

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 Anne Campbell vs. Atmos Energy

See attached letter

Wherefore, complainant asks

See attached letter

(Specifically state the relief desired.)

Dated at Marion Kentucky, this 10<sup>th</sup> day of

(Your City)

December

(Month)

, 2025.

W. 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.

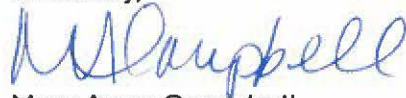
These actions will promote fairness, transparency, and consumer protection, ensuring customers are billed accurately and fairly for the services they receive.

**\*\*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](http://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](http://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](http://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.



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or call **888.286.6700**

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Keep this portion for your records

Page 1 of 2

**ATMOS**  
energy.

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

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

Amount Enclosed: \$ \_\_\_\_\_



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

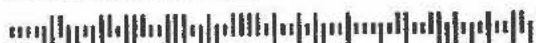


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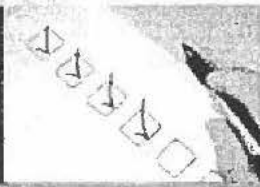
MARY CAMPBELL  
220 E ELM ST  
MARION KY 42064-1623



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](http://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:

<b>PREVIOUS BALANCE</b>	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
<b>CURRENT GAS CHARGE TOTAL</b>	22.99
<b>RESIDENTIAL</b>	
Customer Charge	21.88
School Fee @ 0.03	0.67
Franchise Fee @ 0.02	0.44
<b>OTHER CHARGE/CREDIT TOTAL</b>	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
<b>CURRENT CHARGES</b>	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](http://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.

- |  |                                   |
|--|-----------------------------------|
| <input type="checkbox"/> \$1                   | <input type="checkbox"/> \$20     |
| <input type="checkbox"/> \$5                   | <input type="checkbox"/> Other    |
| <input type="checkbox"/> \$10                  | <input type="checkbox"/> Round-up |
| <input type="checkbox"/> One-time Contribution |                                   |



www.atmosenergy.com

Account Number: 306/911854

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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A copy of applicable rates may be found at [www.atmosenergy.com/KYtariffs](http://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)

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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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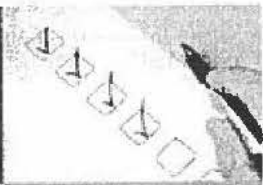
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	From	To	Previous	Present
	10/9/25	10/14/25	6961	6961
Read Difference:				0.00
Actual Usage in CCF:				0.00

### Your Charges:

<b>PREVIOUS BALANCE</b>	20.51
Payment Received 05/27/2025	-20.51
<b>CURRENT GAS CHARGE TOTAL</b>	21.89
<b>RESIDENTIAL</b>	
Customer Charge	20.83
School Fee @ 0.03	0.64
Franchise Fee @ 0.02	0.42
<b>TAX/FEE CHARGE TOTAL</b>	1.31
State Sales Tax @ 0.06000	1.31
<b>OTHER CHARGE/CREDIT TOTAL</b>	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
<b>CURRENT CHARGES</b>	26.06

**TOTAL AMOUNT DUE**

**\$26.06**

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