

Atmos Energy - Mid-Tex Division



Atmos Energy's vision is to be the safest provider of natural gas services. As part of our vision, we are modernizing our infrastructure while continuing to invest in safety, innovation, environmental sustainability, and our communities.

We are proud to deliver natural gas to more than 225,000 homes and businesses in Dallas. In 2025, we were recognized by our customers for providing exceptional customer service when Atmos Energy was named #1 in Customer Satisfaction for Residential Natural Gas Service in the South and Midwest by J.D. Power and named a 2025 Utility Customer Champion by Escalent.



Investing in the City of Dallas

Natural gas continues to play a vital role in supporting the local economy. Between October 2024 and September 2025, Atmos Energy invested more than \$321 million in the City of Dallas, with more than 85 percent of this investment spent to enhance the safety and reliability of our natural gas system. During this time, we also surveyed approximately 3,800 miles of pipe within the City of Dallas. This system monitoring forms a vital link between system integrity and community safety as well as environmental management. For the same period, our safety related activities in the City of Dallas include:

152,000

line locates
completed

11,900

leaks
repaired

3,800

miles
surveyed

36

miles of pipe
replaced

3,500

service lines
replaced

Affordability is a critical consideration in the development of our investment plans, and we work diligently to minimize the cost to execute and finance these investments. In Texas, residential natural gas service is half the cost compared to electricity, and our customers' annualized bills remain the lowest among all monthly utility bills including electricity, water, mobile phone, and cable/internet.

Summary of Proposed Filing

The DARR tariff is the annual mechanism developed by the City of Dallas and Atmos Energy to update natural gas rates to reflect prudently incurred costs associated with providing safe and reliable natural gas service to our customers. Pursuant to the DARR tariff, Atmos Energy submitted a filing to the City of Dallas on January 15, 2026, requesting an increase in annual revenues of approximately \$38.2 million. As filed, the proposed bill impacts for residential and commercial customers are below:

Rate Class	Proposed Monthly Change
Residential	\$11.25
Commercial	\$38.92

The DARR tariff takes into consideration precedent decided by the Railroad Commission of Texas and outlines specific factors such as return on equity, capital structure, and other administrative items, reducing the impact of costly litigation on our customers. The other 447 cities served by the Mid-Tex Division also operate under similar annual mechanisms.

DARR Timeline

Jan. 15	Feb. 28	April
Atmos Energy files the DARR and City of Dallas review period begins.	Customers receive notice of the DARR filing.	Settlement discussions.
May	May 31	June 1
DARR is presented to Dallas City Council for approval.	City of Dallas review period ends.	Rates are implemented.

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Fueling Safe and Thriving Communities

Compassion to give back to the communities we serve flows through the heart and soul of Atmos Energy's 5,500 employees. Our employees invest in the communities we call home by reading to students, working with local food banks, and showing appreciation to our hometown heroes. In 2025, Atmos Energy invested more than **\$3.3 million** to provide educational, literacy, financial assistance, and food security resources across the City of Dallas.



Fueling bright minds and healthy futures for our kids.

- United Way Reading Day Sponsorship and volunteering at Paul Dunbar, George H.W. Bush and Casa View Elementary Schools
- Funded 8 book vending machines in Dallas ISD
- United to Learn Learning Launch Lead Sponsor
- Free Book Fair at Jill Stone Elementary
- Provided meals for students over breaks through Dallas Education Foundation, the Wilkinson Center, and Agape Community Development Corporation
- Back-to-School support for Not My Son, Voice of Hope Ministries, and the Mayor's Back-to-School Fair
- African American Museum Summer Programming Sponsorship



Fueling honor and thanks for our community heroes.

- Dallas Hazmat First Responder Training
- Wreaths Across America at DFW National Cemetery
- National Night Out Sponsorship
- North Texas Crime Commission donation to support Police Department Trainings
- \$100,000 donation to DPA Assist the Officer Foundation



Fueling hope and growth for our neighbors.

- 100 trees planted at Emma Carter Park and Samuel Park in partnership with Texas Trees Foundation
- \$152,500 donation to Friends of the Dallas Public Library supporting the library, adult education programs, youth discovery wall, and Bookmarks Kids programming at Northpark Mall
- Food Pantry Donations to CrossRoads Community Services, Hunger Busters, Harmony Community Development, Vogel Alcove, Jewish Family Services, Austin Street Center, Our Calling, and Soup Mobile

Through donations and company contributions, our Sharing the Warmth program offers financial assistance to the elderly, people with disabilities, veterans, and income-qualified families who need help paying their gas bills. In 2025, customers in Dallas received more than **\$1.4 million in utility bill assistance**, home weatherization upgrades, and repair and replacement of customer-owned natural gas appliances and piping. Customers can find assistance by calling our customer service team at 888.286.6700 from 7 a.m. to 6 p.m on Monday through Friday, or by visiting atmosenergy.com/assistance.