Our Vision:
To Be the Nation’s Safest Natural Gas Company
Atmos Energy is a company driven by investments in our communities, in innovation, in our operational assets and in our employees. We see this in our daily efforts to improve the lives of others and to contribute to our communities. Our 4,600 employees are committed to serving our customers exceptionally well while ensuring customer and employee safety in the 1,400 communities we serve. For Atmos Energy, fiscal year 2018 marked another successful milepost in our long, sustainable journey to being the nation’s safest natural gas company.

We invested $1.5 billion in modernizing our transmission and distribution system. Earnings per diluted share increased for the 16th consecutive year, and dividends increased for the 34th consecutive year. We were recognized as the Most Trusted Utility Brand in the South by Market Strategies International in their annual Cogent Reports Utility Trusted Brand and Customer Engagement: Residential Study. And our employees continue to execute our long-term growth strategy of investing in the modernization of our system, mitigating risk, and providing exceptional service to our customers in the communities where we live and work.

Today, there is heightened concern over the age and safety of our nation’s infrastructure, which includes roads and bridges, as well as water, electrical and natural gas delivery systems. We recognized this need long ago. We have been increasing our rate of pipe replacement each year, and it is now among the highest of our peers nationwide. Over the last 10 years, we have invested $9 billion, and we plan to spend $9-$10 billion over the next five years. Our long-term strategy of investing in safety and reliability benefits our customers, employees, shareholders and the communities we serve.

Twenty years ago, we established the guiding principles that define our culture, which we refer to as AtmoSpirit. These principles – Inspire Trust, Be at Your Best, Bring Out the Best in Others, Make a Difference and Focus on the Future – summarize the values, beliefs and behaviors we embrace as a company. They are the foundation upon which we will meet the needs of all the stakeholders who are vital to the long-term sustainability of Atmos Energy. Our employees have followed these principles without seeking recognition or awards, and it is this attitude that will propel our future.

Safely owning and operating more than 75,000 miles of distribution and transmission pipelines, many of which serve some of the fastest-growing communities in the country, requires a strong partnership with all of our stakeholders. That is why we are introducing our first integrated annual report. This report will highlight not only our fiscal 2018 financial performance, but also a few of the many things we do as a company every day to meet the needs of all of our stakeholders.

We appreciate your interest in Atmos Energy, and we look forward to continuing on our journey to be the nation’s safest natural gas company.
Strong governance is core to accomplishing our vision. From our Board of Directors to all of our employees, we expect everyone to take responsibility for doing what is right for all our stakeholders. That means conducting business ethically, instilling accountability in our employees, and working with business partners who share our high standards and principles.

Corporate Governance

Our Operating Principles
Being the largest publicly traded, fully regulated natural gas-only company comes with great responsibility. Our example reflects on the entire industry. We have a bold vision: to be the safest provider of natural gas services, to be recognized for exceptional service, to be a great employer and to achieve superior financial results. To achieve this vision, we must operate our business exceptionally well, invest in our people and infrastructure, and enhance our culture. Our operating principles are essential to executing our strategy and to sustaining our operating and financial performance.
Leading with Integrity

Our Code of Conduct sets guidelines for ethical business conduct among our directors, officers, and employees. They are required to complete annual code-of-conduct training, which helps them recognize and deal with ethical issues including, but not limited to, conflicts of interest, gifts and entertainment, use of confidential information, fair dealing, protection of corporate assets, and compliance with rules and regulations. We provide an anonymous hotline for employees and the public to report any suspected violations.

We also expect our business partners to operate ethically. We evaluate new business partners not only for their quality and competence, but also for their alignment with our ethical standards and values. Moreover, we use local businesses, from landscapers and general contractors to auto mechanics and plumbers.

Board of Directors

Our Board of Directors has the responsibility for risk oversight of the Company as a whole. The Board’s leadership structure is designed so that independent directors exercise oversight of the Company’s management and key issues related to strategy and risk. Only independent directors serve on the Board’s Audit Committee, Human Resources Committee, and Nominating and Corporate Governance Committee, and all standing Board committees are chaired by independent directors. Additionally, independent directors regularly hold executive sessions of the Board outside the presence of the Executive Chairman, the President and CEO, or any other Company employee. And they generally meet in a private session with the Executive Chairman and the CEO at regularly scheduled Board meetings. Directors serve one-year terms upon election and are re-elected to subsequent one-year terms by a shareholder vote at the annual shareholder’s meeting.

Knowing that an effective Board of Directors represents diverse viewpoints and backgrounds, we evaluate each Director’s continued service annually, considering factors such as diversity of skills, background and experience, age, professional background, financial literacy, availability, independence and other relevant leadership qualities. Our Audit Committee is responsible for overseeing risks associated with financial and accounting matters, including compliance with all legal and regulatory requirements, and internal control over financial reporting. In addition, the Audit Committee has oversight responsibility for the Company’s overall business risk management process, which includes the identification, assessment, mitigation and monitoring of key business risks, including cybersecurity, on a company-wide basis.

Supporting Strong Governance

In addition to our Code of Conduct, our Board has adopted several policies and guidelines to support good conduct and governance:

• Our Corporate Governance Guidelines assist the Board in exercising its responsibilities to the Company and our shareholders by providing a framework under which the Board may conduct business.
• Our Insider Trading Prevention Program governs the purchase or sale of Company securities by our directors and employees, especially when any material, nonpublic information relating to the Company may be in the possession of any director or employee.
• Our Political Activities Policy provides guidelines on our Company lobbying and political spending activities, as well as engagement by our employees in the overall political process.
• Our Risk Compliance Committee has oversight over our safety practices and cybersecurity.
• Our shareholders vote on executive compensation every year at our annual shareholders’ meeting.

Management Committee

Our Management Committee, composed of senior leaders, leads the execution of the Company’s strategy as approved by the Board of Directors. The Committee actively monitors our operations and financial performance, ensures compliance with our policies, procedures and ethical business practices; and develops our strategy to achieve sustainable, long-term performance.
Earnings per diluted share increased for the 16th consecutive year, and dividends increased for the 34th consecutive year. We invested $1.5 billion in modernizing our transmission and distribution system. In addition, our consistent investment in the safety and technical training of our workforce and our successful completion of infrastructure projects helped sustain our financial stability and continued growth.

Fiscal 2018 Highlights

We replaced 735 miles of aging natural gas distribution pipelines to make our safe system even safer and more reliable.

- 735 distribution miles
- 155 transmission miles
- 54,000 lines
- 127,000 hours

- 11.1% return
- $1.94 per share
- 255% return
- $93.91 per share

Adjusted earnings per diluted share from continuing operations increased 11.1 percent, to $1.94 per share. In November 2018, the Board of Directors increased the dividend for the 35th consecutive year by raising the indicated rate for fiscal 2019 to $2.10 per share, an 8.2 percent increase over fiscal 2018.

Total shareholder return in fiscal 2018 was 14.3 percent. Since we launched our growth through investment strategy in October 2017, total return to our shareholders has been 255.6 percent.

Our stock closed at $93.91 per share on September 28, 2018.

- Pipeline and Storage Distribution
- Rate Base (in billions)
- Adjusted Earnings per Share

System Modernization

Supports Earnings Growth

Constructive Regulatory Mechanisms Support Efficient Conversion of Investments in Safety and Reliability into Financial Results

- $9 to $10 billion in annual capital investments through 2023
- Constructive rate mechanisms reducing regulatory lag
- 6% to 8% consolidated EPS growth

Constructive Regulatory Mechanisms Support Efficient Conversion of Investments in Safety and Reliability into Financial Results

Over the next five years, we expect to replace 5,000-6,000 miles of aging natural gas distribution and transmission pipelines to make our system even safer and more reliable.

- 5,000-6,000 miles
- 250,000-300,000 service lines
- 10 to 15% reduction

Over the next five years, our system modernization efforts are expected to reduce methane emissions from our system by 10-15 percent.

Our customers will continue to enjoy safe and clean natural gas at affordable prices. By 2023, we anticipate their average monthly bill will be $66, which is just 6 percent higher than the average monthly bill in 2008.
Customer bills remain **affordable**, while shareholders have benefited from our investments as our share price has appreciated with earnings growth.

**Average Monthly Customer Bills**

<table>
<thead>
<tr>
<th>Year</th>
<th>68</th>
<th>69</th>
<th>70</th>
<th>71</th>
<th>72</th>
<th>73</th>
<th>74</th>
<th>75</th>
<th>76</th>
<th>77</th>
<th>78</th>
<th>79</th>
<th>80</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0</td>
<td>$10</td>
<td>$20</td>
<td>$30</td>
<td>$40</td>
<td>$50</td>
<td>$60</td>
<td>$70</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Estimated bills for 2023 are based on normal weather*

**Shareholder Value**

Combining share appreciation and dividends, Atmos Energy has consistently delivered total shareholder return above its gas distribution peers and the broader market over the past three and five years.

**Continued Outstanding Positive Total Returns to our Shareholders**

<table>
<thead>
<tr>
<th>Year</th>
<th>1-year</th>
<th>2-year</th>
<th>5-year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Atmos Energy</td>
<td>15%</td>
<td>75%</td>
<td>91%</td>
</tr>
<tr>
<td>Peer Group</td>
<td>6%</td>
<td>58%</td>
<td>64%</td>
</tr>
<tr>
<td>S&amp;P 500 Index</td>
<td>18%</td>
<td>64%</td>
<td>64%</td>
</tr>
</tbody>
</table>

*Total shareholder returns contains share price appreciation and dividends paid.*

**Non-GAAP Reconciliation (in thousands, except per share data)**

<table>
<thead>
<tr>
<th>Year</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income from continuing operations</td>
<td>$603,064</td>
<td>$382,711</td>
</tr>
<tr>
<td>TCJA non-cash income tax benefit</td>
<td>(158,782)</td>
<td>—</td>
</tr>
<tr>
<td>Adjusted income from continuing operations</td>
<td>$444,282</td>
<td>$382,711</td>
</tr>
<tr>
<td>Consolidated diluted EPS from continuing operations</td>
<td>$5.43</td>
<td>$3.60</td>
</tr>
<tr>
<td>Diluted EPS from TCJA non-cash income tax benefit</td>
<td>(1.43)</td>
<td>—</td>
</tr>
<tr>
<td>Adjusted diluted EPS from continuing operations</td>
<td>$4.00</td>
<td>$3.60</td>
</tr>
</tbody>
</table>

**Earnings vs. Investments ($ Millions)**

<table>
<thead>
<tr>
<th>Year</th>
<th>09</th>
<th>10</th>
<th>11</th>
<th>12</th>
<th>13</th>
<th>14</th>
<th>15</th>
<th>16</th>
<th>17</th>
<th>18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income from Continuing Operations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capital Expenditures</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

**Safety**

With a commitment to being the safest provider of natural gas, we are doing our part to replace the nation’s aging natural gas delivery network. Over the last ten years, we have invested approximately $9 billion to modernize our pipeline infrastructure, which is more than three times our profits during that time. We continued our trend of investment this year, with $1.5 billion spent to make our safe system even safer.

**There’s Safety in Partnerships**

We own and operate over 75,000 miles of natural gas pipelines, serving some of the fastest-growing communities in the country. Safely owning, operating and modernizing such a dynamic system requires strong partnerships between the communities we serve, the regulators who oversee our activities, and the investors and creditors who ensure we have the financial resources necessary to continue improving our system.

In the jurisdictions where we operate, regulators understand that it takes significant investment to modernize our natural gas delivery network. Regulatory mechanisms allow us to recover our costs and provide investors with a reasonable return so that we can make these needed investments. Today, we begin to earn on 85 percent of our capital spending within the first six months and 99 percent within the first year. Furthermore, the low price of natural gas enables us to continue investing in the safety and reliability of our system while keeping customers’ bills affordable. During fiscal 2018, we were among the first utilities in the country to begin returning the benefits of the 2017 Tax Cuts and Jobs Act to our customers. Once the TCJA is fully implemented, our customers will save over $125 million per year. Since 2008, the average customer monthly bill has remained less than $60 a month. While we plan to invest $9-$10 billion over the next five years, we project that the average monthly bill will remain a great value for our customers.
As a company, we held over 53,000 hours of safety training in fiscal 2018. Our OSHA rate of recordable injuries has decreased 23% since 2013.

Safety is Our Business
We operate our system safely and in full compliance with state and federal regulations. We do this by monitoring our system, repairing leaks, and operating an emergency hotline 24 hours a day, 7 days a week. To respond to and investigate reports of natural gas leaks, every working day of the year, company employees are performing regularly scheduled leak surveys of our system, the frequency of which is governed by regulations. To determine the schedule for pipeline replacements, we use a risk-based prioritization model that considers factors like the pipe’s age, location, material, leak history, environmental factors and more.

Our number-one priority is the safety of our employees, the public and our natural gas distribution system. To perform their work well, Atmos Energy employees involved in pipeline inspection and improvement are highly trained. Field employees spend about one-fifth of their time in the classroom, in addition to on-the-job training and education. We also partner with fire departments and other first responders in order to provide a seamless response in the event of a natural gas emergency. Our Atmos Energy First Responder Natural Gas Workshops provide emergency response teams with detailed information and procedures on how to safely work around natural gas and carbon monoxide.

Meet Gus and Rosie
Gus the Gopher and Rosie the Skunk are our natural gas safety ambassadors. Gus reminds people to call 811 before digging, and Rosie teaches people to detect natural gas using their senses.

Our video “Gus the Gopher for Call 811” won the top video in the external category of the American Gas Association Safety Awareness Video Excellence awards.

Investing in Technology to Improve Safety
Atmos Energy reviews advances in technology and incorporates them as appropriate for leak detection and monitoring. This includes state-of-the-art technologies for leak detection, monitoring and leak repair prioritization. We use the best available monitoring methods for safety and to better serve our customers, including advanced mobile detection technology for surveying our distribution system that is 1,000 times more sensitive than traditional technologies. Examples include:

- Remote Methane Leak Detection (laser-based gas detector – RMLD)
- Flame Ionization Detector (FID)
- Cavity Ring-Down Spectroscopy (CRDS)
- Combustible Gas Detector (CGI)
- Optical Methane Detector (OMD)
- Forward Looking Infrared Camera (FLIR)

We use FLIR cameras, RMLDs, FIDs and CGIs to monitor compressors, distribution gate stations and storage fields. RMLD, CGI, CGS and OMD are used to conduct mobile inspections of buried natural gas distribution and transmission pipelines. Choosing the proper equipment to do a leak survey is dependent on several different criteria, including but not limited to safety, weather, instrument capabilities, location, application and experience.

New Technologies Keep Everyone Safer
At Atmos Energy, we continually leverage new technologies to keep our employees, our delivery network and the public safe. We use multiple technologies to perform leak surveys, some of which include infrared-based leak detection, laser-based technologies and new technologies that have been developed for our industry. We are always working with industry and technology partners to develop and evaluate new technologies to enhance safety. For years we have partnered with the Gas Technology Institute, which develops technology-based solutions for the natural gas industry. We were among the early participants in our industry to evaluate technologies that had the potential to be adapted to our business. This partnership has produced tools we are incorporating into our daily processes, such as mobile technology that captures critical infrastructure data during construction and operations.
All Atmos Energy operations employees who are new to their roles spend weeks at Gas City perfecting their skills and enhancing their knowledge.

A City Built for Training
We are proud of our state-of-the-art training facility in Plano, Texas, the Charles K. Vaughan Center. It’s home to Gas City, where employees received more than 73,000 hours of hands-on technical training in fiscal 2018 and over 850,000 hours since the facility opened in 2010. All Atmos Energy operations employees who are new to their roles spend weeks at Gas City perfecting their skills and enhancing their knowledge. We also host natural gas safety events for first responders, community officials and school children at the center. Class is always in session at Gas City.

Training Facts

| Approximate total safety training hours in FY 2018 | 53,000 |
| Approximate total technical training hours in FY 2018 | 73,000 |
| Approximate training hours since the Charles K. Vaughan Center opened in 2010 | 850,000 |
As a distributor of natural gas, we work with the cleanest fossil fuel in existence. And thanks to advances in technology, America’s supply of natural gas will likely meet our energy needs for the next 100 years. Delivering this vital energy resource safely, reliably and with minimal environmental impact is our top priority.

**Natural Gas, the Cleanest Fossil Fuel**

Natural gas is the cleanest fossil fuel. From extraction to delivery, natural gas is 92 percent energy efficient, and it keeps improving. Local gas distribution systems are estimated to account for only 0.1 percent of natural gas emissions, down 74 percent since 1990. Leaks are decreasing, too. They’re down 25 percent from mains and 16 percent from service lines.

**Modernizing Infrastructure to Reduce our Carbon Footprint**

Replacing pipelines also reduces leaks and methane emissions. We track and report greenhouse gas emissions in accordance with the Environmental Protection Agency’s (EPA) Greenhouse Gas Reporting Rule, which requires reporting of greenhouse gas data and other relevant information from large sources and suppliers in the United States. In addition, all of our operating divisions report to various state agencies that have environmental jurisdiction over our activities.

We are a founding partner of the EPA’s Natural Gas STAR Methane Challenge Program, a voluntary partnership that encourages oil and natural gas companies to improve efficiency and reduce methane emissions. Since 2012, we’ve replaced over 3,500 miles of pipe. In that time, we’ve decreased total emissions due to the use and loss of natural gas by 13.7 percent. Over the next five years, we plan to replace between 5,000 and 6,000 miles of distribution and transmission pipes. Included in this total is the replacement of all remaining cast iron main by 2021. As we continue to replace infrastructure, we estimate a 50-percent reduction in methane emissions by 2035.

### Environment

| Environment | 15 |

**Distribution Miles Replacement Rate**

<table>
<thead>
<tr>
<th>Year</th>
<th>12</th>
<th>13</th>
<th>14</th>
<th>15</th>
<th>16</th>
<th>17</th>
<th>18</th>
<th>19E-22E</th>
</tr>
</thead>
<tbody>
<tr>
<td>Miles</td>
<td>0</td>
<td>200</td>
<td>400</td>
<td>600</td>
<td>800</td>
<td>1,000</td>
<td>1,200</td>
<td>1,400</td>
</tr>
</tbody>
</table>

**Industry Identified Materials – Bare Steel, Cast Iron, Vintage Plastics**

**Other Risk-Based Materials**

**Transmission Miles Replacement Rate**

<table>
<thead>
<tr>
<th>Year</th>
<th>12</th>
<th>13</th>
<th>14</th>
<th>15</th>
<th>16</th>
<th>17</th>
<th>18</th>
<th>19E-22E</th>
</tr>
</thead>
<tbody>
<tr>
<td>Miles</td>
<td>0</td>
<td>40</td>
<td>80</td>
<td>120</td>
<td>160</td>
<td>200</td>
<td>240</td>
<td>280</td>
</tr>
</tbody>
</table>

| Industry Identified Materials – Bare Steel, Cast Iron, Vintage Plastics**

**Other Risk-Based Materials**
Protecting People, Places and Our Planet

The environment we share with our customers, shareholders and communities is as important to us as it is to all stakeholders. Our goals are to minimize the release of any environmentally damaging substance, to reduce waste and dispose of it wisely, and to lessen our environmental impact by using safe technologies and procedures.

We strive to minimize methane emissions when we install, repair and remove pipe. When possible, we use compression to transport natural gas into another pipe when we are temporarily taking assets out of service, which reduces the loss of natural gas into the environment. When compression is not a viable alternative, we flare or burn the natural gas versus venting it. Burning the natural gas converts it into carbon dioxide, which has a 21 percent smaller global warming impact compared to the methane released during venting.

We also practice sustainable facility design using responsible materials and efficient building operations. We are proud to have built nine LEED-certified buildings, with four more underway as of September 30, 2018. Due to the sustainable design of our buildings, we have reduced our environmental footprint by approximately 541 metric tons of carbon dioxide, 4,868 grams of sulfur dioxide and 2,372 grams of nitrous oxide per year. Additionally, we estimate that our LEED-certified buildings reduce water usage by about 50 to 60 percent annually.

Reclamation of areas disturbed during construction projects is also a priority. Before beginning any project, we conduct a comprehensive environmental review in order to understand our possible impact on species habitat, water and cultural resources. And when a project is finished, we strive to leave the smallest possible footprint. We sow seeds of native grasses to help with environmental restoration, and continue to monitor the surrounding vegetation density of the project area. In addition, we purchase credits from wetland mitigation banks, if necessary, to replace any wetlands that may have been impacted in the area in which we’ve worked.

Partnering with Others to Promote Environmental Responsibility

According to the EPA, municipal solid waste landfills are the third-largest source of human-related methane emissions in the United States. To prevent methane from migrating into the atmosphere, landfill gas producers capture and convert the emissions from landfills into a renewable energy source. Landfill gas producers need transmission companies like Atmos Energy to transport their renewable gas to market. Since 2010, we have partnered with one of the largest landfill gas producers in Louisiana at up to 4,500 Mcf/day. During non-peak demand periods, we purchase pipeline-quality natural gas, blend it with the natural gas from the landfill gas so that it meets pipeline quality standards, and then sell this gas to a power generator and local distribution company at cost. Similarly in Texas, we partner with two landfill facilities to receive and transport pipeline quality natural gas. Atmos Energy receives up to 7,000 Mcf/day of gas from one landfill and 3,300 Mcf/day of gas from the other. The methane produced naturally at these landfills is captured and processed before it’s received to ensure it meets our current pipeline gas specification. While the transportation of landfill gas is a small part of what we do, it is an important part of a solution to economically reduce methane emissions.

Reducing the consumption and transportation of paper can make a big impact on our environment. That’s why we have provided our customers with a better, more environmentally friendly choice for receiving and paying their utility bills. Over 40 percent of our customers have signed up for electronic billing, giving us one of the highest e-bill percentages in the industry. In 2018, we saved over 152,000 pounds of paper, or the equivalent of approximately 1,800 trees, which we could not have done without the participation of our customers.

Pipeline Projects Abound

Pipeline replacement projects are in the works throughout our eight-state service area. The D-9 Project in Texas (pictured above), which is replacing 3.2 miles of 18-inch, 1955-vintage pipe with 20-inch high-pressure steel pipe, not only makes our system safer but also adds much-needed natural gas capacity.
Natural Gas: Making America Stronger

Natural gas is more than a clean, reliable energy source: It’s a great investment in America’s future. By creating jobs, saving families money and helping protect the environment, natural gas is doing good things for Americans all across the country.

America is now the world’s number-one producer of natural gas.

Laws on natural gas prices have saved American businesses about $76 billion in energy savings since 2009.

The industry supplies nearly 2 million jobs in America. By 2035, this is expected to rise to 3.5 million.

Families save about $875 a year using natural gas appliances.

It’s a fact that natural gas is helping to transform communities. Along with creating good-paying jobs, natural gas is a cornerstone of industries across our states, like manufacturing and agriculture. It reduces costs and increases energy efficiency at our schools. Because it’s reliable, natural gas ensures that hospitals have dependable and efficient operations and patient comfort.

Shippers, trucking fleets, municipalities, trash companies and public transit systems are achieving lower greenhouse gas emissions through greater use of natural gas vehicles. In fact, there are over 175,000 natural gas vehicles being used by companies such as UPS, Waste Management, AT&T, Ryder, Anheuser-Busch, FedEx and others. That’s not all – over 11,000 public transit buses and new bus orders use natural gas.

You can breathe a little easier thanks to natural gas. Natural gas produces lower levels of emissions than other fossil fuels, and helps to protect the environment. So while U.S. natural gas production has risen significantly, our nation’s greenhouse gas emissions have dropped to their lowest level in over 25 years. That’s a win-win for us and for our planet.
Beyond a doubt, we believe people are the ultimate source of energy. Our relationships with our communities, employees and customers have earned us a reputation as an organization with a deeply human spirit. We never forget that we live in the communities we serve, which is all the more reason to give them our best.

Building Relationships

Beyond a doubt, we believe people are the ultimate source of energy. Our relationships with our communities, employees and customers have earned us a reputation as an organization with a deeply human spirit. We never forget that we live in the communities we serve, which is all the more reason to give them our best.

Giving Where We Serve and Making a Difference

Giving back to the community is part of who we are as a company. We make a difference by offering customer assistance programs to help the elderly, disabled, veterans and low-income families in our service areas. Our Share the Warmth program, supported by donations from customers, employees and shareholders, distributes funds to local nonprofit organizations to help pay natural gas bills for eligible customers. We also participate in the federally funded Low Income Home Energy Assistance Program (LIHEAP), which helps meet the energy needs of underserved families.

Being Good Neighbors

Living, working and raising families in the communities we serve makes this commitment personal to all of our employees. Community service is a key part of our culture. In addition to providing energy assistance, we have a long history of committing 1.5 percent of our distribution division earnings to charitable organizations that offer community services in the areas we care most about: health, education and community development.

We partner with agencies such as United Way and The Salvation Army during our annual week of giving campaign. We offer employees the opportunity to make a company-matched donation that supports the organization of their choice. We host Science, Technology, Engineering and Math (STEM) camps for youth, where we share information about energy industry careers. Individually, our employees also give generously of their time. Every year, Atmos Energy employees volunteer an average of more than 35,000 hours. Employees adopt a school, read to children, deliver Meals on Wheels, support Special Olympics, serve on local boards and commissions, and volunteer through Habitat for Humanity.

Empowering Our People

Our employees are our greatest asset. They’re also our most important investment. From recruitment to training to career development, we believe in providing our employees with the best tools and the most opportunities to succeed. We recruit and hire people with a variety of skills, talents, backgrounds and experiences who want to be part of our energetic, diverse and safety-conscious workforce. They learn about and experience our corporate culture in our three-day onboarding program. Those who teach the program are chosen based on how well they embody the Atmospirit culture. Also, we have a Culture Council made up of employees from across the enterprise chartered to strengthen, promote and sustain our culture.

Employees who go through technical training learn every aspect of their jobs, from safety to customer service, and spend most of their time in hands-on training. They’re also trained on the job with coaches who ensure each person is ready to work properly and safely.

We also want our employees to take their education as far as they desire, and we help them do so through the Robert W. Best Education Assistance program. Over the last five years, we provided our employees more than $1 million in education assistance.

FY 2018 Energy Assistance Programs

- $2.7 million Total assistance in FY 2018
- $1.2 million Contributed by customers to Share the Warmth

FY 2018 Charitable Contributions

- $6.1 million Donated by Atmos Energy
- $700,000 Donated by employees
Whether chatting with an agent or scheduling a service technician, customers receive efficient, knowledgeable and courteous service from our customer contact centers.

Our 24/7 online Account Center makes it easy for customers to interact with us when it is convenient for them.

Going the Extra Mile for Customers
Among the core values that make our company sustainable is our dedication to exceptional customer service. Because we continue to invest in technologies which enable our customers to interact with us efficiently and at times that are convenient for them, our customer satisfaction scores keep climbing.

Customers certainly appreciate our relentless drive to keep them safe, but they also notice that we go out of our way to make every customer’s experience a pleasant one. We’re friendly and efficient, we respond to their needs quickly, and we’re easy to interact with.

We have continued to understand our customers’ needs and to invest in an advanced customer service system that provides flexibility in how they interact with us. Those efforts have resulted in bills that are easier to read and a convenient, user-friendly online account center, which has increased the number of customers managing their accounts online by 35 percent. When customers do use our call center, we score high marks on customer satisfaction.

Customer service by the numbers

- Calls in FY18: 3.9m
- 96% customers satisfied with agents
- 97% customers satisfied with on-site technicians

Collections Specialist Sonia Vazquez is director of the 350-student English as a Second Language (ESL) program at Prestonwood Baptist Church in Plano, Texas, where she has volunteered for 18 years, overseeing 11 classes. The primary student language is Spanish, followed by Portuguese.

Classes are held two nights a week from September to May. The five-level course curriculum starts with Basic English and ends with idioms. “Idioms are the most difficult for the students to grasp because they translate the phrase literally,” Vazquez says. “Something like ‘I am feeling under the weather’ makes them think: standing under an umbrella when it is raining or snowing.”

Sharing the Warmth
When the temperature drops, Atmos Energy generosity kicks in to help the elderly, disabled and other vulnerable customers. We work with hundreds of community action agencies to help customers pay their bills and stay warm.