



March 27, 2018

The National Transportation and Safety Board has issued a preliminary report for the recent natural gas explosion that occurred on Feb. 23, 2018. Please see the full report here: <https://goo.gl/hPTuwg>.

The NTSB's preliminary report notes the Feb. 23, explosion was preceded by two natural gas related events at 3527 and 3515 Durango Drive, Dallas, on Feb. 21 and 22, 2018. While all three events are natural gas related, the NTSB is investigating if the incidents are related to one another. Multiple leaks were identified by Atmos, the natural gas service provider, during its assessment of the Durango Drive incidents. Numerous other leaks have since been identified throughout the neighborhood.

The report states the investigative team formed three technical investigative working groups that inspected the accident site, pressure tested pipe, collected records of the pipeline operations, pipeline integrity management program and emergency response and conducted interviews of Atmos and the Dallas Fire-Rescue Department personnel.

Information contained in the report is preliminary and subject to change as the investigation continues, and as such, no conclusions about probable cause should be drawn from the contents of the preliminary report.

Atmos Energy has provided the following updates relating to work being done in North Dallas:

#### Plumbing

Customers identified as needing plumbing repairs are being connected with licensed plumbers. Plumbers provided by Atmos Energy will make repairs to customer-owned house piping.

Appliances that do not pass a safety check and are out of code must be repaired by a qualified professional of your choice to ensure proper functioning and safe operation. These costs are not reimbursed by Atmos Energy. Once repairs are made to the appliances and they pass safety checks, Atmos Energy can safely restore service to the appliance.

For appliance rebates, please visit [www.atmosenergy.com/dallasrebate](http://www.atmosenergy.com/dallasrebate)

#### Monetary Assistance

Atmos is urging customers if they see a door tag or receive a call from Atmos Energy, it is important that you contact them, as they are trying to set an appointment to test house-piping and safely restore natural gas service.

After several attempts to reach the customer, either by door tag and/or phone call, monetary assistance will be suspended until an appointment is made.



### Restoring the Neighborhood

As part of normal operations when replacing pipelines in neighborhoods, Atmos Energy crews may have to cut into streets, alleys, sidewalks and driveways. While work is going on, Atmos will make temporary repairs to the area. When work is complete, we will make arrangements to permanently repair streets, alleys, sidewalks, roads and restore your landscaping to its original condition.