



## NEWS RELEASE

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### **Natural Gas Customers Urged to Stay Safe in Tornado Damaged Areas**

**DALLAS** (Oct. 21, 2019) – In the wake of severe storms that recently affected the Dallas area, [Atmos Energy](#) urges residents to take steps that help ensure their own personal safety. Overnight, dozens of Atmos Energy technicians responded to more than 200 emergency calls in the Dallas area, and crews are working closely with all first responders to ascertain any additional safety measures, as needed. In the meantime, Atmos Energy crews are working on repairs and surveying storm damaged areas and will restore service as quickly and as safely as possible.

Atmos Energy continues to investigate each emergency call and has dispatched extra crews to survey the area, using the best available monitoring methods for safety – including advanced mobile detection technology that is 1,000 times more sensitive than traditional technology. Customers and residents will see our employees and contractors in storm damaged areas, including mobile detection vehicles which appear similar to a Google Maps car.

The safety of the public, our employees and our system is our highest priority, and we thank all first responders for their support as well as residents who did the right thing by calling our emergency number. Atmos Energy reminds customers and residents to not turn off your home's natural gas during severe weather, even if you are evacuated. As always, anyone who thinks they smell natural gas inside their home or neighborhood should Act Fast! Leave the area immediately and from a safe distance call 911 and the Atmos Energy Emergency Hotline at 1-866-322-8667.

Customers or residents who would like to visit with a team member to voice any questions or concerns may visit the Atmos Energy Command Center at 10460 Shady Trail in Dallas.

Whether it's a tornado, flooding or other severe weather event, please follow these important steps to keep you and your family safe:

- During a natural disaster or severe weather DO NOT turn off your natural gas, even if you are evacuated.
- If you smell gas, immediately leave the affected area and from a safe distance call 911 or Atmos Energy's 24-hour emergency response line, at 1-866-322-8667.
- NEVER try to find the source of a gas leak. DO NOT use a cellular phone or anything that might cause a spark, such as a generator.



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- If flooding occurs at a residence or business and the gas appliances are under water, do not try to operate the appliances. Instead, contact Atmos Energy or a qualified service professional to conduct a safety inspection.
- If a natural gas meter is damaged or a gas line is exposed, immediately leave the area and call the Atmos Energy 24-hour emergency response number at 1-866-322-8667.
- Know where your natural gas meter is located. Make sure it's visible and free of trash and debris. Mechanical equipment used to clean up after the storm may damage the meter if it is hidden.
- Natural gas distribution pipelines are mostly underground but can be damaged by uprooted trees and shifted foundations. After the storm, call 811 to have the location of underground utility lines marked, as gas service lines could become tangled.
- Atmos Energy customers experiencing a natural gas outage or service interruption should contact the company's customer service number at 1-888-286-6700. Customers will be restored as quickly as possible once the area is deemed safe.

### **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, 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](#).