

Atmos Energy – Retirement Frequently Asked Questions

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Initiating Retirement

Retirement is a big decision! Before taking the steps to start the retirement process, you should talk with your supervisor. We also recommend that you review the [Retirement Transition Guide](#) on Atmosphere for more detailed information.

IMPORTANT: You must be at least age 55 with 10 consecutive years of service as a full-time employee to be eligible for retirement with Atmos Energy.

1. **When is the best time to retire?**

To make the transition as smooth as possible, we **strongly recommend** that you **retire during the first 5 business days of the month to avoid significant delays.**

- Your current medical, dental, and vision insurance continues through the end of the month.
- You will receive your final paycheck during the month based on the payroll schedule.
- Your pension check will be paid on the first of the month following your last day worked (unless you elect to defer payments)*.
- If you are a Pension Account Plan participant, you will receive your full pension credit and interest no matter when you retire during the year.

NOTE: If you retire during the last 2 weeks of the month, your first pension payment and medical benefits will be delayed up to 8 weeks. It is even more important to avoid retiring during the last 3 weeks of December to avoid delays of 8-10 weeks.

2. **When should I submit my retirement application?**

You should submit your retirement application in Workday as soon as you've made the decision to retire and have discussed it with your supervisor, and **at least 30 days before your retirement date.**

3. **How do I submit my retirement application?**

Enter "submit resignation" in the search bar in Workday to get started. For instructions, click [here](#). If you need assistance, contact your HR Partner.

401(k)/Retirement Savings Plan (RSP)

IMPORTANT: We strongly encourage you to consult a tax or financial advisor prior to taking any distribution from your 401(k)/RSP to understand any implications this may have on the treatment of New Unrealized Appreciation (NUA) related to company stock, or other tax implications, including the tax status of the earnings on Roth contributions, age-related restrictions, etc.

4. **When am I vested in my 401(k)/RSP benefits?**

You are vested in your 401(k)/RSP as follows:

- Immediately - Your pre-tax and Roth 401(k) after-tax contributions
- After 1 year of service - Company matching contributions
- After 3 years of service - Fixed Annual Company Contribution (FACC)

5. **How do I withdraw funds from my 401(k)/RSP?**

Approximately 3 to 4 weeks after you retire, a packet will be mailed from T. Rowe Price to your home address on record informing you of your options for distribution.

6. **If I have questions, how can I contact T. Rowe Price?**

You can call T. Rowe Price at **800-922-9945** or visit their website at troweprice.com.

7. **Can I take a partial withdrawal from my 401(k)/RSP account?**

Yes, retirees may take partial distributions from their account. For additional information, see the Retirement Saving Plan Summary Plan Description (SPD) or contact T. Rowe Price.

8. **If I choose to keep my account with T. Rowe Price, will I be charged a fee?**

Yes. There is a quarterly administrative fee of \$9.00 that will be charged to your account once you are no longer an active employee.

NOTE: If your account balance is less than \$7,000, you will be required to withdraw or roll over your account balance. T. Rowe Price will send you a letter stating you have 30 days to take action. If no action is taken, your account will automatically roll over to an IRA at T. Rowe Price.

9. **What are my options if I have an outstanding loan in my 401(k)/RSP at the time of my retirement?**

- You can re-pay the loan in full
- You can request a repayment schedule and make payments directly to T. Rowe Price
- You can do nothing; your loan will default which is a taxable event for your outstanding loan balance.

10. Can I take a loan from my account after I retire?

No, you may not take a loan from your 401(k)/RSP after you retire.

11. Can GuidedChoice still manage my account after I retire?

Yes, as long as you leave your account in the 401(k)/RSP with T. Rowe Price, you can continue to use GuidedChoice. The fee charged to retirees by GuidedChoice is the same as the active employee fee. If you have questions, please contact GuidedChoice at **800-242-6182**.

12. Who sends my tax statement?

Tax statements for 401(k)/RSP distributions are issued by T.Rowe Price.

Pension Account Plan

The following questions are only applicable to those who began employment on or before September 30, 2010 and elected to continue participation in the Pension Plan as of October 1, 2010 or were an employee in the Mississippi Division covered under a collective bargaining agreement before July 14, 2014.

IMPORTANT: We strongly encourage you to consult a tax or financial advisor prior to making any distribution elections related to your pension benefit.

13. When can I start my pension benefit?

If you are a Pension Plan participant, you are eligible to begin your pension payments once you have retired from Atmos Energy.

14. Do I have to start my pension benefit right away or can I defer the payments?

You will have the option to defer payments up until your normal retirement date.

NOTE: If your pension account balance is \$7,000 or less, you will not have the option to defer your payment.

15. Am I eligible for a lump sum payment?

Yes, you are eligible for a lump sum payment.

16. Will my pension benefit earn interest?

If you choose to defer your pension payments, your pension will grow at 4.69%. This rate is defined by the Pension Account Plan document and is subject to change as noted in the Plan.

17. Do I have to pay taxes on my pension?*

Yes, your pension benefit is taxable, but how and when depends upon your payment election.

- If you elect to take a lump sum distribution, paid directly to you, the lump sum value will be taxed at 20%
- If you elect to roll your pension benefit into an IRA or other qualified plan, no taxes will be withheld at that time. When you elect to take a distribution, the funds will be taxable
- If you elect a monthly annuity option, you will have the option to have taxes withheld from the monthly payment; the payment amount is taxable

***We strongly encourage you to discuss any tax decisions with a tax or financial advisor.**

18. Can I have my pension check deposited into my bank account?

Yes, you have the option to have your pension payments deposited directly into your checking or savings account. Direct deposit is faster and safer than regular mail.

19. Who sends my pension payment?

Atmos Energy partners with State Street bank to process monthly and lump sum pension payments.

20. Who sends my tax statement?

Tax statements for Pension Plan distributions are issued by State Street bank.

Retiree Healthcare - Medical, Dental & Vision

You are eligible for retiree medical, dental, and vision coverage if you are at least 55 years old with 10 or more years of continuous service as a full-time employee.

21. How do I enroll in retiree medical coverage?

After your retirement request has been approved in Workday, you will receive a task in Workday to complete the Medical Coverage Questionnaire.

22. Can I change my medical plan when I retire?

Yes, you can change your medical plan when you fill out the Medical Coverage Questionnaire as part of the retirement process in Workday. You can also change it as part of the annual retiree Open Enrollment or if you have a life event.

23. Will I receive new medical ID cards when I retire?

Yes, you will receive new medical ID cards.

24. How much will I pay for retiree medical coverage?

There are many factors that determine your medical premiums, including your and your spouse's age (pre-65 or post-65), the plan you choose, and your coverage level. For more information on the medical plan options and rates, please refer to the [Retirement Transition Guide](#) on Atmosphere.

25. Does Atmos Energy offer Dental and Vision coverage for retirees?

Yes, Atmos Energy offers subsidized Dental coverage and voluntary Vision coverage for eligible pre-65 retirees and dependents. Post-65 retirees and spouses may elect dental and vision coverage when enrolling with our partner, Via Benefits.

26. Are my dependent children eligible for medical/dental/vision coverage?

- Pre-65 Retirees:
Dependent children are eligible to stay on the Atmos Energy Medical, Dental, and Vision Plans until they turn age 25.
- Post-65 Retirees:
Dependent children under age 25 may be covered under the Atmos Energy Medical, Dental, and Vision Plans, as long as they are unmarried.

NOTE: Dependent children age 20 and older must be enrolled as a full-time student at an accredited institution to remain eligible for coverage.

27. How will I pay my medical, dental and/or vision premiums?

- Pre-65 retirees may elect to have premiums withheld from their monthly pension check (if applicable) if the pension payment covers the full amount of the premiums. Otherwise, you will pay your premiums directly to HealthEquity. You have the option to pay by check or ACH bank draft.
- Post-65 retirees will make payments to the provider(s) they choose when enrolling at Via Benefits. Premiums will be reimbursed through the HRA funded by Atmos Energy at Via Benefits.

28. When should I enroll in Medicare and when is it effective?

If you or your spouse are age 65 (or older), you/your spouse should enroll in Medicare Parts A & B 90 days before your retirement. ***If you do not enroll in Medicare Parts A & B prior to your retirement date, you may be subject to penalties from Medicare. Also, to enroll with Via Benefits, you must be enrolled in Medicare Parts A & B.***

NOTE: While you are an active employee at Atmos Energy and covered by the Atmos Energy Medical Plan, you and your covered spouse do not need to enroll in Medicare, even if you are 65 or older, until 90 days prior to your retirement date.

29. If I am retiring in the month that I turn age 65 when should I enroll in Medicare?

You should enroll in Medicare as soon as you turn age 65, with an effective date of the 1st of the month following your retirement date.

For Example: If you are retiring February 3rd and you turn age 65 on February 10th, you should have a Medicare effective date of March 1st.

30. If I drop my Atmos Energy medical/dental/vision coverage, can I enroll later with Atmos Energy?

Yes, you may drop your coverage and re-enroll in the future, but only during the annual Retiree Open Enrollment, unless you have a qualifying life event, like marriage, divorce, loss of coverage, etc.

31. Will I be able to continue my Teladoc Health benefit for Diabetes and/or Hypertension management?

Yes, Pre-65 Retirees and covered family members enrolled in the the Atmos Energy Retiree Medical Plan are able to continue using the Diabetes and Hypertension management programs.

VIA Benefits

32. What is Via Benefits?

Via Benefits is the country's first and largest private Medicare marketplace. Via has been in business for more than 18 years and is a trusted advisor to over 2 million retirees from more than 700 employers. Atmos Energy selected Via Benefits to assist post-65 retirees and their post-65 spouses in enrolling in the retiree healthcare insurance that best fits their needs. They offer personalized assistance from experienced, licensed, benefit advisors who offer objective, unbiased support.

33. Who is eligible for Via Benefits?

You are eligible for Via Benefits if you are at least 65 years old with 10 or more years of continuous service as a full-time employee. Spouses of retirees who are eligible for retiree medical and are age 65 are also eligible for Via Benefits.

34. If I am 65 and my spouse is not yet 65, will my spouse still have coverage available through Atmos Energy?

Yes, your pre-65 spouse will be eligible for the Atmos Energy Pre-65 Retiree Medical Plan. Once your spouse turns 65, they will also be eligible for Via Benefits.

35. I have an HSA and I turn 65 this year, how am I affected? When do I need to stop contributing?

You should stop contributing to your HSA six months before you apply for Medicare to avoid potential tax penalties. We recommend you consult with your tax advisor if you need additional information.

36. How do I contact Via Benefits?

Monday thru Friday, 7:00am CT to 6:00pm CT at 1-833-945-1112 or my.viabenefits.com/AtmosEnergy anytime.

37. How do I get more information on Via Benefits?

The Retirement Transition Guide is available on Atmosphere or click [here](#).

Health Reimbursement Account (HRA)

38. What is a Health Reimbursement Account (HRA)?

A Health Reimbursement Account, also referred to as a Health Reimbursement Arrangement is an employer-funded health benefit plan that reimburses retirees for health insurance plan premiums.

39. Who is eligible to participate in the HRA plan?

If you are eligible for Via Benefits and you enroll in at least one of the following through Via Benefits: Medical, Prescription Drug, Dental or Vision Plan through Via Benefits, you are eligible for HRA contributions.

40. Am I required to purchase a retiree health plan through Via Benefits to receive the Atmos Energy contribution to my HRA?

Yes. You are required to enroll in at least one healthcare plan (medical, pharmacy, dental or vision) through Via Benefits to obtain access to the HRA and the annual Atmos Energy contribution.

While you have the option to research and purchase insurance wherever you choose, you will not be eligible for HRA contributions unless you enroll in at least one plan through Via Benefits. Via Benefits streamlines the process for you. Their Medicare marketplace offers a wide variety of individual plans (Medicare Supplement Insurance (Medigap), Medicare Advantage, and Medicare Part D Prescription Drug plans, as well as dental and vision plans from the nation's leading health insurers.

41. How much will Atmos Energy contribute to my HRA?

The annual tax-free HRA contribution for 2026 is \$3,350 per eligible participant. Atmos Energy's contribution will be made annually and is available January 1st of each year. Atmos Energy will contribute an equal amount for eligible post-65 retirees and their post-65 spouses.

42. Can I make additional contributions to my HRA?

No. Only Atmos Energy can make contributions to the HRA.

43. Are HRA funds taxable?

No, HRA funds are funded solely by Atmos Energy. Employer contributions are not taxable to retirees.

44. Can I use my HRA funds to reimburse for my out-of-pocket medical expenses?

No. HRA funds may only be used to reimburse you for eligible premium payments.

45. How do I receive reimbursement from my HRA?

You can receive reimbursement by submitting a request for reimbursement to Via Benefits with supporting documentation. Some plans also offer the option of setting up automatic premium reimbursement at the time you enroll. You may also set up direct deposit to have reimbursements deposited directly into your bank account. Your Via Benefits Advisor will walk you through this process.

46. What happens if the cost of the plan I choose exceeds the annual HRA contribution amount?

You are responsible for paying any amount that exceeds the available HRA contribution.

47. If I retire during the year, will I still receive the full HRA contribution amount for that year?

No, if you retire during the year, you will receive a prorated HRA contribution based upon your plan enrollment date; you will be eligible for the full contribution amount the following year.

48. When do I contact Via Benefits to enroll?

Your information including your eligibility and HRA funding will be sent to Via Benefits the Monday following your retirement date. The information is then processed into the system and is available on Thursday of that week. We recommend waiting until that Thursday to call so the Via Benefits advisor has your Atmos Energy Plan information available to them when you call.

For Example: If you retire on Monday, February 2, 2026 you will be on the following Monday's file, February 9, 2026, and can call Via Benefits on Thursday, February 12, 2026.

Medicare

49. Do I need to enroll in Medicare to participate in Via Benefits?

Yes. To enroll in a plan through Via Benefits, you must first be enrolled in Medicare Parts A and B.

50. Do I need to sign up for Medicare Parts A and B before I turn age 65?

If you are planning on retiring, you should sign up for Medicare Parts A and B 90 days before your retirement date; however, if you plan to remain an active Atmos Energy employee, you are not required to sign up for Medicare until you are preparing for retirement.

51. As an Active employee, will I be penalized if I don't sign up for Medicare at age 65?

If you are enrolled in the Atmos Energy Medical Plan, you do not need to enroll in Medicare and will not be penalized. When you are preparing to transition to retirement, you should sign up for Medicare Parts A and B 90 days prior to your retirement date.

52. If I am not turning 65 but my spouse is, and they are on my Atmos Energy medical plan, does my spouse need to sign up for Medicare?

No, your spouse does not need to sign up for Medicare as long as you are enrolled in Atmos Energy medical coverage as an active employee.

Flexible Spending Accounts (FSA) – WEX

53. When will my FSA benefit end?

Your FSA benefits end the day of your retirement. Only expenses incurred on or before your retirement date are eligible for reimbursement.

54. I have a Dependent Care FSA. Can I submit a claim to use remaining funds after my retirement date?

You may file a claim for services you incurred on or before your retirement date. Any expenses after your retirement date are not eligible for reimbursement.

55. How long do I have to request reimbursement for my FSA?

You have 90 days from your retirement date to submit claims for expenses you have already incurred.

56. I will have unused FSA dollars as of my retirement date. Can I get my unused contributions back?

Only claims that are incurred on or before your retirement date are eligible for reimbursement unless you enroll in COBRA FSA. Enrolling in COBRA FSA will keep your FSA account active after your retirement date. You will continue to make contributions, but with after-tax dollars instead of pre-tax; and your continued participation will allow the utilization of the remaining funds within your account.

NOTE: Information on how to enroll in COBRA FSA will be included in your packet from HealthEquity. You may enroll in COBRA FSA without enrolling in COBRA medical.

Health Savings Account (HSA) – HealthEquity

57. What happens to my HSA when I retire?

Your HSA is a personal bank account, so you will keep it after you retire. You can continue to contribute to your account directly with HealthEquity, until you turn age 65, as long as you are enrolled in a qualified HDHP.

NOTE: You can withdraw your HSA funds anytime on a tax-free basis for qualified medical expenses, regardless of your medical plan enrollment.

58. Are there tax implications for withdrawing money from the HSA?*

You can withdraw your funds anytime on a tax-free basis for **qualified** medical expenses. If you withdraw funds before age 65 for **non-qualified** expenses, regular income taxes plus a 20% penalty may apply.

Once you turn age 65, distributions for non-medical expenses are treated as taxable income, without tax penalties.

***We strongly encourage you to discuss any tax decisions with a tax or financial advisor.**

Time Off

59. What happens to my unused PTO?

You will be paid for your accrued, unused PTO hours on your final paycheck. If you do not use your floating holiday prior to retirement, it will be forfeited.

60. If I have used more PTO than I have accrued when I retire, what will happen?

If your year-to-date balance is negative (meaning more time has been used than accrued), the amount owed to Atmos Energy will be collected from your final paycheck.

61. Will I be paid for my Extended Illness Bank (EIB) hours?*

Any unused EIB hours will be forfeited. The EIB benefit is **not** paid out upon separation.

*Colorado employees should refer to the specific Colorado Time Off policy for more information.

Payroll

62. Will my final check be directly deposited, or will I receive a live check in the mail?

If you currently receive your paycheck via direct deposit, your final check will be directly deposited. If you normally receive a live check, a live check will be mailed to your address on record.

If you set up a retiree Workday account, you will be able to view your final pay slip and tax forms through Workday; they will also be mailed to your address on record.

63. I am paying for gas appliances through the Employee Merchandise Purchase program. My payments are structured through a Promissory Note and made bi-weekly through payroll deduction. Do I need to take any action at this time?

If you have a remaining balance at the time you retire, Payroll will collect the remaining balance from your final paycheck. If your final check does not cover the remaining balance, Atmos Energy will send an invoice to you for payment.

64. If I currently have a court ordered payroll deduction, will Atmos Energy notify the court of my separation of employment?

Yes.

65. Will I receive my W-2 from Atmos Energy in January as usual?

Yes. Your W-2 will be mailed to your address on record. If you set up a retiree Workday account, you will be able to view your tax forms in Workday.

66. Will I receive my Form 1095C from Atmos Energy as usual?

Yes, your Form 1095C will be mailed to your address on record. If you have set up a retiree Workday account, you will be able to view your Form 1095C in Workday.

Miscellaneous

67. Will I be able to continue using LifeLock?

Your Atmos Energy LifeLock coverage will end on the last day of the month in which you retire. After you retire, you may port your LifeLock coverage to an individual plan.

You will receive an email from LifeLock explaining your plan options. Atmos Energy retirees are eligible for a 15% discount off the retail price.

NOTE: It is important to have a personal email address saved with LifeLock prior to your retirement so the email is not sent to your Atmos Energy email address.

68. Will I be able to continue my Life Insurance?

Yes, you may port or convert your Basic and Supplemental Term Life insurance.

Porting allows you to continue your group term life insurance which includes Basic Life and Supplemental Term life insurance for you and your spouse.

Converting allows you to buy an individual life insurance policy.

After you retire, you will receive information in the mail from Unum with your options. You have up to 31 days from your retirement date to port or convert your policy.

69. If my service anniversary is the same year I retire, can I still order my gift?

Yes, you may order your service award by calling Halo Recognition at 800-999-3462.

70. Will I be able to access Workday after I retire?

Yes. If you provide your personal email address, a retiree Workday account will be established for you. Instructions on how to access Workday will be emailed to you.

Workday retiree access will allow you to submit changes to your personal information like address and phone number and view your final pay slips and tax forms.

Pre-65 retirees can also make benefit elections during Retiree Open Enrollment.