

Appendix C

Attachment 1 - Customer Notice Examples

INITIAL NOTICE

ISRS

Each year, Atmos Energy spends millions of dollars on its more than 3,000 miles of pipeline facilities used to deliver gas to its customers. The infrastructure system replacement surcharge (ISRS) covers only a part of the expenses that the Company must incur to maintain and upgrade its system and to relocate facilities in connection with local, state and federal public improvement projects and safety requirements. In general, the ISRS charge to cover these costs is smaller for residential customers, while larger users in other customer classes are charged a greater amount. The amount of the charge may be adjusted periodically, and is being implemented in accordance with Sections 393.1009, 393.1012 and 393.1015 of the Revised Statutes of Missouri. Atmos filed seeking to recover \$335,663 in the Northeast District, \$134,518 in the Southeast District, and \$10,851 in the West District.

ANNUAL NOTICE

ISRS

Each year, Atmos Energy spends millions of dollars on its more than 3,000 miles of pipeline facilities used to deliver gas to its customers. The infrastructure system replacement surcharge (ISRS) covers only a part of the expenses that the Company must incur to maintain and upgrade its system and to relocate facilities in connection with local, state and federal public improvement projects and safety requirements. In general, the ISRS charge to cover these costs is smaller for residential customers, while larger users in other customer classes are charged a greater amount. The amount of the charge, which is reflected on the front of your bill, may be adjusted periodically, and has been implemented in accordance with Sections 393.1009, 393.1012 and 393.1015 of the Revised Statutes of Missouri. Atmos filed seeking to recover \$335,663 in the Northeast District, \$134,518 in the Southeast District, and \$10,851 in the West District.



America's Largest Natural Gas Only Utility

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HOME SERVICE

BUSINESS SERVICE

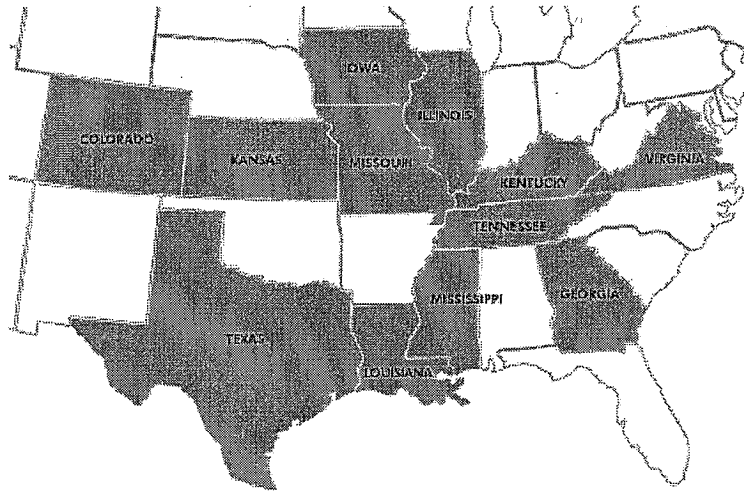
OTHER BUSINESSES

INVESTORS

Customer Messages and Bill Inserts

To provide up-to-date information to our customers, the inserts and announcements enclosed in our monthly bills are available online.

Please select your state below to view the important customer messages for your area.



Choose a state above, or select from this drop down list: TX [go](#)

Atmos Energy - Bill Inserts and Customer Messages for MO

PDF File	Month Sent	Document Description	Size
	09.2008	Infrastructure System Replacement Surcharge Filing	423.11 KB
	07.2008	Help for Managing Your Energy Use	1788.98 KB
	06.2008	Budget Billing	323.56 KB
	05.2008	Always Call 811	166.33 KB
	04.2008	The Cleaner, Greener Choice	151.3 KB
	03.2008	Your Payment Options	424.14 KB
	02.2008	Natural Gas Safety and You	423.04 KB
	01.2008	Scratch N Sniff	80.32 KB
	12.2007	Warm Hearts Make Warm Homes	62.25 KB
	12.2007	Missouri 811 One-Call	180.39 KB
	11.2007	Natural Gas Safety	75.95 KB

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Customer Message Concerning Atmos Energy's Infrastructure System Replacement Surcharge Filing

Each year, Atmos Energy spends millions of dollars on its more than 3,000 miles of pipeline facilities used to deliver gas to its customers. The infrastructure system replacement surcharge (ISRS) covers only a part of the expenses that the Company must incur to maintain and upgrade its system and to relocate facilities in connection with local, state and federal public improvement projects and safety requirements. In general, the ISRS charge to cover these costs is smaller for residential customers, while larger users in other customer classes are charged a greater amount. The amount of the charge may be adjusted periodically, and is being implemented in accordance with Sections 393.1009, 393.1012 and 393.1015 of the Revised Statutes of Missouri. Atmos Energy's filing seeks to recover \$335,663 in the Northeast District, \$134,518 in the Southeast District, and \$10,851 in the West District.



Emergency Telephone 1-866-322-8667
Customer Service 1-888-286-6700
atmosenergy.com

Customer Number: 004004635
Customer Name: JOHN SAMPLE
SVC Address: 100 MAIN STREET
HANNIBAL, MO
Account Number: 50-004000000-0000000-4
Meter Serial #: 800083034
Billing Date: 08/26/08

DATE OF SERVICE		METER READING	
FROM	TO	PREVIOUS	PRESENT
07/24/08	08/21/08	2662.0	2674.0

RATE CODE ANNR
USAGE IN MCF: 12.0

IMPORTANT MESSAGES

FREE, EASY, ONLINE BILL PAYMENT WITH MASTERCARD
Residential customers can now pay their natural gas bill with a MasterCard card with no additional fee. Save time, money and postage and avoid the hassles of writing and mailing a check every month. Go to www.atmosenergy.com to make a one-time payment or to sign up to make recurring payments using your MasterCard card.

BILLING INFORMATION:

PREVIOUS BALANCE	35.67
PAYMENT RECEIVED	35.67
CURRENT CHARGE TOTAL	32.76
DELIVERY CHARGE	20.61
PURCHASED GAS ADJUSTMENT	
12 @ 1.01240/CCF	12.15
ISRS	0.21
TAX/FEE CHARGE TOTAL	0.84
MUNICIPAL FEE @ .02564	0.84

CURRENT CHARGES	33.60
TOTAL AMOUNT DUE	33.60

PRIOR AMOUNT DUE
\$0.00

TOTAL AMOUNT DUE
\$33.60

PAST DUE AFTER
09/16/08

Account Number: 50-004000000-0000000-4

Bill is due and payable upon receipt. If current bill is not paid by the due date, a penalty (if applicable) will appear on your next bill. Prior amounts already past due may result in disconnection.

JOHN SAMPLE
100 MAIN STREET
HANNIBAL, MO 63401

Thank you,
ATMOS ENERGY
PO Box 78108
Phoenix, AZ 85062-8108