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Need Help Paying Your Natural Gas Bill?

We have solutions that can help.

ABILENE – MARCH 10, 2025 – Over the past two months, many of the areas Atmos Energy serves experienced record-low temperatures. This winter weather may have increased the amount of gas used to operate your gas furnace, water heater, and other gas appliances, which may result in a higher gas bill. Atmos Energy understands that budgets are tight, and we encourage customers to explore available resources that help you better understand and manage your winter gas bill.

What options does Atmos Energy offer to manage my natural gas bill?

- Sign up for the [Budget Billing](#) so your bill is more predictable each month.
- Enroll in an Installment Plan to spread the payment of your balance over time.
- Connect with local energy assistance agencies in your area to learn about financial assistance that is available to qualifying customers.

From your online [Account Center](#), you can make payments, enroll in these free payment programs, and find a local energy assistance agency at your convenience. To learn more about these solutions, visit atmosenergy.com/assistance.

How can I better understand my bill?

To learn more about the terms and factors on your bill, visit atmosenergy.com/mybill. Additionally, you can use the Bill Comparison tool in your Account Center to compare your current bill with a previous bill. This will help you better understand how the weather, number of days in your billing cycle, and the amount of gas used impact your bill.

What factors impact my bill?

- The amount of natural gas used.
- The natural gas commodity cost, which is a pass-through cost.
- Customer and facility or delivery charges to your home or business.
- Taxes/fees.

Unusual or unexpected usage on your Atmos Energy bill could mean that you have a gas leak. If you smell or suspect a natural gas leak, leave the area immediately. Then, from a safe distance, call 911 and Atmos Energy's 24/7 emergency line at 866.322.8667.

Atmos Energy is committed to the safe and reliable delivery of natural gas and continuing to provide exceptional customer service.

As always, our Customer Contact Center is available to answer any questions you may have Monday through Friday from 7 a.m. to 6 p.m. Central Time at 888.286.6700.

About Atmos Energy

Atmos Energy Corporation, a natural gas-only distributor, is an S&P 500 company headquartered in Dallas. 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>, [Facebook](#), [X](#), [LinkedIn](#), and [Instagram](#).