

Winter Prep Starts Before the Temperature Drops

ATMOS energy

Review the Winter Warm-Up Checklist from Atmos Energy to prepare your household for winter.

As calendars fill up, now is the time to remember that winter prep starts before the temperature drops – and Atmos Energy has the Winter Warm-Up Checklist to help you keep your home safe, comfortable, and energy-efficient all winter long.

Confirm your service is active.

- If your natural gas account lapsed for any reason and you need to reconnect service, contact Atmos Energy now to schedule an appointment – before cold weather sets in.

Activate Text Alerts.

- Receive important text updates about your natural gas service. Sign up in the Account Center under Notification Preferences.

Save Money and Energy.

- Even though natural gas is about three times more affordable than electricity, increased usage during periods of extreme cold will lead to higher bills. Implement these energy-saving tips where safe to do so.
- To help keep your bills more predictable, sign up for Budget Billing. This free plan provides you with a more predictable amount due every month. Qualifications apply.
- Rebates for high-efficiency natural gas appliances and home upgrades are available for customers in Colorado, Louisiana, Mississippi, and parts of Texas. Visit atmosenergy.com/rebates for details.

Follow Winter Safety Tips.

- Inspect your natural gas piping and appliances.* You are responsible for any natural gas piping on your property from our gas meter to your house or business.
- To help keep your home safe and improve energy efficiency, always operate and maintain your natural gas appliances according to the manufacturer's instructions.
- Make sure smoke detectors and carbon monoxide (CO) alarms are in working condition.
- Make sure that snow and ice from your roof does not land on or bury your gas meter.
- Find these and more winter safety tips on our website.

Our customer service team is available at 888.286.6700, Monday through Friday from 7 a.m. to 6 p.m. Central time, or visit the Account Center on our website anytime.

Atmos Energy is committed to delivering safe, reliable, and efficient natural gas service so that your family can stay safe and comfortable throughout the winter heating season. We work year-round to prepare for winter by inspecting Atmos Energy-owned pipelines, equipment, and facilities. We continue modernizing and fortifying our system to support growth and boost capacity. We also establish the year's natural gas supply plan and bolster gas storage inventory for winter demand, and we confirm employee staffing levels and training requirements for winter tasks.

When the forecast calls for extreme cold to arrive, Atmos Energy will closely monitor the weather and deploy appropriate personnel across our system. Follow us on Facebook, X, Instagram, and visit our website at atmosenergy.com for continued safety and weather preparedness information.

**If you are purchasing metered gas from Atmos Energy for resale through a gas distribution pipeline system for tenants, you may be a master meter pursuant to the definition in 49 CFR 191.3 or state statute, which would subject your system to additional codes and standards. Contact your state natural gas regulator if you have any questions.*

Smell gas? Act fast! If you suspect a natural gas leak, leave the area immediately! From a safe distance call 911 and Atmos Energy's 24-hour toll-free emergency number at 866.322.8667.

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Atmos Energy's Winter Warm-Up Checklist *prepares customers for cold weather*

TEXAS – Oct. 12, 2026 – Fall is a busy season with students returning to school, leaves beginning to change color, and football in full swing. Before long, Thanksgiving gatherings and holiday decorating will be underway as families and friends come together to celebrate the holiday season. As calendars fill up, now is the time to remember that winter prep starts before the temperature drops – and Atmos Energy has the *Winter Warm-Up Checklist* to help you keep your home safe, comfortable, and energy-efficient all winter long.

Atmos Energy is committed to delivering safe, reliable, and efficient natural gas service so that your family can stay safe and comfortable throughout the winter heating season. We work year-round to prepare for winter by inspecting Atmos Energy-owned pipelines, equipment, and facilities. We continue system modernization and fortification projects across our service territory to support growth and boost capacity. We also establish the year's natural gas supply plan and bolster gas storage inventory for winter demand, and we confirm employee staffing levels and training requirements for winter tasks. All of this preparation keeps us prepared to safely deliver reliable natural gas service to our valued customers.

Natural gas safety is a partnership. Atmos Energy encourages all customers to review the *Winter Warm-Up Checklist* to prepare your household for winter.

Winter Warm-Up Checklist

- ✓ **Confirm** your natural gas service is active.
  - If your natural gas account lapsed for any reason and you need to reconnect service, contact Atmos Energy now to schedule an appointment – before cold weather sets in. Our customer service team is available at 888.286.6700, Monday through Friday from 7 a.m. to 6 p.m. Central time, or visit the Account Center anytime.
- ✓ **Activate** text alerts.
  - Receive important text updates about your natural gas service. Sign up in the Account Center under Notification Preferences.
- ✓ **Save** money and energy.
  - Even though natural gas is about three times more affordable than electricity, increased usage during periods of extreme cold will lead to higher bills. When the temperature plunges, consider implementing energy-saving tips, where safe to do so.
  - To help keep your bills more predictable, sign up for Budget Billing. This free plan provides you with a more predictable amount due every month, helping you better manage your monthly household budget.
  - Atmos Energy offers rebates for high-efficiency natural gas appliances, energy-saving devices, and weatherization upgrades for customers in Colorado, Louisiana, Mississippi, and parts of Texas. Visit atmosenergy.com/rebates for details.
- ✓ **Follow** winter safety tips.

- Inspect your natural gas piping and appliances.* You are responsible for any natural gas piping on your property from our gas meter to your house or business. As the owner of your home's gas piping and appliances, it is your responsibility to schedule regular inspections and maintenance.
- To help keep your home safe and improve energy efficiency, always operate and maintain your natural gas appliances according to the manufacturer's instructions.
- Make sure smoke detectors and carbon monoxide (CO) alarms are in working condition.
- Make sure that snow and ice from your roof does not land on or bury your gas meter.
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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 atmosenergy.com, Facebook, X, and Instagram.

Commented [WC1]: I removed this from the Phase I materials because I'm not sure how relevant it is when customers are receiving this. This year, I tried to shift the safety tips to actionable items to prepare for winter. That being said, I am happy to include it. I just wanted to give you some context on the change.

Commented [GC1R2]: I understand but I'd prefer to keep this in. It seems relevant to the winter safety messaging. And while I know its not specific to last summer/fall, we are asking them to get prepared for winter. So if they need roof work, I think they should do it in the fall.

Commented [CW1R3]: Got it!