

## RESPONSIBILITIES AND RIGHTS

### *You are responsible for:*

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

### *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 pay 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 we will not offer you a new payment agreement before we disconnect service;
- Question whether a monthly bill is correct and have your bill adjusted if warranted.

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

- If you feel your bill is incorrect, please call our 24-hour Customer Support Center toll free at 1-888-286-6700. You must take timely action. If you do not question the bill within the required time period, we will conclude that you feel that month's bill is correct.

- If you feel a disconnection notice is in error, please call our 24-hour Customer Support Center toll free at 1-888-286-6700.
- Contact the Tennessee Regulatory Authority's Complaint Division, 460 James Robertson Parkway, Nashville, Tennessee 37243 (615-741-3939 or 800-342-8359) 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. Your right to appeal will not expire if delay on our part makes it impossible to contact the TRA within the required time period.
- You have the right to suspend payment of the disputed portion of a bill while the dispute procedures mentioned above are in progress.



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## CUSTOMER RESPONSIBILITIES AND RIGHTS





## ATMOS ENERGY CUSTOMER RESPONSIBILITIES AND RIGHTS

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

nonpayment of a deposit or a delinquent account. The Tennessee Regulatory Authority (TRA) 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 TRA has authorized Atmos Energy to discontinue or refuse to supply natural gas service *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.

*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 TRA 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 TRA 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 on your account by the DUE DATE. If the payment has not posted on the account by the due date, a 5% late payment penalty will be added to the account balance.

### DISCONNECTION OF SERVICE

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

1. 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 seven days after Atmos Energy sends the final notice.
2. 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.

### THIRD-PARTY NOTIFICATION

At your request, prior to receiving your final notice, Atmos Energy will send a copy of a disconnection notice to someone you have chosen. This service can help prevent disconnection by alerting a designated third party to a possible problem. The third party is not responsible for paying your bill. If you would like more information on third-party notification, please call our 24-hour Customer Support Center toll free at 1-888-286-6700.

### MEDICAL EMERGENCIES

Atmos Energy will delay disconnection of gas service for 30 days if a physician, public health officer or social service official 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.

A prompt request is important. During the 30-day extension, payment of the bill must be guaranteed.

### REINSTATING SERVICE

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

1. Pay the total amount due.
2. Pay a reconnection charge.
3. Pay a deposit, if required.