



News Release

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Atmos Energy Says Natural Gas Service in Great Demand *Customers also interested in weather normalization adjustment*

DALLAS (December 18, 2007)—Cold weather has created the first surge of winter with more than 445,000 Atmos Energy customers calling the natural gas company during the past month. Many have called to have their natural gas service restored for the winter, after turning off their service during the summer.

Atmos Energy operations crews are keeping up with the increased demand by connecting or restoring service to approximately 950 customers per day. From November 1 to mid-December, more than 36,000 customers started or resumed service, company officials said. Atmos Energy's automatic voice-response system is now handling about 9,000 calls a day.

"Comfort and warmth is what our customers want, and that's what Atmos Energy provides through superior customer service," said Kim Cocklin, Atmos Energy Corporation's senior vice president of regulated operations. "Many of our crews are starting work before dawn and are still working late in the evening to take care of our customers."

Most Popular Question

A common question from customers deals with the weather normalization adjustment, or WNA, on their bills. WNA is based upon average weather conditions, but the adjustment has different parameters approved by utility regulators in each state.

The WNA rate mechanism provides stabilization for gas utility bills. In periods of colder-than-normal weather when customers use more natural gas, the multiplier lowers the cost to reduce the effects of cold weather. If the weather is warmer than normal, customers will pay slightly more through a higher multiplier. Over time, regulators and rate experts agree, these adjustments should even out. WNA helps reduce volatility in the cost of gas service.

Calling Tips

Atmos Energy officials say the best time to call for service is during the evening or on weekends. Mondays are typically very busy, especially between 10 a.m. and 2 p.m. Atmos Energy's two customer contact centers receive approximately 20,000 calls a day. Both centers operate 24 hours per day, 7 days a week. Customers who call during busy times

can use the company's automated phone system to schedule a return call from a customer service representative, rather than wait on hold.

To re-establish or start new natural gas service, customers can call Atmos Energy toll-free at 1-888-286-6700.

Energy Assistance

Energy assistance funds are also available in many states to help pay monthly gas bills for those who qualify. Customers can go on the Internet at www.atmosenergy.com and click on Home Service to locate energy assistance agencies in their community or call customer service at 1-888-286-6700.

Natural Gas Safety

Atmos Energy's Cocklin said the company's highest priorities are safety and reliability. If you ever smell a rotten-egg odor or suspect a natural gas leak, he said, follow the following safety steps:

- LEAVE the area immediately.
- From a safe distance, call Atmos Energy's emergency number at 1-866-322-8667 or call 911.
- DO NOT turn any lights on or off, smoke, use a cell phone or operate any vehicle or equipment that could cause sparks.
- DO NOT attempt to turn natural gas valves on or off.
- Atmos Energy will send a trained service technician immediately to investigate any emergency leak call.

About Atmos Energy

Atmos Energy Corporation, headquartered in Dallas, is the country's largest natural gas-only distributor, serving about 3.2 million natural gas distribution customers in more than 1,600 communities in 12 states from the Blue Ridge Mountains in the East to the Rocky Mountains in the West. Atmos Energy also provides natural gas marketing and procurement services to industrial, commercial and municipal customers in 22 states and manages company-owned natural gas pipeline and storage assets, including one of the largest intrastate natural gas pipeline systems in Texas. Atmos Energy is a Fortune 500 company. For more information, visit www.atmosenergy.com.

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