

Our Focus Remains the Same

Atmos Energy's COVID-19 Response

Presenter

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Checking In

How are you?



**We're all in
this together.**

COVID-19 Response



Our focus remains the same: the safety of our 4,800 employees, our more than 3 million customers, and the 1,400 communities we proudly serve.



Suspending service disconnections



Maintaining a safe and healthy workforce



Donating \$1.5 million to food banks in our communities



Continuing to deliver safe and reliable natural gas service

Employee Safety



Performing essential safety functions:
emergency orders, service orders, leak
survey and continuing pipe preplacement
projects.

97% of our employees are working remotely

Protecting our emergency responders by
limiting their exposure to customer homes.

Practicing social distancing

Wearing face coverings

Self-temperature checks

Safety meetings still being held via phone or
in smaller groups



Keeping our System Safe



Reducing damage to underground utilities is more important than ever

We are asking homeowners and contractors to delay non-essential digging.

- If you must dig, take extreme caution and make sure you ALWAYS call 811 first to have utilities marked before you dig.
- Call 8-1-1 at least two days before digging.

Help us share this message!



Payment Assistance and Customer Support



Since March 14 we have suspended gas disconnections

Payment Assistance Options

- Sharing the Warmth
- LIHEAP
- Payment Plans available

We recognize this pandemic has impacted everyone in the community. We are encouraging all customers to reach out if they need help with their natural gas bills.

- [Atmosenergy.com/energyassistance](https://atmosenergy.com/energyassistance)



Do you need assistance paying
your natural gas bill?

**We're here to
help.**

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

Partnership



How can we help you?



Follow us on social @atmosenergy

News Releases (internal)



[Atmos Energy Salutes Health Care Heroes of Safety](#)

[Atmos Energy Celebrates “Take-Out Tuesday” to Support Local Restaurants Across the Nation Atmos Energy Working in Your Community](#)

[Atmos Energy Recommends Measures to Avoid Increased Scam Activity](#)

[Atmos Energy Donates \\$1.5 Million to Feed Students, Families Amid COVID-19 Pandemic](#)

[Atmos Energy Urges Homeowners and Contractors to Dig Safely](#)

[Atmos Energy Employees Doing Our Part](#)

[Atmos Energy Continues to Do Our Part](#)

[Atmos Energy Employees Assist Customers During Coronavirus Pandemic](#)