



GOVERNOR GREG ABBOTT

December 28, 2022

Chairman Christi Craddick  
Railroad Commission of Texas  
1701 North Congress Avenue  
Austin, Texas 78701

Dear Chairman Craddick:

This letter requests the Railroad Commission of Texas (RRC) to investigate Atmos Energy for its failure to prepare for the recent winter weather event and to deliver critical natural gas service to Texans when they needed it the most.

As you are aware, many regions across the state were impacted by a severe winter weather system during the week of Christmas. Thanks to the reforms made by the Legislature in 2021 and implemented by the Public Utility Commission (PUC) and the RRC, the ERCOT grid performed reliably, setting a new unofficial all-time winter peak record of 74 gigawatts. No Texan lost power because of the ERCOT power grid.

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.

Leading up to and during the winter event, 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 (TERC), Atmos Energy did not properly communicate the extent of its failure and made no requests for assistance, which is the whole purpose of the Council. It is apparent that Atmos Energy acted irresponsibly and was unprepared for the event.

Atmos' conduct is unacceptable, and concrete action must be taken by the RRC to ensure it is not repeated the next time that winter weather engulfs our state. It is for these reasons I request the RRC to investigate Atmos Energy. Because we are just beginning the winter season, and because customers of Atmos deserve to have reliable natural gas service during *this* winter, there is an urgency to have the RRC investigation concluded in a matter of weeks.

Chairman Christi Craddick

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Thank you in advance for your work on behalf of Atmos Energy customers.

Sincerely,

A handwritten signature in black ink, reading "Greg Abbott". The signature is written in a cursive, flowing style with a prominent initial "G".

Greg Abbott  
Governor of Texas

GA:gp

cc: The Honorable Wayne Christian, Commissioner  
The Honorable Jim Wright, Commissioner  
Mr. Wei Wang, Executive Director