



Do you need assistance paying your  
natural gas bill?

**We're here to help.**

## Bill Payment Assistance

Atmos Energy understands the importance of helping our customers find solutions to pay their natural gas bill who may have been impacted due to COVID-19. If you need assistance managing your account, these resources are available:

### Payment Plans

You can set up an installment plan that will spread out the payment of your balance over time. There is no charge or fee. To set up an installment plan, login to your Account Center at [atmosenergy.com/accountcenter](https://atmosenergy.com/accountcenter) and select the Payment Assistance tab. You can also call us during business hours to set up a plan that works for you.

### Financial Assistance

Additional federal assistance funds have been released through the Low Income Home Energy Assistance Program (LIHEAP) due to COVID-19, in addition to Atmos Energy's Sharing the Warmth program funds. Financial assistance is available on a first come, first served basis to eligible residential customers through local energy assistance agencies.

To locate an agency near you, visit [atmosenergy.com/assistance](https://atmosenergy.com/assistance) or call 211.

\*State low-income qualifications apply for LIHEAP funds. Eligibility for Sharing the Warmth funds are determined by your local agency.

**Customer Service**

**888.286.6700**

Monday - Friday, 7 a.m. to 6 p.m. Central

[atmosenergy.com/assistance](https://atmosenergy.com/assistance)



## Local Energy Assistance Agencies

### **Catholic Charities**

249 W Thornhill Drive  
Fort Worth, TX 76115-2621  
(817) 534-0814  
Counties Served: Tarrant

### **City of Fort Worth/Community Action Partners**

4200 South FWY 2200  
Fort Worth, TX 76115-1400  
(817) 392-5790  
Counties Served: Tarrant

### **Grand Prairie United Charities**

1417 Densman ST  
Grand Prairie, TX 75051-2378  
(972) 262-2014  
Counties Served: Tarrant, Dallas

### **Tarrant County Department of Human Services**

1200 Circle Drive  
Fort Worth, TX 76119-8739  
(817) 531-5620  
Counties Served: Tarrant

### **GRACE**

837 E Walnut Street  
Grapevine, TX 76051  
(817) 488-7009  
Counties Served: Tarrant

### **Dallas County Department of Human Services**

2377 N Stemmons Frwy, Suite 600, L  
Dallas, TX 75207  
(214) 819-1848  
Counties Served: Dallas