



March 1, 2018

At approximately 12:00 p.m. Thursday, March 1, Atmos Energy successfully began a planned outage, temporarily disconnecting natural gas service to about 2,800 homes in northwest Dallas.

This outage affects homes bounded by:

- Walnut Hill to the north
- Webb Chapel to the west
- Near Northwest Highway to the south
- Lakemont Drive to the east

Pipe Replacement:

This outage will enable us to replace our entire natural gas system in this area. We are deploying more than 120 crews to work around the clock, 7 days a week. Our plan is to restore service in phases over the next two to three weeks. Additionally, we will have plumbers on site to make repairs to any natural gas appliances or piping at no cost to the customer.

Other Key Updates:

- Atmos Energy has now distributed fliers containing information on the planned outage to all homes that will be impacted by this event.
- Atmos Energy has successfully deployed compressed natural gas to the only school impacted by our planned outage – the Stephen C. Foster elementary school.
- Two Atmos Energy information centers have opened – at the Bachman and Walnut Hill recreation centers. Affected residents can visit those centers for information on monetary assistance and any logistical needs they have during this planned outage.
- More than 100 residents evacuated from their homes by last week's incident have now had gas service restored to their homes.

Atmos Energy Information Centers

We are asking residents to please check in at the designated information center for your neighborhood. Proof of residency or ID is required. Atmos Energy representatives have lists of residents and will be on site, March 1, beginning at 4 p.m. to answer questions and provide monetary assistance. Hours are 7 a.m. to 11 p.m. Friday and Saturday, then 7 a.m. to 8 p.m. Sunday.

West of Marsh Lane
Bachman Recreation Center
2750 Bachman Drive

East of Marsh Lane
Walnut Hill Recreation Center
10011 Midway Road

Residents can receive updates by contacting our 24-hour designated phone number: 972-964-4191, or receive updated information on repair operations at the following website: www.atmosenergy.com/alerts



Explanation for the planned outage:

Due to sudden and unexplained leaks on our system, during the extraordinary rains in North Texas, we have implemented continuous survey patrols in this area. We are replacing our entire natural gas distribution system, including mains and service lines with the state-of-the-art materials.

Based on what we found through our continuous survey patrols, we made the decision to engage a geological expert to help us understand why our system is performing this way. His findings indicate that there are two geological formations within this area which are impacting our system. The amount of rain and runoff in the past few weeks makes these formations expand, thus putting pressure on our pipe, causing leaks.

The safety of our system, customers and employees is our highest priority. Given the impact on our existing system, we made the decision to have a planned outage in order to replace our pipe with state-of-the-art materials. This allows us to continue the safe and reliable delivery of natural gas.

Continuous surveys to ensure safety of surrounding areas

Atmos Energy is conducting continuous surveys to ensure the safety of citizens and homes located in the areas surrounding the planned outage sector.