

Decision No. C23-0863

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF COLORADO

PROCEEDING NO. 23A-0532G

IN THE MATTER OF THE APPLICATION OF ATMOS ENERGY CORPORATION FOR
APPROVAL OF ITS INITIAL QUALITY OF SERVICE PLAN.

**COMMISSION DECISION DEEMING APPLICATION
COMPLETE AND GRANTING APPLICATION**

Mailed Date: December 26, 2023

Adopted Date: December 13, 2023

I. BY THE COMMISSION

A. Statement

1. This matter comes before the Commission for consideration of an Application filed by Atmos Energy Corporation (Atmos or the Company) on October 31, 2023, for approval of its initial Quality of Service Plan (QSP).

2. The Commission provided notice of this Application on November 1, 2023, to all interested persons, firms, and corporations. No Petition to Intervene or Notice of Intervention has been filed, and thus the Application is uncontested. As such, the Application will be determined without a formal hearing in accordance with § 40-6-109(5), C.R.S., and Rule 1403, 4 *Code of Colorado Regulations* (CCR) 723-1 of the Commission's Rules of Practice and Procedure.

B. Procedural History

3. In Recommended Decision No. R23-0181 in Proceeding No. 22AL-0348G the Company was directed to work with Staff to create a Quality of Service Plan or QSP.¹ Commission Decision No. C23-0293 in that same proceeding, ordered that “Atmos shall file an application for approval of a Quality of Service Plan no later than 180 days following the effective date of this Decision...”².

4. Atmos timely filed this Initial QSP on October 31, 2023, including supporting testimony and a proposed tariff sheet.

C. Discussion of the Application

5. The proposed QSP includes four specific metrics that are focused on safety, reliability, efficiency, and adequacy of service. Specifically, the QSP includes metrics for 1) emergency response time, 2) damage prevention, 3) timeframes for repair of Grade 2 and 3 leaks, and 4) customer notification regarding customer owned yard lines (COYLs).

6. For the initial year, 2024, no negative performance incentive shall be applied. In years 2025 and 2026, each metric is subject to the potential for a negative performance incentive of \$44,000 for a maximum total of \$176,000.

7. For the emergency response time metric 98 percent of tickets are expected to have a response time within 60 minutes. The Company may present information reflecting extenuating circumstances beyond the Company’s control to exclude specific emergencies from the calculation.

¹ Proceeding No. 22AL-0348G, Decision No. R23-0181 at ¶ 205

² Proceeding No. 22AL-0348G, Decision No. C23-0293 at ¶ 10

8. For the damage prevention metric, the Company will have no higher than an average of 2.5 pipe hits per 1,000 responses to 811 calls on all Company-owned pipe.

9. For the leak repair metric, the QSP establishes timeframes for repair of at least 90 percent of all Grade 2 and Grade 3 leaks.

10. For the COYL notification metric the Company shall inform customers of their responsibilities regarding customer-owned facilities, including COYLs. The Company shall track customer notifications and provide such notice at least once every three years for all customers with COYLs within the Company's service territory in Colorado.

11. The Company shall file an Annual Report by February 15 of the subsequent year. Such reporting shall include assessment as to whether the Company is subject to a negative performance incentive.

12. If appropriate, Atmos shall pay the negative incentive amount to customers through a one-time bill credit including an explanation of the credit. The one-time credit shall be applied automatically without the filing of an advice letter or separate customer notice.

D. Findings and Conclusion

13. We find that the proposed quality of service plan application is complete.

14. We find good cause to grant Atmos' Application. The Company's Initial QSP established meaningful metrics regarding safety, reliability, efficiency, and adequacy of service. We conclude that the Application filing sufficiently supports a Commission determination that the proposed QSP is in the interests of Atmos' ratepayers and in the public interest,

15. Therefore, we grant the Application of Atmos Energy for approval of its QSP for the 2024 through 2026 period.

II. ORDER**A. The Commission Orders That:**

1. The Application filed by Atmos Energy Corporation on October 31, 2023, for approval of its initial Quality of Service Plan for 2024 through 2026, is granted.
2. Atmos Energy Corporation shall file a Compliance Tariff consistent with this Application.
3. The 20-day period provided by § 40-6-114, C.R.S., to file an Application for rehearing, reargument, or reconsideration shall begin on the first day after the effective date of this Decision.
4. This Decision is effective upon its Mailed Date.

**B. ADOPTED IN COMMISSIONERS' WEEKLY MEETING
December 13, 2023.**

(S E A L)



ATTEST: A TRUE COPY

Rebecca E. White,
DirectorTHE PUBLIC UTILITIES COMMISSION
OF THE STATE OF COLORADOERIC BLANK
_____MEGAN M. GILMAN
_____TOM PLANT

Commissioners