457	12,103	1,039
03/2017	179,777	12,327	1,540
04/2017	176,786	8,037	1,443
05/2017	179,110	7,719	1,894
06/2017	176,194	4,488	1,635
07/2017	173,385	2,900	864
08/2017	173,771	3,464	994
09/2017	171,447	2,358	576
10/2017	172,896	3,038	400
11/2017	175,537	2,846	210
12/2017	177,302	4,717	182
01/2018	179,909	12,482	397
02/2018	179,195	14,898	832
03/2018	179,909	15,196	979
04/2018	180,054	11,904	1,609
05/2018	179,240	10,442	2,180
06/2018	175,954	5,637	1,874
07/2018	175,898	3,220	986
08/2018	174,104	3,074	722
09/2018	172,469	2,576	585
10/2018	173,716	3,027	506
11/2018	176,145	2,810	197
12/2018	178,662	6,246	169
01/2019	179,632	10,928	218
02/2019	178,695	11,810	746
03/2019	180,933	13,939	716
04/2019	179,683	12,903	1,347
05/2019	180,343	7,390	1,744
06/2019	177,096	3,731	1,172
07/2019	176,153	2,682	727
08/2019	174,816	3,087	568
09/2019	173,609	5,796	547
10/2019	175,387	3,763	542
11/2019	176,431	2,353	129
12/2019	179,628	7,766	71

Case No. 2020-00085
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 1
Question No. 1-11
Page 1 of 1

REQUEST:

Provide the total income received from late payment fees for:

- a. Each month in 2017;
- b. Each month in 2018;
- c. Each month in 2019; and
- d. Each month in 2020.

RESPONSE:

Please see Attachment 1.

ATTACHMENT:

ATTACHMENT 1 - Staff_1-11_Att1 - KY Late Fees FY 2017 to FY 2020 YTD May.xlsx

Respondent: Mark Martin

**Atmos Energy-KY/Mid-States
 Kentucky Division - 009DIV**

	Fiscal 2017	Fiscal 2018	Fiscal 2019	Fiscal 2020
Forfeited discounts - Forfeited Disc-Dist Plant Inc 4870-31201				
October	\$ 45,414	\$ 57,504	\$ 59,093	\$ 56,446
November	\$ 62,404	\$ 63,837	\$ 58,442	\$ 41,888
December	\$ 102,636	\$ 107,575	\$ 97,799	\$ 107,968
January	\$ 164,679	\$ 192,879	\$ 169,272	\$ 156,453
February	\$ 178,264	\$ 230,566	\$ 171,608	\$ 137,818
March	\$ 212,874	\$ 230,342	\$ 192,515	\$ 80,729
April	\$ 110,474	\$ 151,215	\$ 153,970	\$ (140)
May	\$ 89,244	\$ 139,653	\$ 98,074	\$ (42)
June	\$ 73,990	\$ 59,471	\$ 45,497	\$ (6)
July	\$ 49,238	\$ 49,868	\$ 42,870	\$ -
August	\$ 67,376	\$ 62,748	\$ 46,131	\$ -
September	\$ 42,564	\$ 41,460	\$ 44,467	\$ -
Total Year	\$ 1,199,157	\$ 1,387,119	\$ 1,179,738	\$ 581,114

Case No. 2020-00085
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 1
Question No. 1-12
Page 1 of 1

REQUEST:

Quantify the amount of late payment fees the utility would have assessed since March 16, 2020, absent the Commission's directive.

RESPONSE:

Late payment fees were first adopted in Case No. 1999-070, beginning in mid-2000. Since that time, we have observed late payment fee revenue is proportionate to the total revenues billed for residential, commercial, and public authority classes. Based upon the correlation for the past few years, we estimate late fees that would have been accessed since March 16, 2020 to be:

March	\$160,713 (includes actuals of \$80,729)
April	\$116,132
May	\$ 73,498
June	\$ 55,999

Respondent: Mark Martin

Case No. 2020-00085
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 1
Question No. 1-13
Page 1 of 1

REQUEST:

Provide copies of all general communication provided to customers regarding arrearages, late payments, payment plans, etc. since March 16, 2020. Customer-specific communication is excluded from this request.

RESPONSE:

Please see Attachment 1 for press releases, bill messages, onsert messages and social media messaging related to Covid-19. Also, please see the Company's website at <https://www.atmosenergy.com/customer-service/bill-payment-assistance> for information provided to customers on payment plans, financial assistance, and business customer assistance.

ATTACHMENT:

ATTACHMENT 1 - Staff_1-13_Att1 - Covid-19 Messaging.pdf, 12 Pages.

Respondent: Mark Martin



PRESS RELEASE

Media Contact:

Celina Cardenas Fleites
972.855.3387

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 during the Covid-19 pandemic.

“Atmos Energy’s commitment to safety and culture have led us during unique times. This will be no different,” said Kevin Akers, president and CEO of Atmos Energy. “We will maintain our attention to detail and our sense of urgency as we stand ready to 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](#).



Press Release

Media Contact

Kay Coomes

270.685.8095

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Media Contact

Kay Coomes
270.685.8095

Press Release

Atmos Energy Recommends Measures to Avoid Increased Scam Activity

Owensboro, KY (April 2, 2020) –According to the Federal Trade Commission, scammers are exploiting fear surrounding the coronavirus pandemic to access bank account information, PIN codes or Social Security numbers through illegal robocalls and other nefarious tactics. In light of this increased activity, Atmos Energy reminds customers to be especially aware of scammers who are taking advantage of the ongoing public health emergency to steal money and personal information while posing as public utility representatives.

“During these unprecedented times, our focus remains the same: the safety of the public, our employees and our system is our highest priority, and this includes helping protect our customers from the harmful impact of a utility impostor scam,” says Jeff Martinez, Atmos Energy vice president of customer service. “Unfortunately, scammers continuously adapt and occasionally fool even the most sophisticated customers. Customers should always be aware of telephone, mail, email, door-to-door and other in-person scams that involve criminals posing as Atmos Energy representatives and demanding immediate payment or personal information.”

Scammers typically use three strategies – in-person, online or phone – to target utility customers’ money, property and personal information. Atmos Energy recommends customers take the following steps to protect themselves from fraud:

Employee Impostors

- Always ask for an employee’s identification badge, which displays their name, photograph and the Atmos Energy logo.
- If you suspect an impostor, immediately call the Atmos Energy customer service number at 888.286.6700 to verify the employee's identity and contact local authorities.
- Beware of impostors demanding payment at your door. Atmos Energy employees will never collect cash payments in person.

Email Scams

- Beware of bogus emails requesting immediate payment of your bill, particularly with prepaid debit cards.
- Verify that your account number is listed accurately.
- Do not click on any links in the suspicious email, as many contain viruses.

- Verify your account balance through the online Account Center at <https://www.atmosenergy.com/accountcenter>

Telephone Scams

- Telephone scams are also on the rise, where criminals pose as utility employees and demand immediate payment of past due balances.
- If you ever have concerns about the legitimacy of a call, please hang up and call the Atmos Energy customer service number at 888.286.6700.

For more information, please visit our website with steps to protect your family from fraud: <https://www.atmosenergy.com/customer-service/beware-utility-scams>

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Media Contact

Kay Coomes
270.685.8095

Press Release

Need Help Paying Your Natural Gas Bill?

Atmos Energy Has Solutions to Manage Past Due Balances

Owensboro, KY (May 19, 2020) – Widespread recommendations to stay home amid the public health emergency have many Americans anxious about balancing unforeseen energy expenses with the desire for a comfortable home. As the country continues to navigate these uncertain times, Atmos Energy reminds customers struggling to pay their monthly natural gas bill that payment options and financial assistance are available.

“To help those experiencing financial hardship, we have temporarily suspended natural gas disconnections for non-payment and offer payment installment plans. In addition, financial help is available through local assistance agencies,” said Bill Greer, Atmos Energy Kentucky vice president of public affairs. “We encourage customers who are struggling to contact us. Making a partial payment will help you avoid building up a large balance that will be harder to pay off later.”

Additional federal assistance funds have been released due to COVID-19 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.

Atmos Energy also offers installment plans that spread out payments of the total balance over time. During this time, there are no added charges or fees. To set up an installment plan, visit www.atmosenergy.com, log into 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 daylight time.

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 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 www.atmosenergy.com.

About Atmos Energy

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2020 CENSUS. EVERYONE COUNTS.

Starting in March 2020, households will receive a 2020 Census form. Because the census is only administered every 10 years, it's important that you are counted. Your participation in the census helps to determine how more than \$675 billion is spent to support your state, county and community's vital programs.

The 2020 Census can be completed online, over the phone or by mail. Visit [2020census.gov](https://www.2020census.gov) for more information.

IMMEDIATE ASSISTANCE AVAILABLE

Additional funds are available to help people in need pay their utility bills. Visit [atmosenergy.com/assistance](https://www.atmosenergy.com/assistance) or call toll-free 1-888-286-6700 to find an energy assistance agency near you.

CASE NO. 2020-00085

ATTACHMENT 1
TO STAFF DR NO. 1-13

If current bill is not paid by the due date, a penalty (if applicable) will appear on your next bill.

Go paperless with E-Bill and sign up for other billing and payment options at www.atmosenergy.com.

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

Need help paying your utility bills?

To find a Community Action Agency near you,
visit [atmosenergy.com/assistance](https://www.atmosenergy.com/assistance)
or call 888-286-6700.

CASE NO. 2020-00085
ATTACHMENT 1
TO STAFF DR NO. 1-13



**Do you need assistance paying
your natural gas bill?**

**We're here
to help.**

Learn more about our
energy assistance programs at
atmosenergy.com/energyassistance.



Do you need assistance paying your natural gas bill?

CASE NO. 2020-00085
ATTACHMENT 1
TO STAFF DR NO. 1-13

We're here to help.

Learn more about our energy assistance programs at atmosenergy.com/energyassistance.



Do you need assistance paying your
natural gas bill?

We're here to help.

Bill Payment Assistance

Atmos Energy understands the importance of helping our customers find solutions to pay their natural gas bill who may have been impacted due to COVID-19. If you need assistance managing your account, these resources are available:

Payment Plans

You can set up an installment plan that will spread out the payment of your balance over time. There is no charge or fee. To set up an installment plan, login to your Account Center at atmosenergy.com/accountcenter and select the Payment Assistance tab. You can also call us during business hours to set up a plan that works for you.

Financial Assistance

Additional federal assistance funds have been released through the Low Income Home Energy Assistance Program (LIHEAP) due to COVID-19, in addition to Atmos Energy's Sharing the Warmth program funds. Financial assistance is available on a first come, first served basis to eligible residential customers through local energy assistance agencies.

To locate an agency near you, visit atmosenergy.com/assistance or call 211.

*State low-income qualifications apply for LIHEAP funds. Eligibility for Sharing the Warmth funds is determined by your local agency.

Business Customer Assistance

Call us to discuss your business account and set up an installment plan that will spread out the payment of your balance over time. There is no charge or fee. If you are interested in setting up an installment plan, email commercialpaymentplan@atmosenergy.com.

Customer Service

888.286.6700

Monday - Friday, 7 a.m. to 6 p.m. Central
atmosenergy.com/assistance



We're all in this together.

It's more important than ever to help our neighbors stay healthy and secure.

If you are struggling to pay your natural gas bill, we want to help.



For more information, visit
atmosenergy.com/energyassistance

COVID-19 IS AFFECTING EVERYONE.

If you need help paying your natural gas bill, we're
here for you.

Visit atmosenergy.com/energyassistance.



Case No. 2020-00085
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 1
Question No. 1-14
Page 1 of 1

REQUEST:

Provide a detailed explanation and breakout of any cost increases and decreased income (by customer class if applicable) the utility has experienced as a result of the COVID-19 State of Emergency.

RESPONSE:

The Company incurred additional costs of (\$34,407) YTD June related to but not exclusively for, the purchase of general safety items such as masks, hand sanitizer, etc.

The Company estimates a YTD May load loss of (\$646,043) with the following customer class breakdown:

Residential	\$ 60,336
Commercial	(\$134,719)
Public Authority	(\$ 5,207)
Industrial	(\$ 25,815)
Transportation	(\$540,638)

The Company estimates YTD May loss income from other revenue at (\$74,571).

Meter Set Fees	(\$ 6,205)
Return Charge	(\$ 6,648)
Turn on Delinquency	(\$42,939)
Turn on Service Fee	(\$18,780)

Please see Company's response to Staff DR No. 1-12 for estimated loss income from collection of late fees.

Respondent: Mark Martin

Case No. 2020-00085
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 1
Question No. 1-15
Page 1 of 1

REQUEST:

Provide a detailed explanation and breakout of any cost decreases and increased income the utility has experienced as a result of the COVID-19 State of Emergency.

RESPONSE:

The Company has curtailed travel, meetings, and events during the COVID-19 pandemic. As a result, the direct Kentucky T&E savings are \$75,656 YTD May. The allocated portion of the General Office T&E savings is \$74,294 YTD May.

The Company has experienced no increased income as a result of the COVID-19 pandemic.

Respondent: Mark Martin

Case No. 2020-00085
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 1
Question No. 1-16
Page 1 of 2

REQUEST:

Provide any additional information or data the utility believes the Commission should consider in amending or vacating its previous Orders in this matter.

RESPONSE:

The Commission has issued several Orders in this Docket, many of which were specific to individual companies. Atmos Energy will limit its response to discussing those Orders that apply generally to natural gas utilities.

Disconnection Policy

Atmos Energy voluntarily suspended disconnections prior to the Commission's Order of March 16th. However, pursuant to that Order as further clarified by the Commission's Order of April 16th, disconnections in Kentucky are currently prohibited. Atmos Energy believes that the Commission should end the mandatory prohibition on natural gas disconnections, with utilities allowed to voluntarily extend the moratorium. By allowing utilities the flexibility to end the moratorium, it would also ensure sufficient time for proper messaging to customers regarding the end of the moratorium.

If the Commission were to adopt this approach, Atmos Energy would likely extend the moratorium through the end of a calendar month (for example, July 31st). By letting the moratorium terminate at the end of a month, it would be administratively easier to implement the change for classes of customers that have calendar-month billing cycles.

An additional advantage of allowing natural gas utilities the opportunity to end the moratorium during the summer season is that it will give both utilities and customers more time to "get back to normal" before the winter heating season begins. Atmos Energy is concerned that the longer the moratorium is in effect, the higher unpaid bills will become and the harder it may be for customers to "catch up," particularly when natural gas usage increases during the upcoming winter heating season, resulting in higher bills.

Atmos Energy is working with impacted customers to help ensure that disconnection is a last resort. Please see Attachment 1 for an example of the Company's new assistance messaging in response to COVID-19.

Case No. 2020-00085
Atmos Energy Corporation, Kentucky Division
Staff DR Set No. 1
Question No. 1-16
Page 2 of 2

Temporary Deviations

The Commission granted utilities temporary deviations of the quarterly meter reading requirements in 807 KAR 5:006, Section 7(5)(b); the requirement to monitor customer usage in 807 KAR 5:006, Section 11 (3); the requirements of maintaining certain business hours in 807 KAR 5:006, Section 14(1)(a),(b), and (c); and the requirement for periodic inspections of its system in 807 KAR 5:006. Atmos Energy supports the continuation of these temporary deviations.

Electronic Processes

The Commission has allowed all hearings to be electronic proceedings, reducing the need for immediate hard copy filings, and has allowed for hearings to take place remotely. Atmos Energy believes these measures should be continued for the time being, as they reduce the need for in-person contact.

Company Activities in Response to Pandemic

Atmos Energy is monitoring the latest recommendations from the Centers for Disease Control and Prevention. Atmos Energy is continuing to have its employees wear face coverings when interacting with the public; recommending that customers take measures to avoid increased scam activity; using a “soft close” procedure for transferring service from one customer to another in the same location to minimize in-person contact. Atmos Energy also continues to have critical teams work from off-site locations and follow safety protocols when dispatching technicians to locations where there is a known quarantine, isolation, or other monitoring situation related to the coronavirus. All of these actions are in support of the call to limit the spread of COVID-19 while ensuring the safety of Atmos Energy's communities, its customers, and employees.

ATTACHMENT:

ATTACHMENT 1 - Staff_1-16_Att1 - Here to Help Flyer.pdf, 1 Page

Respondent: Mark Martin



Do you need assistance paying your
natural gas bill?

We're here to help.

Bill Payment Assistance

Atmos Energy understands the importance of helping our customers find solutions to pay their natural gas bill who may have been impacted due to COVID-19. If you need assistance managing your account, these resources are available:

Payment Plans

You can set up an installment plan that will spread out the payment of your balance over time. There is no charge or fee. To set up an installment plan, login to your Account Center at atmosenergy.com/accountcenter and select the Payment Assistance tab. You can also call us during business hours to set up a plan that works for you.

Financial Assistance

Additional federal assistance funds have been released through the Low Income Home Energy Assistance Program (LIHEAP) due to COVID-19, in addition to Atmos Energy's Sharing the Warmth program funds. Financial assistance is available on a first come, first served basis to eligible residential customers through local energy assistance agencies.

To locate an agency near you, visit atmosenergy.com/assistance or call 211.

*State low-income qualifications apply for LIHEAP funds. Eligibility for Sharing the Warmth funds is determined by your local agency.

Business Customer Assistance

Call us to discuss your business account and set up an installment plan that will spread out the payment of your balance over time. There is no charge or fee. If you are interested in setting up an installment plan, email commercialpaymentplan@atmosenergy.com.

Customer Service

888.286.6700

Monday - Friday, 7 a.m. to 6 p.m. Central
atmosenergy.com/assistance

