



### **Colorado Customer Rights and Responsibilities**

This information explains your rights and responsibilities as a Colorado Atmos Energy natural gas customer with regards to the 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 Atmos Energy as soon as possible so we can work towards a reasonable solution.

You have the right to appeal a decision and/or file a complaint with the Colorado Public Utilities Commission at:

External Affairs

1560 Broadway, Suite 250

Denver, CO 80202

phone: 303.894.2070

### **What are customer responsibilities?**

- Providing correct contact information to receive your bill.
- Providing correct contact and other information regarding your account in case of an emergency.
- Paying your bill by the due date that appears on your monthly bill.
- Letting us know if you cannot pay all of your bill before we disconnect your service.

### **How can customers get help paying their Atmos Energy bill?**

If you are struggling to pay your natural gas bill, help is available .

- State and federal financial assistance may be available. To locate an energy assistance agency near you click [here](#) or call 211. Qualifications may apply.
- Low income residential customers may qualify for the [Percentage of Income Payment Plan](#).
- Installment plans are available. You can set up an installment plan that will spread out the payment of your balance over time. Call us at 888.286.6700 or log in to your [Account Center](#) to set up a plan that works for you.
- Atmos Energy partners with [Energy Outreach Colorado](#) and the [Colorado Energy Office](#) to manage and provide funds for bill payment assistance, home weatherization assistance, and energy efficiency services to low-income qualified Coloradans.

### **What can customers do if they believe a bill is in error?**

- Call Atmos Energy's Customer Contact Center immediately to discuss or dispute your bill. 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.
- Customers can suspend payment of the disputed portion of a bill while dispute procedures are in progress.
- If you agree to an installment plan, 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 installment plan before we disconnect service.
- To appeal an unfavorable decision, contact the Colorado Public Utilities Commission at External Affairs, 1560 Broadway, Suite 250, Denver, CO 80202, phone 303.894.2070.

### **How can customers pay an Atmos Energy 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 shown.

To make a payment:

- Pay online at [atmosenergy.com](https://atmosenergy.com) with a one-time bank draft or login to the [Account Center](#) to pay your bill and manage your account.
- Call us at 888.286.6700 to pay through the automated phone system.
- Visit an Authorized Payment Center. To locate one near you, visit [atmosenergy.com/PaymentCenter](https://atmosenergy.com/PaymentCenter). A copy of your bill is required. (A fee may be charged by some payment centers. Payments to unauthorized payment centers may cause delays and termination of your gas service.)
- Sign up for [Mobile Wallet](#) to pay your bill from your smartphone.
- Residential customers can use Visa, MasterCard, and Discover for payments by phone or online.

Visit [atmosenergy.com](https://atmosenergy.com) for additional information on ways to pay an Atmos Energy bill.

### **When can service be discontinued?**

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

Disconnection without notice:

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

#### Disconnection with notice:

- A customer violates or fails to comply with Atmos Energy's rules and regulations of gas service.
- 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.
- A customer fails to pay a deposit.
- If a bill is past due or a required deposit is not paid, Atmos Energy will do the following:
  - Atmos Energy will mail a written termination 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 disconnection date shown on the final notice. The disconnection date is 30 days after Atmos Energy sends the termination 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.
- Atmos Energy will not disconnect service if the temperature is predicted to be 32 degrees or lower during the following 24-hours.
- Atmos Energy will not disconnect service the day before any Company nonworking days.

#### **How can service be reinstated after disconnection?**

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 an installment plan to pay the amount due plus a deposit, if necessary, over the specified period.
- A reconnection charge and other applicable fees may be required to restore service.
  - To reinstitute gas service
    - During Normal Working Hours \$45.00
    - Other Than Normal Working Hours\* \$85.00
  - Other applicable fees
    - Pay Center Transaction Fee\*\*
    - Trip Charge \$30.00
    - Collection Fee \$8.00
- When payment is complete, call 888.286.6700 to schedule a re-connection of your gas service. To complete this process, we recommend a plumber, or a qualified contractor, perform the relight as well as any other work inside your premises. Our technician must meet the person performing that work onsite. A responsible adult must be present for Atmos Energy to reconnect your gas service.

*\* The Other Than Normal Working Hours rate will be applied when a customer requests that a service call be performed outside normal working hours and the Company agrees to perform such service.*

*\*\* Pay Center Transaction Fee is applicable only when a customer pays the Company's Authorized Payment Center on the day of discontinuation of service to avoid immediate shutoff. The Pay Center Transaction Fee is determined by the third-party payment center and is currently set at \$1.00*

### **What about emergency medical situations?**

Service discontinuance will be postponed to a residential customer for 90 days from the date of a medical certificate issued by a Colorado-licensed physician, health care practitioner acting under a physician's authority, or health care practitioner licensed to prescribe and treat patients which evidences that service discontinuance will aggravate an existing medical emergency or create a medical emergency for the customer or a permanent resident of the customer's household. A customer may invoke this medical waiver only once in any twelve consecutive months. Call our Customer Contact Center for additional information.

### **What are the rights of occupants of a residence who are not listed as the customer of record?**

Call our Customer Contact Center to discuss your circumstances and to determine the options available to an occupant of a service address who is not a customer of record and who has a court-ordered protection order against a customer of record for the service address.

### **How can a customer contact Atmos Energy?**

Customer Contact Center

888.286.6700 (available Monday-Friday, 7 am – 6 pm, Central, excluding holidays)

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

### **What is the Demand Side Management Program?**

Colorado residential, commercial, and industrial customers can take advantage of our Demand Side Management program. This program, called SmartChoice, provides rebates for residential and commercial customers that purchase high-efficiency furnaces, tankless water heaters, smart thermostats and weatherization upgrades that save energy, money, and lower emissions.

Industrial, large commercial, multifamily, and large single-family homes can qualify for the Custom Energy Efficiency Program. Visit [atmosenergy.com/COrebates](http://atmosenergy.com/COrebates) for more information.