



March 5, 2018

Atmos Energy would like to thank the residents in the Northwest Dallas area impacted by the recent outage for their support. We recognize the frustration and disruption this situation has caused, and are working diligently to restore service in this area. We would also like to thank our first responders, city officials and volunteers for their collaboration and cooperation, and to express appreciation to our employees, contractors and others who are providing around-the-clock services during this restoration effort.

The latest information regarding restoration efforts can be found on a mobile-friendly interactive map at www.atmosenergy.com/alerts. Residents can input their address to see if their home is ready for service reconnection. The map is available both in Spanish and English.

In addition, we would like to provide an update on the progress we have made as of 7 AM today:

- We have restored service to 140 homes that were evacuated prior to the March 1 planned outage.
- In the planned outage area, approximately 120 construction crews are working around the clock in multiple portions of the planned outage area. For the latest updates on this activity, visit www.atmosenergy.com/alerts.
- Since March 1, we have offered monetary assistance or hotel rooms available to all eligible residents. Employees and other volunteers will continue to provide assistance at the Walnut Hill and Bachman recreation centers.

Customer Assistance

Residents seeking financial assistance who live east of Marsh Lane should visit the Walnut Hill recreation center. All others should visit the Bachman recreation center. Those seeking additional information should contact our 24-hour call center at 972-964-4191 or www.atmosenergy.com/alerts.

Service Restoration

Natural gas service will be made available after Atmos Energy technicians unlock the gas meter, test all appliances for safety, and re-light all pilot lights. In the event an appliance does not relight, there will be plumbers onsite to make repairs at no cost to the customer. As a reminder, a resident 18 years of age or older must be present in order to reestablish service. If a resident is not home when our technician arrives, we will leave a door tag with instructions on how to contact us to restore service.

Scamming Alert

Atmos Energy has trained technicians in the area. If you are approached, please ask to see the technician's badge. Under no circumstances would legitimate Atmos Energy employees or technicians request keys to your home. Please call 9-1-1 if you are approached by someone asking for your keys – even if they are wearing Atmos Energy uniforms.