

Atmos Energy: Mid-Tex Division

County of Montague

We have provided safe and efficient natural gas to Texas for more than 100 years. It is more than a place to do business, it is a place our employees call home. That is why we are committed to protecting and preserving the environment, enhancing the safety and reliability of our system, and partnering with local organizations to fuel safe and thriving communities every day.



Atmos Energy operates more than 70 percent of our assets in the Lone Star State. Texas is home to two utility divisions, corporate headquarters, an intrastate pipeline, and customer contact centers in Waco and Amarillo.

FY24 BY THE NUMBERS

\$7,305,068
Capital Expenditures
(Since fiscal year 2020)

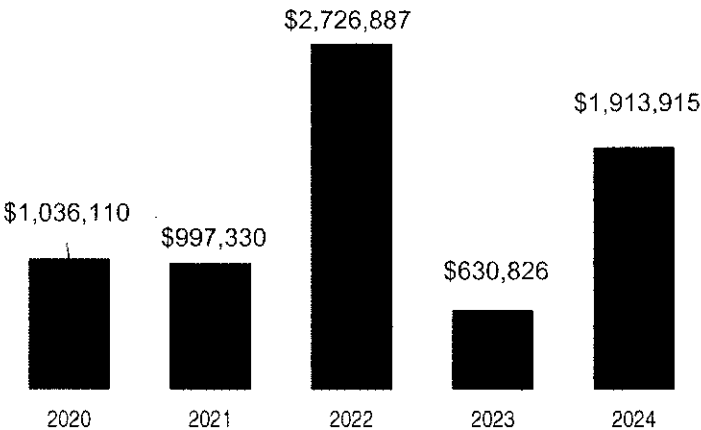
2,839
Customers

82
Miles of Pipeline

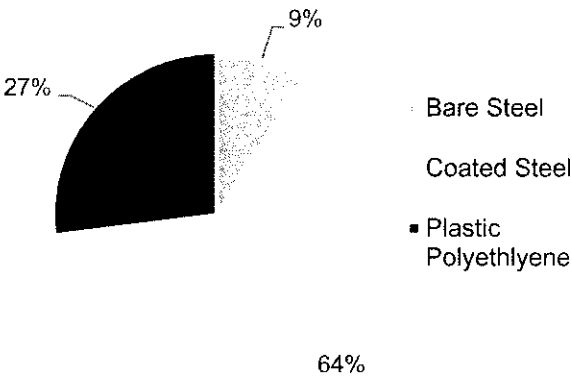
\$1,913,915
Capital Expenditures in 2024

\$51,000
Donations to Non-Profits serving
Montague Aug 2023 – Aug 2024

CAPITAL EXPENDITURES FY20-FY24



SYSTEM MAKEUP



EMERGENCY NUMBER

Smell gas? Act fast! If you smell gas, leave the area immediately and from a safe distance call 911 and Atmos Energy's 24/7 emergency line at 866.322.8667.

CUSTOMER SERVICE

Our Customer Contact Center is available Monday through Friday, 7 AM – 6 PM CST at 888.286.6700.

CONTACT INFORMATION

Pam Hughes Pak, Manager of Public Affairs
(940)217-4825

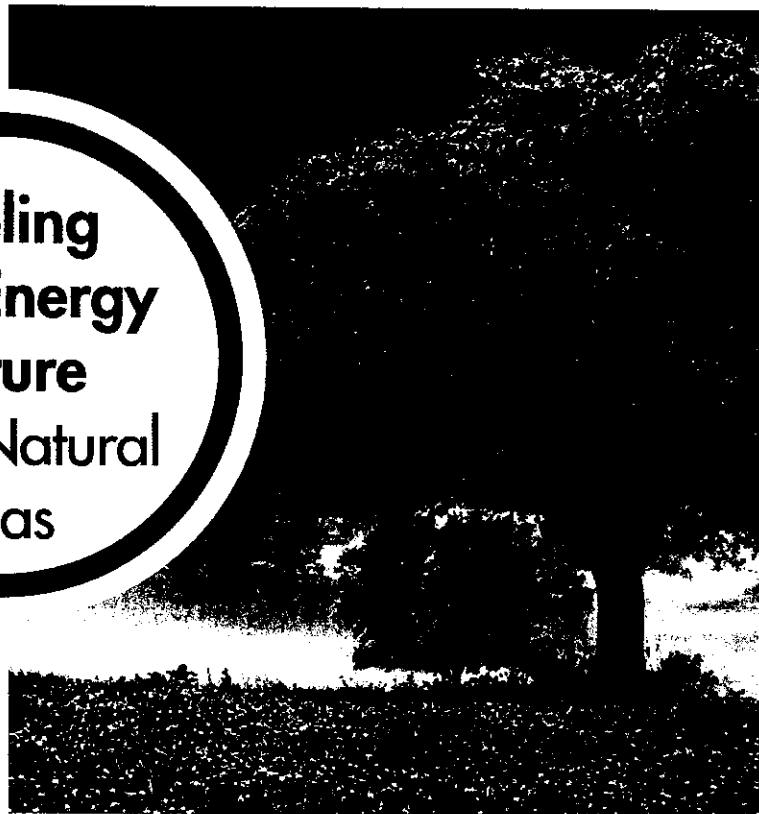


Fueling Our Energy Future with Natural Gas

*We provide affordable, efficient,
and reliable natural gas to more
than 2 million customers in 630
Texas communities.*

*Natural gas plays a vital role in achieving
our low carbon energy future for today and
generations to come.*

atmosenergy.com/environment



Reliability Matters

It takes all energy sources to maintain a reliable energy system that is there when you need it. In Texas, we have invested more than \$8 billion from 2017 to 2022 to enhance safety, reliability, lower methane emissions, and support growth and economic development.

\$8 billion
Investments in Texas
from 2017 to 2022

Affordability Matters

Affordable housing starts with affordable energy. An all-electric home will increase your energy costs and is not nearly as effective as natural gas in heating your home and keeping your family comfortable.

Average annual savings
of a home with natural
gas in Texas compared to
an all-electric home.



Efficiency Matters

Natural gas is efficient energy that helps you reduce carbon emissions. It also plays a critical role in supporting renewable energy by supplying reliable and affordable fuel when solar and wind are not readily available.



In Texas, a home with natural
gas produces 16% less carbon
emissions than an all-electric
home.

Average annual savings determined using GTI Energy's "Energy Planning Analysis Tool" (EPAT), <https://cmicepatcalc.gti.energy>. All-Electric Cost for the analysis is based on 2022 EIA eGRID electric rates and Atmos Energy Texas average rates for 2022. Gas and electric costs for this analysis assume a 2,000 square-foot home of a residential customer in Atmos Energy's Texas service territory with natural gas space heating, water heating, cooking range, and clothes drying appliances.

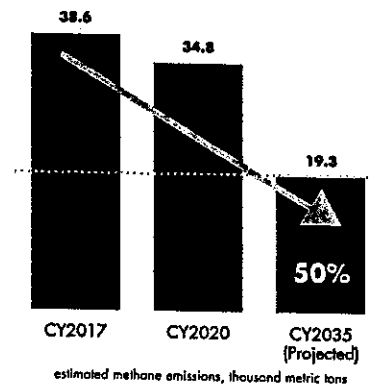
Average carbon savings determined using GTI Energy's "Energy Planning Analysis Tool" (EPAT), <https://cmicepatcalc.gti.energy>. Analysis is based on 2021 EIA eGRID source generation electric emission factors and assumes a 2,000-square-foot home of a residential customer in Atmos Energy's Texas service territory with natural gas space heating, water heating, cooking range, and clothes drying appliances.

Our Environmental Commitment

Our environmental commitment includes improving our operations every day to achieve our vision of being the safest provider of natural gas services. We continue to execute our comprehensive environmental strategy to reduce Scope 1, 2, and 3 greenhouse emissions and other environmental impacts from our operations through:

- Ongoing system modernization work
- Reducing third party damage to our system
- Improving monitoring and measuring of methane emissions
- Evaluating and implementing innovative technologies
- Investing in research and development
- Expanding programs to help customers lower carbon emissions

Reducing Methane Emissions



We continue to execute on our goal of reducing methane emissions from our natural gas distribution system mains and services by 50% from 2017 to 2035. As of calendar year end 2022, we have achieved an approximate 20% reduction in methane emissions from our distribution system mains and services.

Fueling Safe and Thriving Communities in Texas

Compassion to give back to communities we serve flows through the heart and soul of Atmos Energy employees. In the past year, our Texas employees volunteered more than 22,000 hours to support community endeavors and nonprofit organizations. Our Fueling Safe and Thriving Communities program focuses on three essential pillars: fueling bright minds and healthy futures for kids, fueling honor and thanks for our community heroes, and fueling hope and growth for our neighbors.



\$10.2 million
Charitable Giving
in Fiscal Year 2022

\$15.1 million
Energy Assistance to Customers
in Fiscal Year 2022

Did You Know?

- Safe digging starts with calling 811 to have underground utility-owned lines located and marked. It's free. It keeps you safe. It's the law.
- The most common cause of outside natural gas leaks is digging or construction that disturbs natural gas pipelines. If you nick, scrape, or dent a natural gas pipeline, call 911, then call Atmos Energy's emergency number at 866.322.8667.
- Because natural gas is odorless, we add an odorant to natural gas called mercaptan so that it is readily detectable by a person with a normal sense of smell.
- In 2021, Texas passed legislation that protects customer choice, ensuring communities have access to abundant, reliable, and affordable energy to drive economic growth and keep families safe and thriving.
- Atmos Energy is partnering with Habitat for Humanity to build affordable, energy-efficient, and sustainable homes that meet green building standards and certifications, including Zero Net Energy (ZNE).

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.

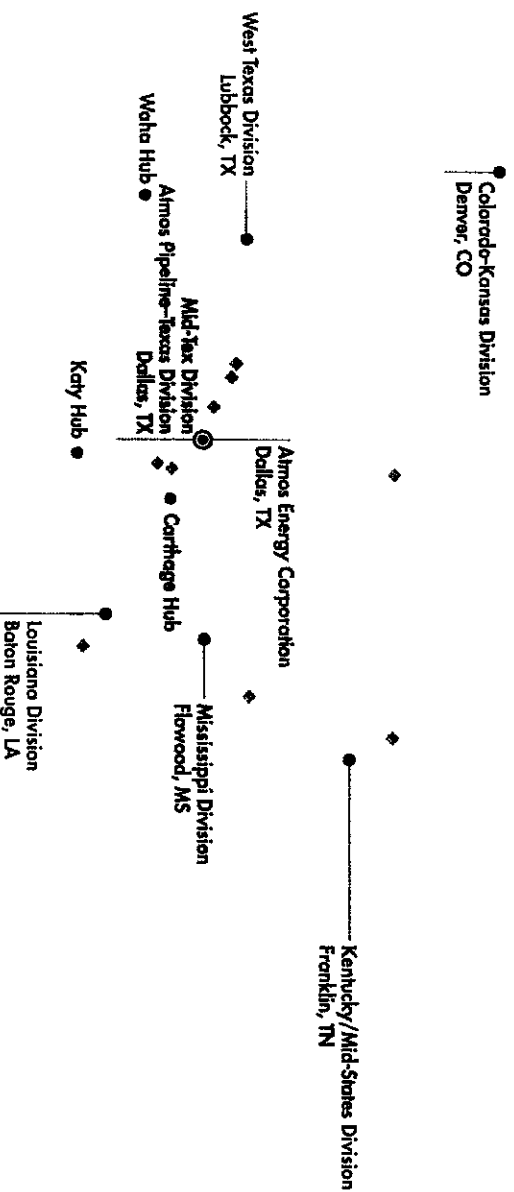


Fueling Our Energy Future

Our Footprint

We own and operate approximately 79,000 miles of natural gas pipelines that serve some of the fastest growing and most vibrant communities in the country.

Safely owning, operating, and modernizing such a dynamic system requires a strong partnership between the communities we serve, the regulators who oversee our activities, and the investors and creditors who ensure we have the financial resources necessary to continue improving our system.



Atmos Energy Corporation

BY THE NUMBERS

3.4 Million
Customers in 8 states

1,400
Communities Served

80,278
Miles of pipeline

5,260
Employees

\$2.9 Billion
FY24 Capital Investment

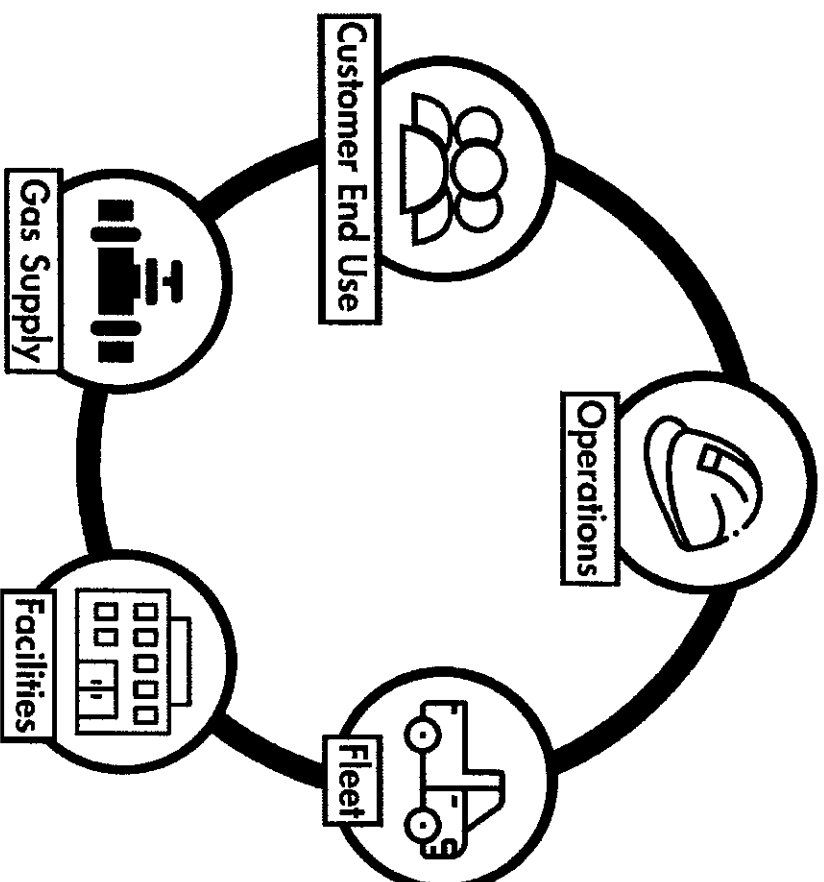
\$20 Million
Charitable Giving



Comprehensive Environmental Strategy Supports a Lower Carbon Future

Our environmental commitment includes improving our operations every day to achieve our vision of being the safest provider of natural gas services. We continue to execute our comprehensive environmental strategy to reduce Scope 1, 2, and 3 greenhouse emissions and other environmental impacts from our operations through:

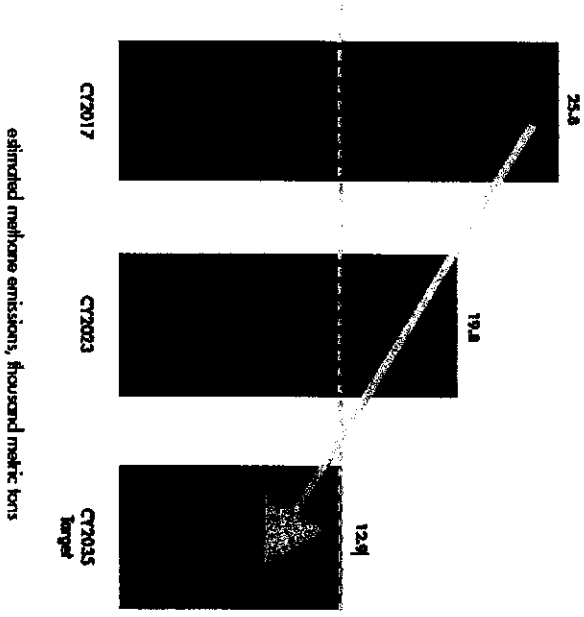
- Ongoing system modernization work
- Reducing third party damage to our system
- Improving monitoring and measuring of methane emissions
- Evaluating and implementing innovative technologies
- Investing in research and development
- Expanding programs to help customers lower carbon emissions



Greenhouse Gas Reduction Goal

Atmos Energy continues to execute on our goal of reducing methane emissions from its natural gas distribution system mains and services by 50% from 2017 to 2035*.

As of calendar year end 2023, we have achieved an approximate 23% reduction in methane emissions.



* As reported to the EPA, in accordance with 40 CFR 98 Subpart W.

Energy Choice Matters

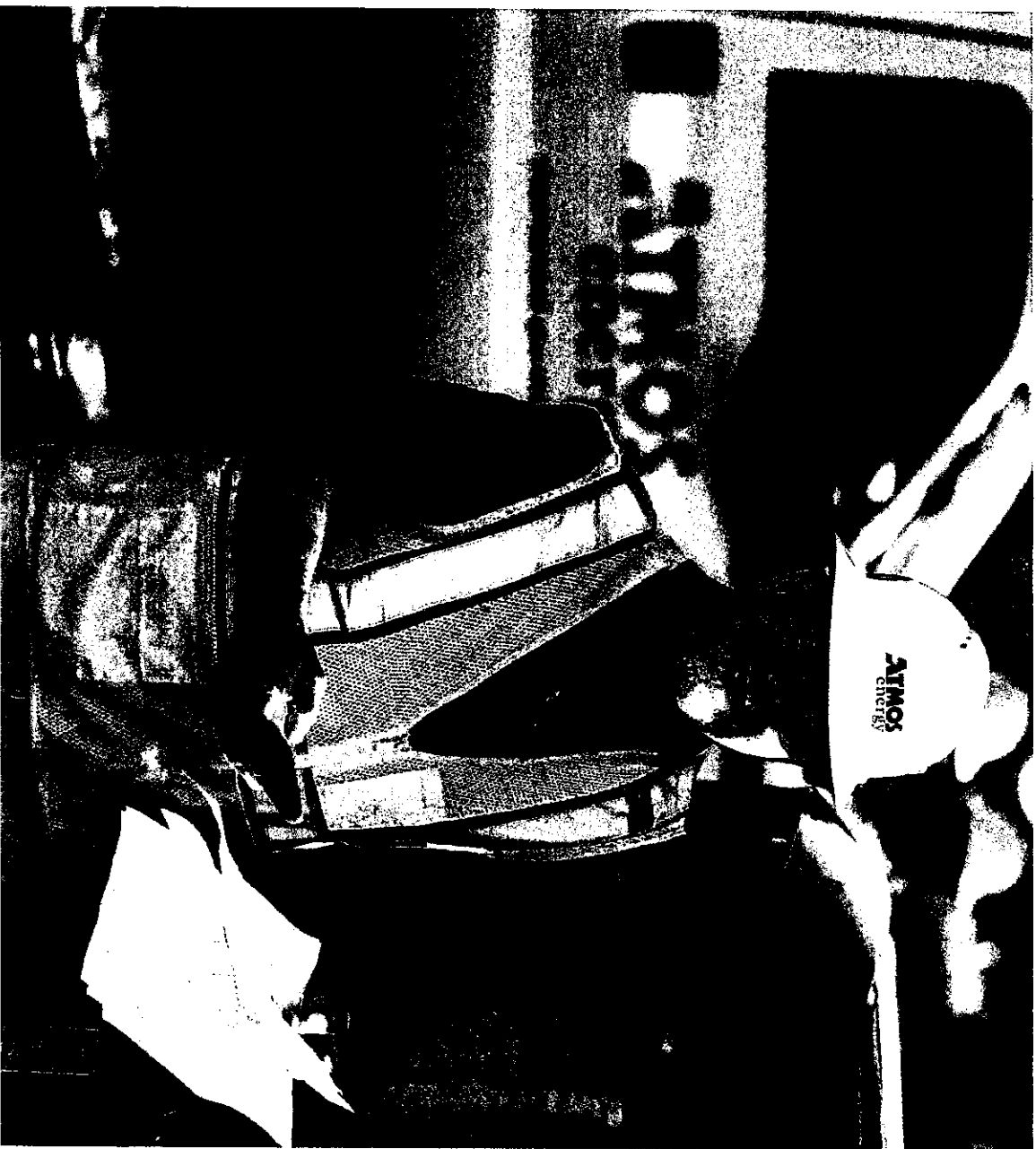
Maintaining access to all types of energy helps to ensure reliability, keeps costs affordable, and drives economic growth. Protecting choice is a key driver of our economy and helps families thrive.



Safety Drives Everything We Do

Our vision is to be the safest provider of natural gas services, and we are doing our part to replace the nation's aging natural gas delivery network.

Over the last 10 years, we have invested more than \$10 billion to modernize our pipeline infrastructure and have committed to spending approximately \$24 billion over the next five years.



Training for Safe Operations

Atmos Energy field employees receive extensive in-person, virtual, and hands-on training and participate in our Pipeline Safety Management System that provides continuous feedback.

105,000

Hours of safety training completed by employees in FY2023.

2 Million+

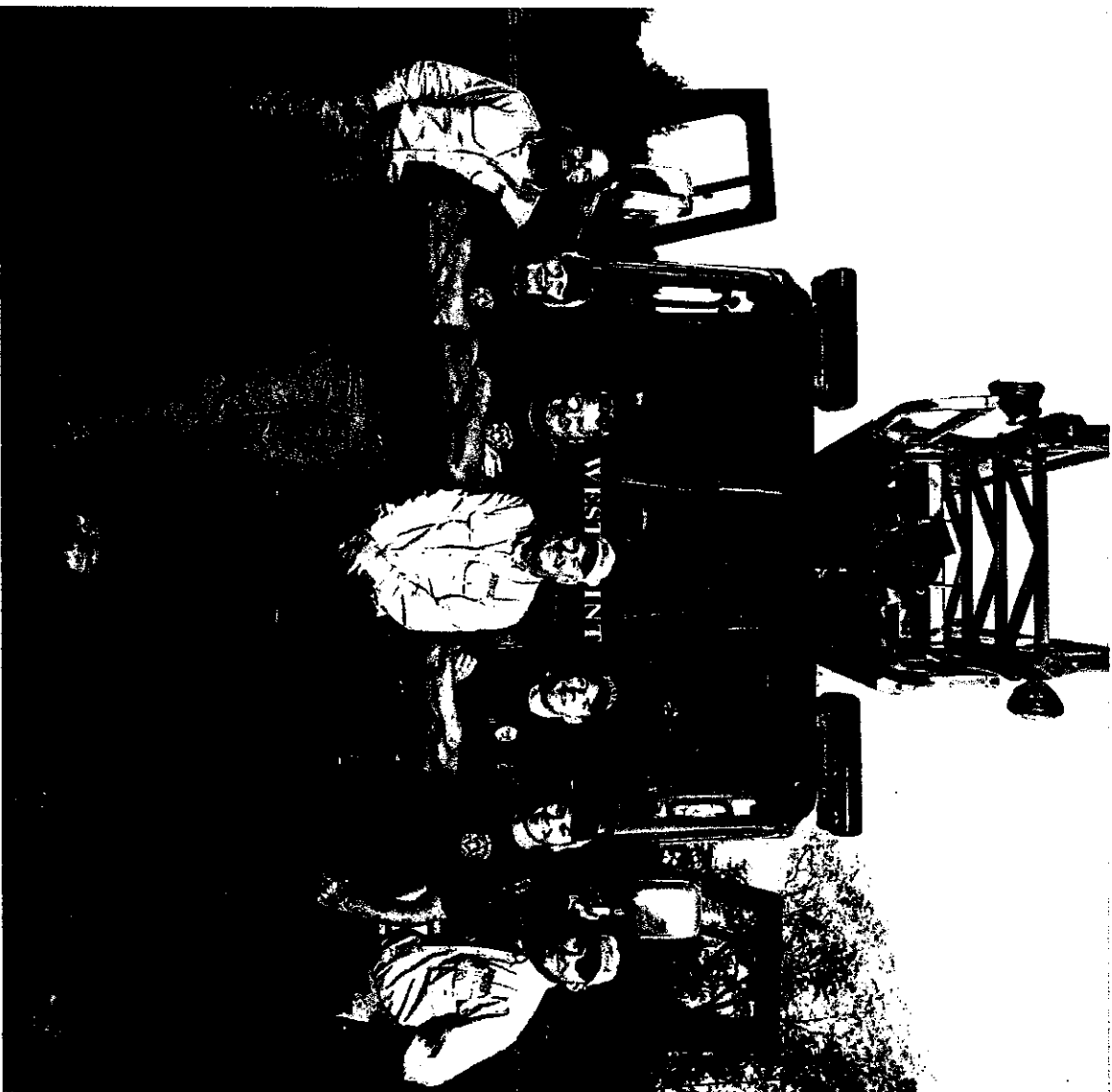
Hours of training at the Charles K. Vaughan Center since its opening in 2010.



Natural Gas Safety for First Responders

We conduct natural gas safety workshops for city officials, fire departments, police and other first responders to provide valuable natural gas safety training for an emergency response situation.

The relationships and communication networks developed during these trainings will enhance the safety of our communities for years to come.



Reducing Third-Party Pipeline Damage

Safe digging starts with calling 811 to have underground utility-owned lines located and marked. It's free. It keeps you safe. It's the law.



SAFETY IS IN YOUR HANDS.
EVERY DIG. EVERY TIME.



Call 811 Before You Dig

- Natural gas safety is a partnership, so we want everyone to understand the importance of calling 811 before building a deck, planting a tree, installing a fence, or digging for any other project.
- The most common cause of outside natural gas leaks is excavation that damages natural gas pipelines.

Gus the Gopher is our natural gas safety ambassador, reminding you to always call 811 before digging!

APWA Uniform Color for Marking Underground Utility Lines




- Red:** Electric
- Yellow:** Gas
- Orange:** Communication
- Blue:** Potable Water
- Purple:** Reclaimed water, Irrigation
- Green:** Sewer
- White:** Proposed excavation
- Pink:** Temporary survey

Smell Gas? Act Fast!




Natural gas in its original form has no smell or color. That's why we add a distinctive "rotten egg" or skunk-like odor to make you aware if gas is leaking.

Rosie the Skunk is our safety ambassador that reminds you to use all of your senses when detecting a natural gas leak.



Rosie the Skunk's Natural Gas SAFETY GUIDE

We use natural gas for lots of things, like heating our homes or cooking dinner. While natural gas is an affordable and efficient energy source, it can be dangerous if there is a gas leak. Knowing how to detect and deal with a gas leak in your home could help you save the day!

SMELL	LOOK	LISTEN
 <p>Natural gas has a smelly odor like rotten eggs.</p>	 <p>You might also notice blowing dirt, a cloud of vapor, or bubbling water near a gas line.</p>	 <p>A hissing or blowing sound near a gas line might indicate a leak.</p>

IF YOU SUSPECT A LEAK

ALWAYS	Leave immediately! Then tell an adult and call 911 and Atmos Energy at 866-322-8667.
NEVER	Turn anything on or off, use the phone near a leak, or do anything to cause a spark.

ATMOS
energy

Delivering Natural Gas

There are three segments of the natural gas industry involved in delivering natural gas to our customers.

Production

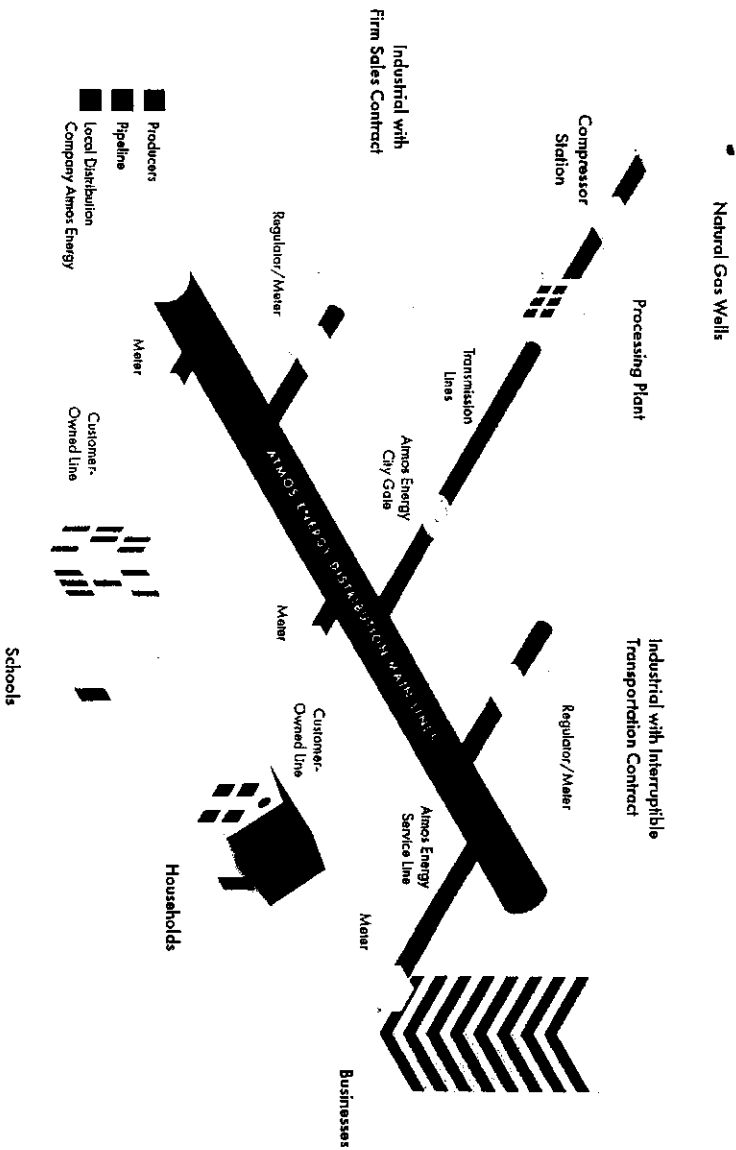
Production companies explore, drill, and extract natural gas from underground.

Transmission

Transmission companies operate pipelines that link natural gas fields to communities.

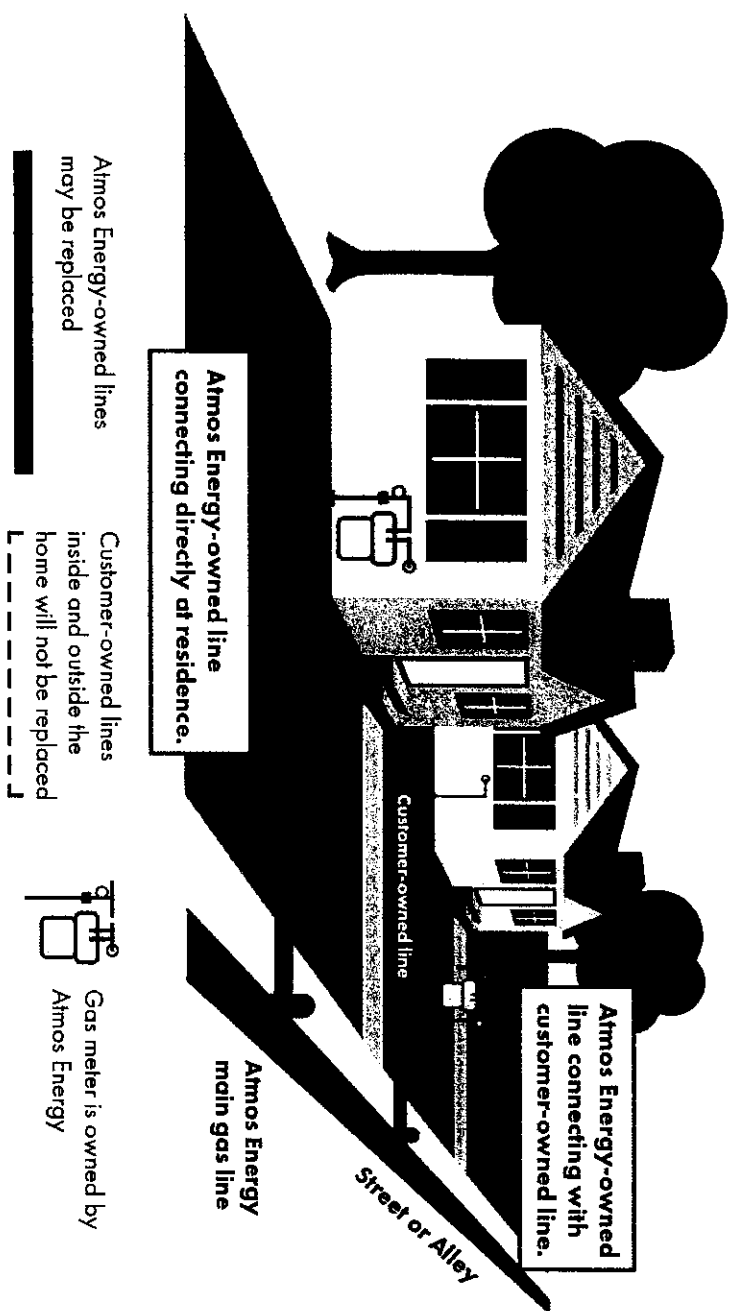
Distribution

We are the distribution company. This means we purchase natural gas, receive it from transmission companies, and deliver it to the natural gas meters at our customers' homes.



Homeowner Safety

Our communities are safer when customers understand how to safely use the natural gas we deliver to their homes. That's why we're continually educating the public about how to detect leaks and prevent accidents.



Leak Detection and Monitoring

We operate our system safely and in full compliance with state and federal regulations.

- We do this by monitoring our system, utilizing state-of-the-art equipment and operating an emergency hotline 24 hours a day, seven days a week.
- Every working day of the year, company employees are performing regularly scheduled surveys of our system, the frequency of which is governed by state and federal regulations.

- To determine the schedule for pipeline replacements, we use a risk-based prioritization model that considers factors such as the pipe's age, location, material, leak history, environmental factors, and more.

- Leak surveys are one of the most important safety activities we conduct as part of our normal operations. When we detect a leak, we grade it 1, 2, or 3, according to state and federal regulations. This grade determines a leak's repair schedule. When a grade 1 (hazardous leak) is reported, immediate action is taken to eliminate the hazard. Grade 2 and 3 leaks are monitored and scheduled for repair.

LEAK GRADES

Grade 1

Leaks which represent an immediate hazard to persons and/or property

Grade 2

Leaks recognized as being nonhazardous at the time of detection but having the potential to become a future hazard.

Grade 3

Leaks that are nonhazardous at the time of detection and can be expected to remain nonhazardous.

Advanced Leak Detection Technology

Atmos Energy applies state-of-the-art technology for leak detection, monitoring, and leak repair prioritization to enhance safety and protect the environment.

- Advanced Mobile Leak Detection (AMLD – pictured at right) technology is 1,000 times more sensitive than traditional technologies also used for leak survey.
- To monitor storage and compression facilities, Atmos Energy uses a variety of fixed and portable cameras and equipment to conduct inspections.



Carbon Monoxide Safety

Carbon Monoxide is an odorless, colorless, tasteless gas that can be harmful when inhaled in large amounts.

Sources of Carbon Monoxide:

- Automobile exhaust from attached garages or structures
- Unvented kerosene and gas space heaters
- Back-drafting from furnaces, gas water heaters, wood stoves, and fireplaces
- Gas stoves, boilers or furnaces that are improperly vented or not operating correctly
- Other portable equipment intended for outdoor use such as generators, grills, and heaters

Preventing Carbon Monoxide Buildup

- Keep gas appliances properly adjusted.
- Consider purchasing a vented space heater when replacing an unvented one.
- Use proper fuel in kerosene space heaters.
- Install and use an exhaust fan vented to outdoors over gas stoves.
- Open flues when fireplaces are in use.
- Choose properly sized wood stoves that are certified to meet EPA emission standards. Make certain that doors on all wood stoves fit tightly.
- Have a trained professional inspect, clean and tune-up central heating systems (furnaces, flues, and chimneys) annually. Repair any leaks promptly.
- Do not idle the car inside garage.

DRAFT

Fueling Safe and Thriving Communities

Whether it is reading to students, working with local food banks, or showing appreciation to our hometown heroes, our employees have always invested in the communities we call home.

Our Fueling Safe and Thriving Communities program focuses on three essential pillars:

Fueling bright minds and healthy futures for our **kids**.
Fueling honor and thanks for our community **heroes**.
Fueling hope and growth for our **neighbors**.



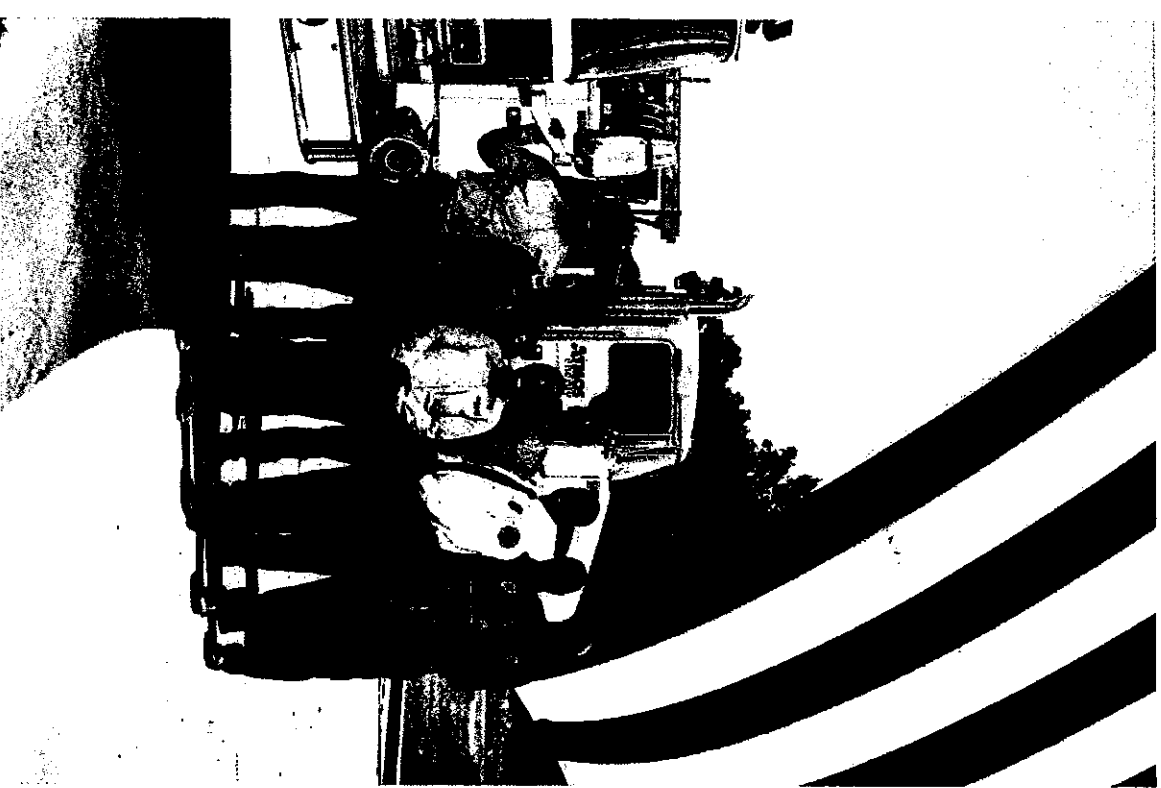
Fueling bright minds and healthy futures for our kids.

We believe in making a difference in the lives of children by collaborating with local school districts and education foundations to offer nutritious meals and provide resources to help children read at grade level by third grade.



Fueling honor and thanks for our community heroes.

We believe in showing our respect and gratitude to firefighters, police officers, medical teams, other first responders and teachers by providing free meals and support throughout the year for our hometown heroes.



Fueling hope and growth for our neighbors.

We support our communities with financial programs that help eligible customers pay their gas bills and upgrade their homes so they can stay warm. We proudly support United Way, The Salvation Army, and other local community welfare organizations, in addition to managing our **Sharing the Warmth** program.



Helping Our Communities Stay Warm

Helping our communities stay warm during the year is one of Atmos Energy's highest priorities. Through a variety of energy assistance programs, in 2024 we helped more than 57,000 eligible household access \$22.6 million to help pay their natural gas bills.

- Atmos Energy and our customers partner to provide funds through our **Sharing the Warmth** program. In 2024, about \$4.4 million was donated to help support customers in need.
- The federal LIHEAP program (Low Income Home Energy Assistance Program) releases funds every winter to all states to pay utility bills.

We also maintain partnerships with Habitat for Humanity chapters to construct new, energy-efficient homes for deserving families throughout our service area.



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Natural Gas: Fueling Our Energy Future

Affordable, safe, and reliable natural gas is a key driver of our economy and essential for thriving families.

We are committed to safely delivering natural gas while providing energy-efficient and affordable solutions to our customers.

\$1,132

Average annual savings per year for homes who use natural gas compared to homes using electricity for heating, cooking and clothes drying.

3.5x

Natural gas is 3.5 times more affordable than electricity.

1.3%

Average annual decline each year in carbon emissions from a home with natural gas

\$125 Billion

Total amount saved by families who use natural gas over 10 years

\$500+ Billion

Total amount saved by commercial and industrial customers who used natural gas over the last 10 years



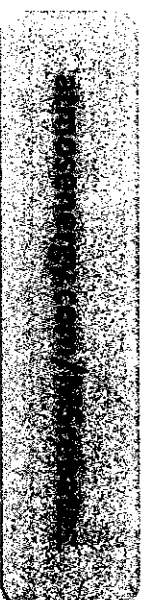
SmartChoice Energy Efficiency Rebates

Our SmartChoice rebates help customers save energy and money every month, in addition to lowering emissions by getting cashback on qualifying high-efficiency natural gas appliances, smart thermostats, and weatherization upgrades for your home and business.

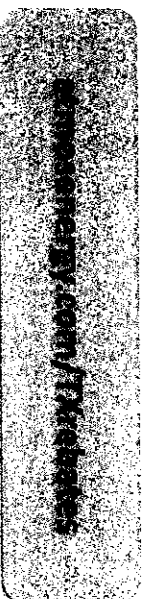
Colorado



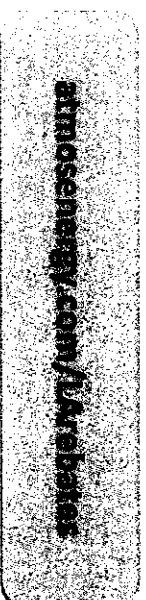
Mississippi



Mid-Tex



Louisiana



Building Zero Net Energy Homes

Atmos Energy partnered with Habitat for Humanity to build Zero Net Energy (ZNE) homes that demonstrate natural gas is part of the solution to achieve a low-carbon energy future.

- A ZNE home is designed to produce as much energy as it consumes over the course of a year.
- Each ZNE home is designed to meet green building standards and certifications with rooftop photovoltaic solar panels, high-efficiency ENERGY STAR natural gas appliances, top-rated insulation and windows, and other advanced weatherization features to improve energy efficiency.
- We have completed 12 ZNE homes throughout our service area.
- For more information, visit www.atmosenergy.com/zne.



Exceptional Customer Service

Atmos Energy claimed the number one spot in the 2024 American Customer Satisfaction Index (ACSI) Energy Utilities Study. Our employees are committed to providing exceptional customer service, and we appreciate the opportunity to serve you.

Customer Service Department: 888.286.6700

Available 7 am to 6 pm (Central time), Monday – Friday (normal workdays)

Emergency Services: 866.322.8667

Available 24/7 for emergencies such as reporting a natural gas leak or service interruption



American Customer Satisfaction Index

#1 in Customer Satisfaction

According to the 2024 American Customer Satisfaction Index (ACSI®) survey of customers rating their own energy utility company's performance, ACSI and its logo are registered trademarks of American Customer Satisfaction Index LLC.



Natural Gas: The Smart Energy Solution

Energy is a key driver of our economy and essential for thriving families. It takes a diverse mix of energy sources working together to ensure reliability, keep costs affordable, and drive economic growth.

75 million
American homes have
natural gas.

Source: American Gas Association

1.3%
Average decline in carbon emissions
from a home with natural gas.

\$1,132
Average annual savings for homes that
use natural gas instead of electricity

\$500 billion
Saved by American businesses in
energy costs over the last 10
years

\$125 billion
Saved by families over 10 years by
using natural gas

92%
Natural gas system efficiency from
production to the customer as
compared to 38% for the electric
system.

Fueling Economic Growth

Atmos Energy partners with our communities to encourage economic growth and create jobs. Natural gas helps to drive economic development in our communities by supplying affordable and reliable energy to power your business so it can grow and prosper.

We partner with customers and suppliers to apply innovative technologies that deliver the ultimate in energy efficiency and reliability, in addition to helping you meet environmental goals.



Ready. Set.
WINTER!

Pam Hughes Pak
2025



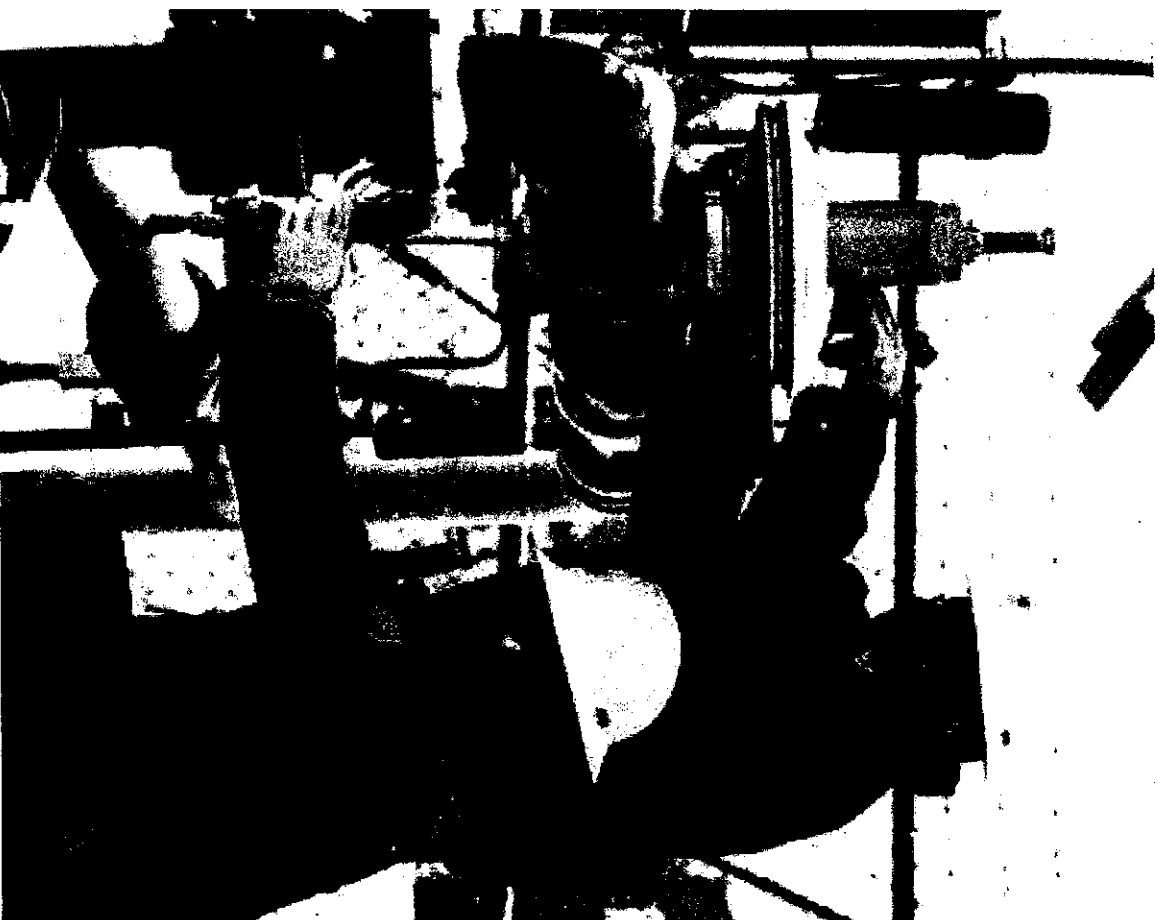
Our Winter Weather Preparations

All year round, from gas supply to the delivery of natural gas service at the meter, Atmos Energy is preparing for winter weather. Here are some of the activities that we do to prepare for the winter heating season.

- ✓ Establishing this year's natural gas supply plan and confirming gas storage inventory for winter demand
- ✓ Confirming employee staffing levels and training requirements for winter tasks
- ✓ Continuing system fortification projects to address growth and enhance capacity

We will communicate with customers and our communities before, during, and after extreme winter weather events via our website, social media channels, and/or by email and text.

Visit atmosenergy.com/WinterReady to learn more.



What can you do to prepare for winter?

Here are tips to help you conserve energy and stay safe so you can be ready for winter, too.

- ✓ **Use energy wisely.** A few household changes can make a big difference in how much you spend on your energy bills.
- ✓ **Perform routine household safety checks.** Inspect your home's natural gas piping and appliances. Make sure smoke detectors and carbon monoxide alarms are in working condition.
- ✓ **Sign up for Text Alerts.** To receive important information related to your natural gas service.
- ✓ **Follow us on Social Media to stay up to date on the latest news.** Be sure to like and follow Atmos Energy on Facebook, Twitter, and Instagram.

We're here to help.

Local Atmos Energy Contact:

Manager of Public Affairs

Pam Hughes Pak

(940)217-4825

Pam.hughespak@atmosenergy.com

Atmos Energy Customer Service

888.286.6700

(Monday - Friday, 7 a.m. to 6 p.m. CT)

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