



NEWS RELEASE

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Atmos Energy Crews Restoring Natural Gas Service for Customers Throughout Copperas Cove

COPPERAS COVE, Texas (March 6, 2020) – Atmos Energy crews from across the region worked through the night to resolve a natural gas service interruption that occurred yesterday in Copperas Cove, and qualified technicians are currently visiting affected homes and businesses throughout the city to restore service. Residents may see Atmos Energy trucks around the city today, and please remember that all Atmos Energy employees have an official identification badge that displays the employee's name, photograph and company logo.

“While performing scheduled maintenance at a facility in Copperas Cove, our highly trained technicians experienced a condition with our equipment which resulted in the shutdown of our system to make repairs. Unfortunately, that resulted in lost natural gas service to more than 4,000 valued customers,” said Tammie Bowman, Atmos Energy manager of public affairs. “Our team worked tirelessly to resolve the issue, and overnight we were able to restore service for critical institutions including schools, healthcare facilities and hotels. The next step is for our qualified technicians to make door-to-door visits throughout the city and restore service for each and every affected customer. We very much appreciate the partnership of Copperas Cove city officials throughout this process, and we especially appreciate the patience and understanding of affected customers who were inconvenienced.”

Atmos Energy reminds customers that a qualified technician will need to enter each affected home or business to reestablish service, and a resident 18 years of age or older will need to be present. If the customer is not at home, the technician will leave a door tag with instructions that detail the service restoration process.

Customers with questions are encouraged to call the Atmos Energy customer contact center at 888.286.6700.

As always, Atmos Energy reminds everyone if you think you smell gas, act fast! Leave the area immediately and from a safe distance call 911 and the Atmos Energy emergency number, 866.322.8667: <https://www.atmosenergy.com/safety/recognizingleak>

About Atmos Energy

Atmos Energy Corporation is the nation's largest fully regulated, natural gas-only distributor of safe, clean, efficient and affordable energy. As part of our vision to be the safest provider of natural gas services, we are modernizing our business and our infrastructure while continuing to invest in safety, innovation,



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environmental sustainability and our communities. An S&P 500 company headquartered in Dallas, Atmos Energy serves more than 3 million distribution customers in over 1,400 communities across eight states and 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](#), [Twitter](#), [Instagram](#) and [YouTube](#).