

Safely Prepare for Cold Temperatures



The forecast indicates that extreme winter weather will impact this area in the coming days, and Atmos Energy stands ready to deliver safe and reliable natural gas to its valued customers. As we closely monitor the weather and strategically position technicians across our system, please remember there are important measures that you and your family can take to stay safe and use energy wisely throughout the coming storm.

Always remember that colder weather may increase the amount of natural gas you use. Even though natural gas is 3.5 times more affordable than electricity, increased usage during periods of extreme cold will lead to higher bills. Atmos Energy recommends that you and your family use energy wisely by making a few household changes which may help mitigate how much you spend on natural gas and other energy bills.

Consider these tips to help you stay safe and save energy in the coming days – and all winter long.

- **Inspect your gas piping and appliances.*** You are responsible for any natural gas piping on your property from our gas meter to your house or business. As the owner of your home's gas piping and appliances, it's your responsibility to schedule regular inspections and maintenance.
- **Always operate and maintain your natural gas appliances according to the manufacturer's instructions** to help keep your home safe and to improve energy efficiency.
- **Never use an oven or a gas stovetop to heat your home.**
- **Save money and energy** by setting your thermostat to 68 degrees during the day and 58 degrees when you are away from home, when safe to do so.
- **Reduce your shower and bath time.** Showering and bathing can account for 40 percent of your home's hot water use.
- **Keep warm air inside.** Unless a fire is burning, close your fireplace damper to prevent warm air from escaping up the chimney.
- **Protect natural gas meters.** Natural gas meters are weather-proof; however, to help keep the meter 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 at 866.322.8667 if you have concerns about your meter.
- **Minimize risk of frozen pipes.** Leave faucets running at a trickle, open cabinet doors, and close all exterior doors and windows to keep heat inside.
- **Make sure external vents for dryers and other natural gas equipment are clear.** Blocked vents can lead to a dangerous buildup of carbon monoxide gas. If you have questions about proper venting, contact a licensed plumber or qualified contractor.

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.

For continued safety and weather preparedness information, we will communicate updates with our customers via text alerts, on our social media pages, and at atmosenergy.com/StormCenter.

*If you are purchasing metered gas from Atmos Energy for resale through a gas distribution pipeline system for tenants, you may be a master meter pursuant to the definition in 49 CFR 191.3 or state statute, which would subject your system to additional codes and standards. Contact your state natural gas regulator if you have any questions.

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.

