



GOVERNOR GREG ABBOTT

December 28, 2022

The Honorable Ken Paxton
Attorney General of Texas
P.O. Box 12548
Austin, Texas 78711-2548

Dear Attorney General Paxton:

As you know, a severe winter weather system engulfed most of Texas during the week of Christmas. Thanks to the reforms made by the Legislature in 2021 and implemented by the Public Utility Commission and the Railroad Commission of Texas, the ERCOT grid met all system-wide demands during an unprecedented wintertime peak.

Many customers of Atmos Energy in north and central Texas went without natural gas for an unacceptable time because of failures by Atmos to provide adequate residential and commercial gas service. These failures forced the City of Grand Prairie to open a warming center for its residents. There were also widespread reports of customers unable to reach any Atmos Energy customer service representative. This is unacceptable. Atmos Energy, like all gas utility providers, has a duty to provide life-critical service to its customers.

Prior to and during the recent winter weather system, State of Texas agencies worked around the clock to mobilize resources and assist utilities in any way possible. At no time did Atmos Energy request assistance. Even during coordination calls of the Texas Energy Reliability Council, Atmos Energy did not properly communicate the extent of its failure or request the Council's help.

Substantial evidence supports the conclusion that Atmos Energy either was unprepared for the winter weather system, failed to perform for its customers as promised, or both. Texans deserve natural gas providers that fulfill their commitment. I encourage the Office of the Attorney General to investigate Atmos Energy's failure to prepare for the winter weather event and deliver critical natural gas service to Texans when they needed it the most.

Sincerely,

A handwritten signature in black ink that reads "Greg Abbott".

Greg Abbott
Governor of Texas

GA:gp