



Chris Felan
Vice President
Rates & Regulatory Affairs

March 31, 2020

To the Honorable Mayor and City Manager

Re: Atmos Energy Corporation Mid-Tex 2020 Rate Review Mechanism Filing

Dear Mayor and City Manager,

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. We are committed to serving and working with our customers through this difficult time.

- We have temporarily suspended natural gas disconnections.
- Our employees who work in the community are practicing physical distancing to slow the spread; during this time, the communities we serve will see us working on compliance and system projects in smaller crews, staying six feet or more away from others as we work, and suspending meter reader presence in the communities.
- Among the other ways we support 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. We then partner with local nonprofit agencies to efficiently reach those customers. Customers who need help paying their bill may visit our website 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.
- We are partnering with various non-profit agencies, hospitals, and schools throughout our footprint to assist the community.
- We've made a \$1,500,000 donation to local foodbanks in our footprint.

Like many of you, we continue to monitor COVID-19 and the effects it has on our employees and customers throughout the communities we serve. We are facing unprecedented times, with consequences that remain to be seen. For all of us at Atmos Energy, our vision to be the safest provider of natural gas services means we have an important role in the over 500 communities we safely serve every day.



To achieve this goal, we continue to improve the safety and reliability of our natural gas system through pipeline replacement and system modernization. We recover these costs via annual compliance filings like the Rate Review Mechanism ("RRM"). The RRM Tariff was created in collaboration with the RRM cities to ensure our costs are reviewed annually and determined to be reasonable and prudent. **To remain in compliance with the RRM tariff, we must file the RRM no later than April 1, 2020. It is important to note that no action by council needs to be taken at this time. The RRM tariff does not allow rate implementation until October 1, 2020.**

The RRM filing documents and schedules have been provided to Mr. Geoffrey Gay. As part of the filing, we have included updated tariffs for Rates R, C, I and T and Rider WNA. In addition, per the RRM Agreement, we have included Minimum Filing Requirements ("MFRs") as part of this filing. The MFRs consists of information that is typically requested by the interveners during the discovery process. We stand ready to respond to your requests for information during the review process. Our goal is to reach a mutual agreement that fairly balances the needs of the Company and the needs of the customer.

The Company is committed to working with your representative to answer any questions regarding the filing during the interim. Should you have any specific questions, please forward them to your local Manager of Public Affairs or to my attention.

In closing, I want to say again how much Atmos Energy appreciates your City's willingness to work with the Company in order to reach an agreement that implements the necessary change in rates in a cost effective and efficient manner.

Sincerely,

A handwritten signature in black ink that reads "Chris Felan".

Chris Felan