



- Atmos Energy estimates customer's bills every other month. This is not a seasonal practice, but one that we utilize year around.
- Per Texas rules of service, estimated bills may be utilized provided that an actual meter reading is taken at least every six months.
- Atmos Energy's practice is to not estimate more than two consecutive months.
- Highland Village customer's bills are estimated every other month.
- Our customers' natural gas bill will reflect whether it is based upon "Actual Usage" or "Estimated Usage."
- Estimated reading can be higher or lower than actual usage. However, bills self-correct when the meter is read, ensuring a customer never pays for more natural gas than they actually used.
- If the bill is estimated higher than their actual usage, we apply the difference to the next bill as a credit, or issue a refund upon a customer's request.
- Budget Billing is a great option for customers who are concerned about seasonal fluctuations in their gas bill. It affords customers the convenience of having a more predictable bill each month by using a 12-month average to calculate bills.
- If a customer has a question about the accuracy of their bill, we ask that they please call us immediately at 888-286-6700. If the customer isn't satisfied with the agent's explanation of their bill, they can ask to speak to a supervisor. Additionally, customers can call to request to have their meter read at any time.
- For our customers in extreme financial need, Atmos Energy partners with hundreds of energy assistance agencies to help those customers pay their bills through our Share the Warmth program. Customers can call 2-1-1 to learn if they qualify for assistance.