



Media Contact:

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TUPELO, Miss. - March 13, 2025 - Yesterday morning, contractors were performing scheduled work on Atmos Energy's pipeline when an accidental release of high-pressure gas occurred. The gas did not ignite, and there was no explosion. The contractors were qualified and specialized in the work that they were performing. Three of these contractors were injured, and we continue to hold these three men, and their families, in our thoughts and pray for their recovery.

Our highly trained technicians immediately responded and turned off gas supply from the upstream pipeline system, resulting in a temporary system outage for customers in the towns of Belden, Guntown, Plantersville, Pontotoc, Saltillo, Shannon, Tupelo, and Verona. We appreciate our customers for their patience and cooperation as we work as safely and quickly as possible to restore service.

We would like to thank Tupelo Fire and Police Departments for their support and partnership as we work to safely restore gas to our customers. More than 200 Atmos Energy employees from across our eight-state footprint have arrived to our command center in Tupelo to assist the team in Mississippi with restoration efforts, and more employees and Atmos Energy contractors are on their way.

While our efforts began yesterday, full restoration of gas service requires a multi-step process that will take some time to complete. Over the past 24 hours, Atmos Energy's technicians have been going door-to-door to turn off the gas at each customer's meter. We are also in the process of completing repairs to the upstream gas supply system. We will then begin taking steps to safely restore service to customers. During the restoration process, Atmos Energy crews will again go door-to-door to safely restore gas service and relight appliances. Because this is an extensive process, we cannot yet provide an estimate of when service will be restored. We will continue to communicate directly with those impacted and provide updates to our webpage that can be accessed at atmosenergy.com/LeeCounty.

When repairs are complete and natural gas service is ready to be restored, here's what customers can expect:

- Natural gas piping and appliances must pass a safety check.
- **A resident of the home or an authorized representative of the business who is 18 years of age or older must be present for the restoration services to be performed.**
- We will need access to the home's natural gas meter throughout this process.



- An Atmos Energy technician or contractor will need to enter the home or business to relight gas appliances that are accessible and in a safe working condition. However, this is not a substitute for routine or manufacturer-recommended safety inspections and maintenance of your appliances and gas piping. Gas piping and appliances are the customer's responsibility and should be inspected periodically.
- If a customer is not home or at their business when our crews are restoring service, we will leave a door tag with instructions.

The safety of our communities, employees, and contractors remains our highest priority. For any questions you may have about your natural gas service, our customer service line is available from 7 a.m. to 6 p.m., Monday through Friday, at 888.286.6700.

We also want to remind everyone that if you suspect a natural gas leak indoors or outdoors, leave the area immediately, then call 9-1-1 and our Atmos Energy emergency number at 866.322.8667.

About Atmos Energy

Atmos Energy Corporation, a natural gas-only distributor, is an S&P 500 company headquartered in Dallas. We safely deliver reliable, affordable, efficient and abundant natural gas to more than 3 million distribution customers in over 1,400 communities across eight states located primarily in the South. As part of our vision to be the safest provider of natural gas services, we are modernizing our business and infrastructure while continuing to invest in safety, innovation, environmental sustainability and our communities. Atmos Energy manages proprietary pipeline and storage assets, including one of the largest intrastate natural gas pipeline systems in Texas. Find us online at <http://www.atmosenergy.com>, Facebook, X, and Instagram.