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3275 Highland Pointe Dr
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March 25, 2020

Mr. Kent A. Chandler
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
Frankfort, Kentucky 40602

Re: PSC Case No. 2020-00085

Dear Mr. Chandler:

On March 16, 2020, the Public Service Commission of Kentucky ("Commission") initiated Case No. 2020-00085 to address pressing issues related to utility service across the Commonwealth as a result of the novel coronavirus COVID-19. If, due to the current state of emergency, a utility found it necessary to deviate from its tariff or Commission regulations, the Commission directed them to make a filing in this docket.

Due to coronavirus COVID-19, in the event that a community initiates a shelter in place order, Atmos Energy Corporation ("Atmos Energy") will modify its procedures customer service orders as shown in the attached "Service Order Public Response." Atmos Energy believes that it has the flexibility to do so pursuant to Section 11.2 of the "Rules and Regulations" of its Tariff, as shown on the attached copy of Original Sheet No. 74.

The relevant language states, "If a dangerous condition relating to the Company's service, which could subject any person to imminent harm or result in substantial damage to the property of the Company or others, is found to exist on the customer's premises, the service will be refused or terminated without advance notice. The Company will notify the customer immediately in writing and, if possible, orally of the reasons for termination or refusal."

Accordingly, Atmos Energy is not requesting a waiver or deviation from its tariff at this time, but rather making this informational filing with the Commission.

Sincerely,

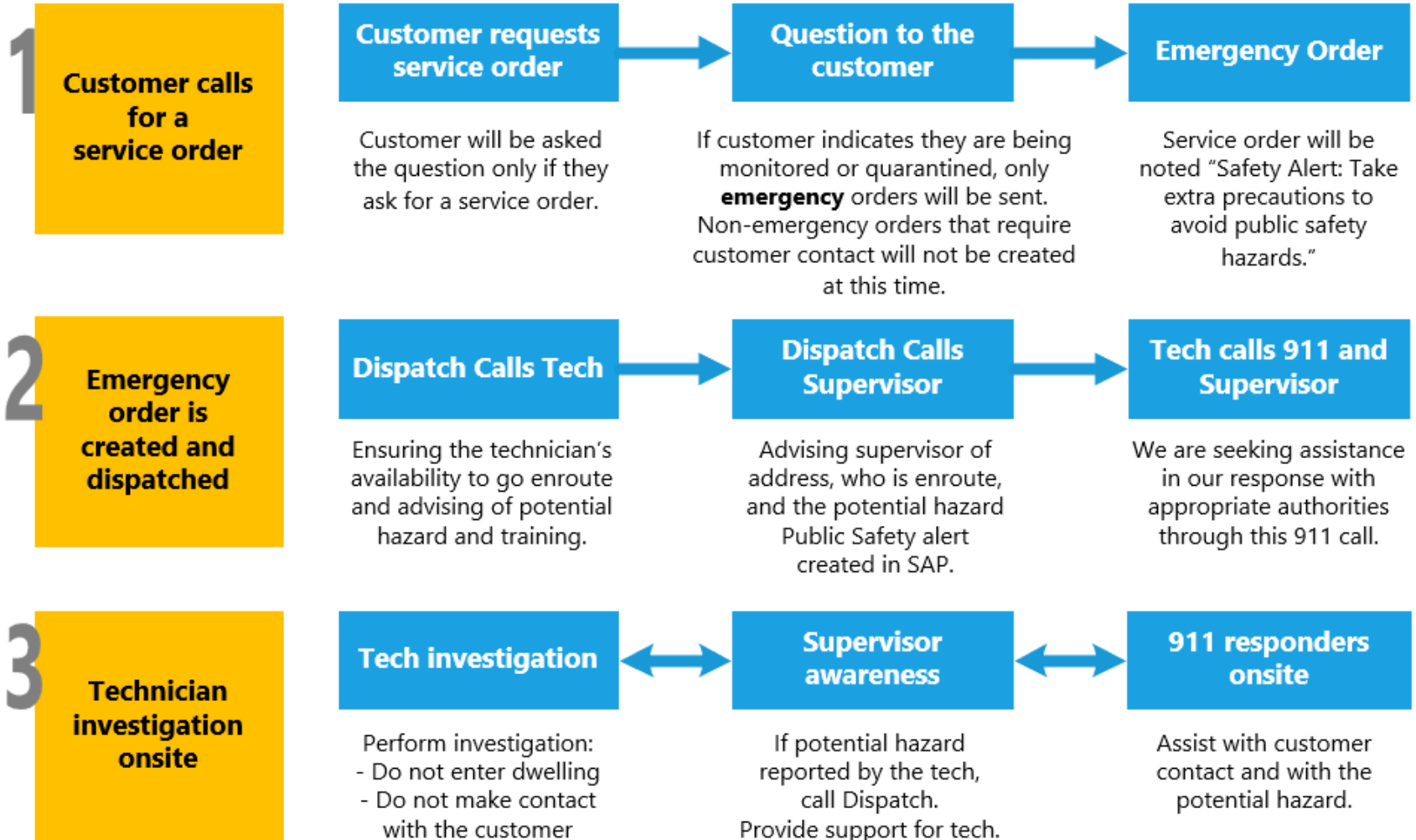
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SERVICE ORDER PUBLIC SAFETY RESPONSE



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.

ATMOS ENERGY CORPORATION

(NAME OF UTILITY)

Rules and Regulations

11. Company's Refusal or Termination of Service

- a) The Company may refuse or terminate service to a customer only under the following conditions, except as provided in subsections (b) and (c) of this section:
- 1) The Company may terminate service for failure to comply with applicable tariffed rules or Commission regulations pertaining to that service. However, the Company will not terminate or refuse service to any customer for noncompliance with its tariffed rules or Commission regulations without first having made a reasonable effort to obtain customer compliance. After such effort by the Company, service may be terminated or refused only after the customer has been given at least ten (10) days written termination notice.
 - 2) If a dangerous condition relating to the Company's service, which could subject any person to imminent harm or result in substantial damage to the property of the Company or others, is found to exist on the customer's premises, the service will be refused or terminated without advance notice. The Company will notify the customer immediately in writing and, if possible, orally of the reasons for termination or refusal. However, if the dangerous condition, such as gas piping or a gas-fired appliance, can be effectively isolated or secured from the rest of the system, the Company may discontinue service only to the affected piping or appliance.
 - 3) When a customer refuses or neglects to provide reasonable access to the premises for installation, operation, meter reading, maintenance or removal of utility property, the Company may terminate or refuse service. Such action will be taken only when corrective action negotiated between the Company and the customer has failed to resolve the situation and after the customer has been given at least ten (10) days written notice of termination.
 - 4) Except as provided in Section 12 of these Rules and Regulations, the Company will not be required to furnish new service to any person contracting for service who is indebted to the Company for service furnished or other tariffed charges until that person contracting for service has paid his indebtedness. (T)
 - 5) The Company may refuse or terminate service to a customer if the customer does not comply with state, municipal or other codes, rules and regulations applying to such service. The Company may terminate service only after ten (10) days written notice is provided, unless ordered to terminate immediately by a governmental official.

DATE OF ISSUE May 13, 2013
Month/Date/Year

DATE EFFECTIVE January 24, 2014
Month/Date/Year

Issued by Authority of an Order of the Public Service Commission in
Case No. 2013-00148

ISSUED BY /s/ Mark A. Martin
Signature of Officer

TITLE Vice President – Rates and Regulatory Affairs