

## RESPONSIBILITIES AND RIGHTS

### *You are responsible for:*

- Paying your bill by the due date
- Letting us know if you cannot pay all of your natural gas bill before we disconnect your service.

### *You have the right to:*

- Seek help paying your natural gas bill. The community agencies you contact will decide whether you are eligible for aid. You may call our 24-hour Customer Support Center toll-free at 1-888-286-6700 for information.
- Ask us to make alternate payment arrangements if you are temporarily unable to pay your natural gas bill. If you agree to such an arrangement, you give up your right to dispute the amount due under the agreement. If you do not fulfill the terms of the agreement, we may disconnect service and will not offer you a new payment agreement before we disconnect service.
- Question whether your monthly bill is correct and have your bill adjusted if warranted.

### *If you feel there is an error:*

- In your monthly bill or disconnection notice, please call our 24-hour Customer Support Center toll-free at 1-888-286-6700. You must take timely action to protect your rights.

- Contact the Colorado Public Utilities Commission, External Affairs, 1560 Broadway, Suite 250, Denver, CO 80202 (303-894-2070) to appeal an unfavorable decision. Do this before the due date if you are disputing a bill or before the expiration date if you are disputing a disconnection notice. We will not disconnect service for nonpayment of the disputed portion of a bill while it is being reviewed.
- You have the right to suspend payment of the disputed portion of a bill while the dispute procedures mentioned above are in progress.



[atmosenergy.com](http://atmosenergy.com)

© 2008 Atmos Energy Corporation. All rights reserved.

## CUSTOMER RESPONSIBILITIES AND RIGHTS





## ATMOS ENERGY CUSTOMER RESPONSIBILITIES AND RIGHTS

This brochure explains your rights and responsibilities as an Atmos Energy customer relating to disconnection of service for

nonpayment of a deposit or a delinquent account. The Colorado Public Utilities Commission (PUC) has authorized the procedures described here to ensure that all customers are treated fairly. If a problem should arise, we urge you to contact us as soon as possible so we can discuss it and work toward a reasonable solution.

### REASONS FOR DISCONTINUING SERVICE

The PUC has authorized Atmos Energy to discontinue or refuse to supply natural gas service under certain circumstances.

#### *Disconnection without notice, if:*

- Atmos Energy finds that a hazard exists
- A customer's use of equipment adversely affects Atmos Energy's gas service or
- There is evidence of tampering with Atmos Energy's equipment or of unauthorized use of gas

#### *Disconnection with notice, if:*

- A customer violates or fails to comply with Atmos Energy's rules and regulations of gas supply. Rules and regulations are approved by the PUC and can be obtained by calling our 24-hour Customer Support Center toll free at 1-888-286-6700.
- A customer fails to fulfill contractual obligations for service and/or facilities subject to PUC regulations
- A customer fails to provide reasonable access to Atmos Energy's equipment
- A customer has not paid a delinquent account or
- A customer fails to pay a deposit

### PAYING YOUR BILL

The amount shown on your bill as TOTAL AMOUNT DUE should be received in time to post to your account by the DUE DATE.

### DISCONNECTION OF SERVICE

If your bill is past due or you do not pay a required deposit, Atmos Energy will do the following:

- Atmos Energy will mail you a written final notice reminding you that your bill has not been paid. Your gas service will be disconnected unless the past due balance is paid before the expiration date shown on the final notice. The expiration date is 15 days after Atmos Energy sends the final notice.

- If you receive your next monthly bill before paying your prior bill, you DO NOT have an extension of time to pay your prior bill before being disconnected.



### MEDICAL EMERGENCIES

Atmos Energy will delay disconnection of gas service for 60 days if a physician certifies in writing that discontinuing gas service will worsen an existing medical emergency for you or another permanent resident of the premises where services are rendered. Please call our 24-hour Customer Support Center toll-free at 1-888-286-6700.

### REINSTATING SERVICE

If natural gas service is disconnected for nonpayment, here is how to have your service restored:

- Pay the total amount due or, if you qualify, establish a payment arrangement to pay the amount due plus a deposit, if necessary, over a specific period of time.
- Pay a reconnection charge