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Preparing for Bitterly Cold Temperatures, Atmos Energy Offers Safety Tips

HARDEMAN COUNTY, Texas– JANUARY 10, 2024 – As the forecast calls for extreme winter weather to arrive in the coming days, Atmos Energy is closely monitoring the weather and staging our employees across our system.

Colder weather may impact the amount of natural gas you use. Using energy wisely and making a few household changes may produce a big difference in how much you spend on natural gas and other energy bills. Here are some tips to help you stay safe and conserve energy this winter:

- **Never use an oven or a gas stovetop to heat your home.**
- **Protect natural gas meters.** Natural gas meters are weather-proof; however, to ensure that the meter keeps working smoothly, remove snow and ice from natural gas meters with a broom or brush. Never kick or chip snow and ice away with a hard object. Call Atmos Energy's Emergency Number, 866.322.8667, if you have concerns about your meter.
- **Make sure external vents for dryers and other natural gas equipment are clear.** Blocked vents for dryers and other gas appliances can lead to a dangerous buildup of carbon monoxide gas. If you have questions about proper venting, contact a licensed plumber or qualified contractor.
- **Minimize the risk of frozen pipes.** Leave faucets running at a trickle, leave cabinet doors open, and close all doors and windows to keep heat inside.
- **Save money and energy** by setting your thermostat to 68 degrees during the day and 58 degrees when you are away from home (where safe to do so).
- If you think you smell gas, act fast! Leave the area immediately and from a safe distance call 911 and the Atmos Energy emergency number, 866.322.8667.
- These tips and more are available on our [Storm Center](#) page at atmosenergy.com.

Although natural gas outages are infrequent, if you experience loss of natural gas service or low gas pressure, contact the Atmos Energy emergency line at **866.322.8667** – agents are ready to assist 24/7.

Atmos Energy will communicate regularly with customers and communities before, during, and after extreme weather events. To sign up for text alerts, adjust your notification preferences in the [Account Center](#). Follow us on [Facebook](#), [Twitter](#), [Instagram](#), and on our website at atmosenergy.com for continued safety and weather preparedness information.

About Atmos Energy

Atmos Energy Corporation, an S&P 500 company headquartered in Dallas, is the country's largest natural gas-only distributor. We safely deliver reliable, affordable, efficient and abundant natural gas to more than 3 million distribution customers in over 1,400 communities across eight states located primarily in the South. As part of our vision to be the safest provider of natural gas services, we are modernizing our business and infrastructure while continuing to invest in safety, innovation, environmental sustainability and our communities. Atmos Energy 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](https://www.atmosenergy.com), [Facebook](#), [Twitter](#), [Instagram](#) and [YouTube](#).

STAY SAFE WITH WINTER SAFETY TIPS:

- Remove snow and ice from natural gas meters with a broom or brush. Never kick or chip snow and ice away with a hard object.
- Make Never use an oven or a gas stovetop to heat your home.
- sure external vents for dryers and other natural gas appliances are clear.
- Minimize the risk of frozen pipes. Leave faucets running at a trickle, leave cabinet doors open, and close all doors and windows to keep heat inside.

Smell gas? Act fast! If you smell natural gas, leave the area immediately and from a safe distance, call 911 and the Atmos Energy emergency number at 866-322-8667.

REDUCE YOUR ENERGY USE.

ENERGY CONSERVATION TIPS

- Lower your thermostat to at least 68 during the day and 58 when you are away from home where safe to do so.
- Reduce your shower and bath time.
- Lower your water heater temperature to 120.
- Do not use a pool heater. Instead, run your pool pump to circulate the water.
- Operate your clothes washer, dryer, and dishwasher only when fully loaded.
- Unless a fire is burning, close your fireplace damper to prevent warm air from escaping up the chimney.

Smell Gas? Act fast! If you smell natural gas, leave the area immediately and from a safe distance, call 911 and the Atmos Energy emergency number at 866-322-8667.

WINTER IS HERE!



As the forecast calls for extreme winter weather to arrive in the coming days, Atmos Energy is closely monitoring the weather and staging our employees across our system. Atmos Energy prepares all year for winter weather. Here are tips to help you stay safe and conserve energy so you can be ready for winter too.

Stay Safe

Please follow these steps to stay safe during winter weather:

- Never use an oven or a gas stovetop to heat your home.
- Protect natural gas meters. Natural gas meters are weather-proof; however, to ensure that the meter keeps working smoothly, remove snow and ice from natural gas meters with a broom or brush. Never kick or chip snow and ice away with a hard object. Call Atmos Energy's Emergency Number, 866.322.8667, if you have concerns about your meter.
- Make sure external vents for dryers and other natural gas equipment are clear. Blocked vents for dryers and other gas appliances can lead to a dangerous buildup of carbon monoxide gas. If you have questions for proper venting, contact a licensed plumber or qualified contractor.
- Minimize the risk of frozen pipes. Leave faucets running at a trickle, leave cabinet doors open, and close all doors and windows to keep heat inside.
- If you think you smell gas, act fast! Leave the area immediately and from a safe distance call 911 and the Atmos Energy emergency number, 866.322.8667.

Use Energy Wisely

Cold weather may impact the amount of natural gas you use. To save energy and money please consider these energy-saving tips where safe to do so:

- Lower your thermostat to 68 degrees during the day and 58 degrees when you are away from home.
- Reduce your shower and bath time. Showering and bathing can account for 40 percent of your home's hot water use.
- Lower your water heater temperature to 120 degrees. Water heating accounts for as much as 25 percent of the energy consumed in your home.
- Do not use a pool heater. Instead, run your pool pump during the coldest part of the day to circulate the water and prevent freezing.
- Operate your clothes washer, dryer, and dishwasher only when fully loaded.
- Unless a fire is burning, close your fireplace damper to prevent warm air from escaping up the chimney.

Visit our Storm Center at atmosenergy.com/stormcenter for current weather and service updates, including restoration instructions for customers who experience an outage. We may also communicate via text, email, phone call, or social media with further information as needed.

If you experience loss of natural gas service or low gas pressure, contact the Atmos Energy emergency line at 866.322.8667.

Smell gas? Act fast! If you suspect a natural gas leak, leave the area immediately and from a safe distance call 911 and the 24/7 Atmos Energy emergency number at 866.322.8667.



¡Llegó el Invierno!



Se esperan condiciones climáticas extremas en los próximos días, por lo tanto, Atmos Energy está monitoreando el clima con atención y preparando personal por todo nuestro sistema. Atmos Energy prepara durante todo el año para el invierno y le ofrecemos unos tips para ayudarlo a conservar energía de manera segura y prepararse también para el invierno.

Para Su Seguridad.

Por favor siga las siguientes instrucciones para mantenerse seguro durante el invierno:

- Nunca use el horno o cocina de gas para calentar su hogar.
- Proteja los medidores de gas natural. Aunque los medidores de gas natural son impermeables, para asegurar que su medidor siga funcionando bien, es importante que quite nieve y hielo del medidor de gas natural con una escoba o cepillo. Nunca trate de quitar nieve y hielo con el pie u objeto duro. Si tiene cualquier duda sobre su medidor, llame al 866.322.8667, el número de Atmos Energy para emergencias.
- Asegúrese que los ventiladores exteriores de secadoras y otros equipos de gas natural estén libres de cualquier obstrucción. Ventilación bloqueada de secadoras y otros equipos de gas puede llevar a una acumulación peligrosa de monóxido de carbono. Si tiene cualquier pregunta sobre ventilación adecuada, consulte con un plomero con licencia o contratista cualificado.
- Reduzca el riesgo de tuberías congeladas. Abra un poco los grifos interiores, abra las puertas de alacenas y armarios y cierre todas las puertas y ventanas del hogar para conservar el calor.
- Si cree que huele gas, ¡actúe rápido! Abandone el área inmediatamente y, desde una distancia segura, llame al 911 y al 866.322.8667, el número de Atmos Energy para emergencias.

Use la Energía de Manera Prudente.

Las temperaturas bajas pueden afectar su consumo de gas natural. Para ahorrar energía y dinero, considere los siguientes tips, siempre que pueda seguirlos de manera segura:

- Baje el termostato a 68 grados durante el día y 58 grados cuando está fuera de casa.
- Reduzca el tiempo de duchas y baños. Ducharse y bañarse pueden representar hasta el 40% del consumo de agua caliente en su hogar.
- Baje la temperatura del calentador de agua a 120 grados. Calentar agua puede representar hasta el 25% de la energía consumida en su hogar.
- No use el calentador de alberca. En cambio, encienda la bomba de su alberca durante el período más frío del día para circular el agua y así impedir que se hiele.
- Opere su lavadora, secadora y lavaplatos únicamente con cargas completas.
- Cierre el regulador de tiro de la chimenea cuando no está en uso para que no escape el aire cálido.

Visite nuestro Centro de Tormentas en atmosenergy.com/stormcenter para actualizaciones sobre el clima y su servicio de gas, incluyendo instrucciones para la restauración de servicio para los clientes que han sufrido una interrupción de servicio. Podríamos también comunicar por texto, email, teléfono o a través de las redes sociales con información adicional cuando sea necesario.

Para reportar una interrupción de servicio de gas natural o baja presión de gas, llame al número de Atmos Energy para emergencias, 866.322.8667.

¿Huele Gas? ¡Actúe Rápido! Si sospecha una fuga de gas natural, abandone el área inmediatamente y, desde una distancia segura, llame al 911 y al 866.322.8667, el número de Atmos Energy para emergencias, disponible las 24 horas.

