

Southwest Gas Corporation

Arizona Winter Preparedness

Luis Frisby

Vice President /Central Arizona Division
October 22, 2013

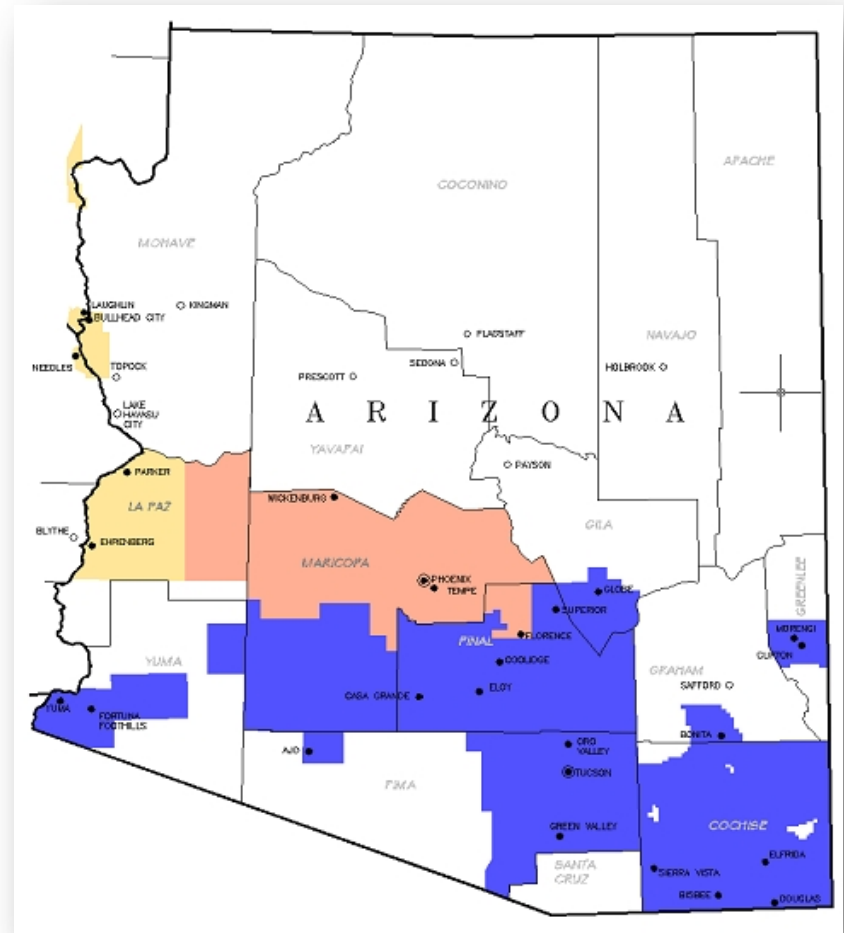


Outline

- Southwest Gas Service Territory
- System Planning
- 2013 Cold Weather Event

Southwest Gas Service Territory

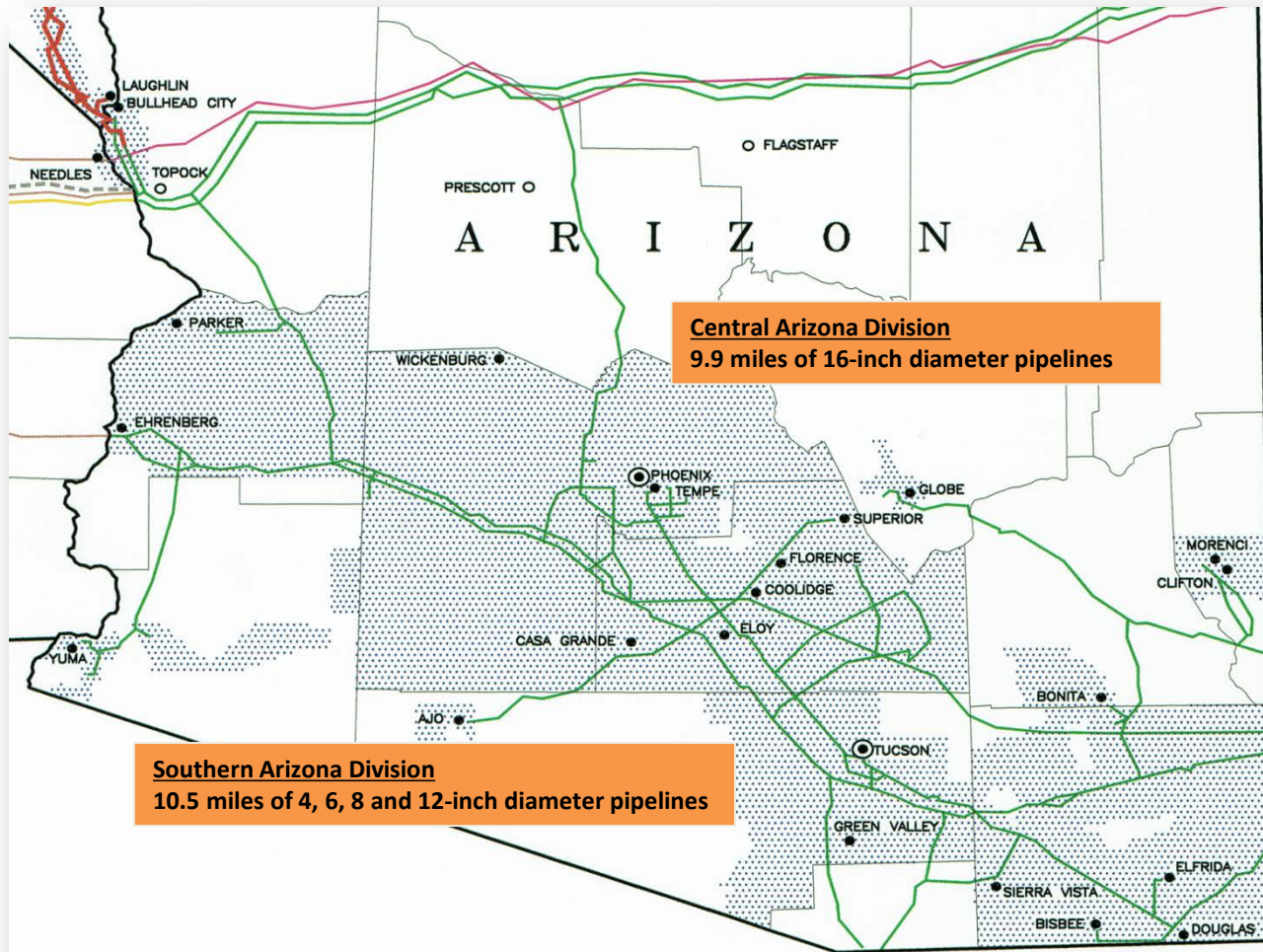
- Approximately 1 million customers served
- 373 miles gas transmission pipelines
- 72 miles High Consequence Areas
- 19,000 miles gas distribution main
- 12,900 miles gas distribution services



System Planning

- Planning process for distribution systems is a year-round, continuous activity
 - Computer hydraulic modeling is used for system design
 - Required system reinforcements are identified from hydraulic modeling results
 - Pipeline reinforcement work is constructed in advance of anticipated loads

System Planning



System Planning

- Planning process for distribution systems is a year-round, continuous activity (cont.)
 - “Cold Weather Plan” updated and published every year in October
 - Plan Pre-defines actions to take if certain weather conditions are forecasted

2013 Cold Weather Event

- The cold weather event of January 2013 provided a good stress test for our distribution systems
 - Central Arizona weather conditions came within 96% of a design day
 - Southern Arizona within 92%

2013 Cold Weather Event

- The Arizona distribution systems performed extremely well under significant stress test
 - Distribution systems had sufficient capacity to deliver required volumes
 - Provided an excellent opportunity to validate hydraulic models

Operational Summary

- All required reinforcement work for the 2013/2014 winter is done at this point
- The system planning activity accomplished during the last 12 months places us in a solid position of readiness for the upcoming heating season

Southwest Gas Corporation

2013-2014 Winter Preparedness

Randy Gabe

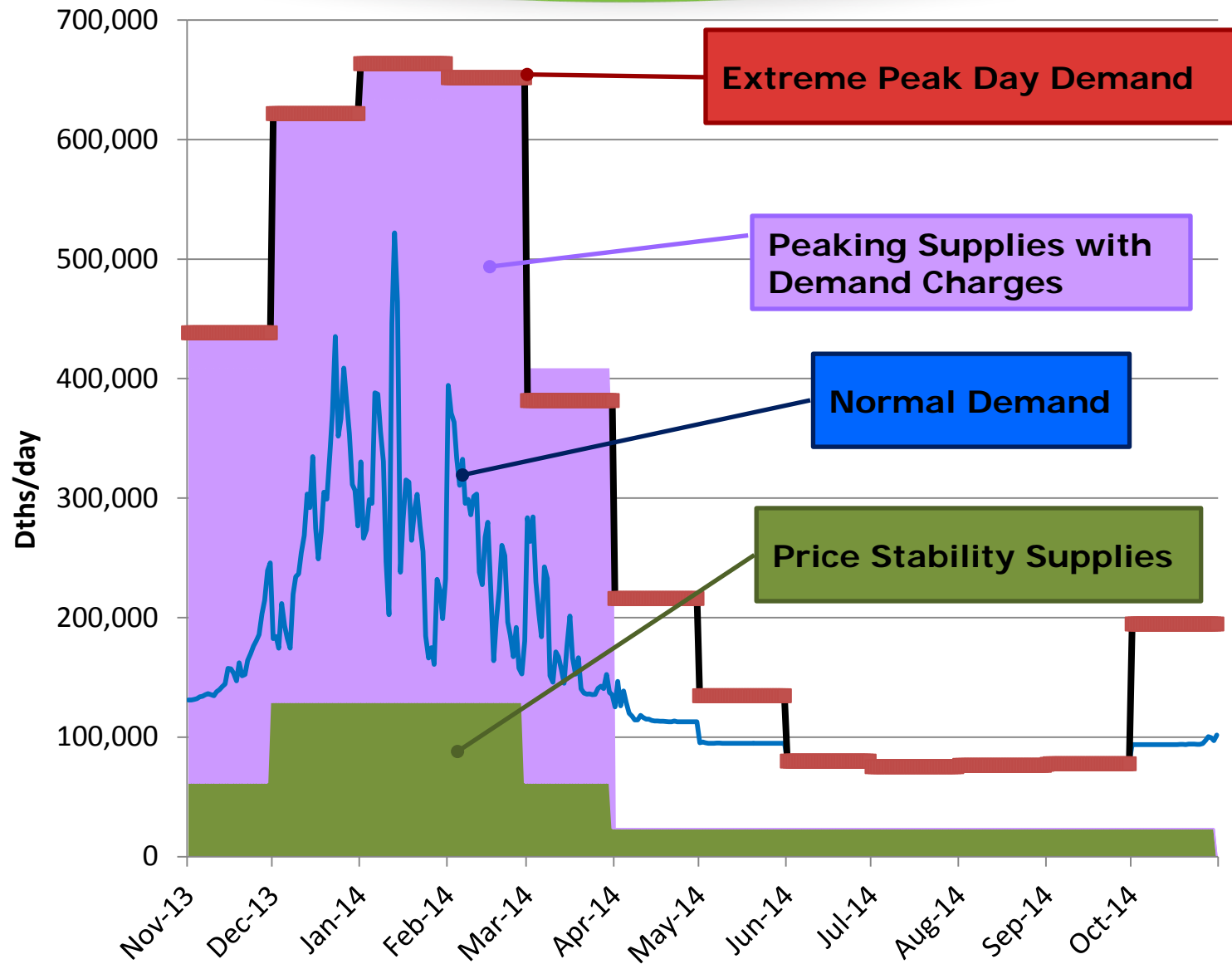
Vice President/Gas Resources



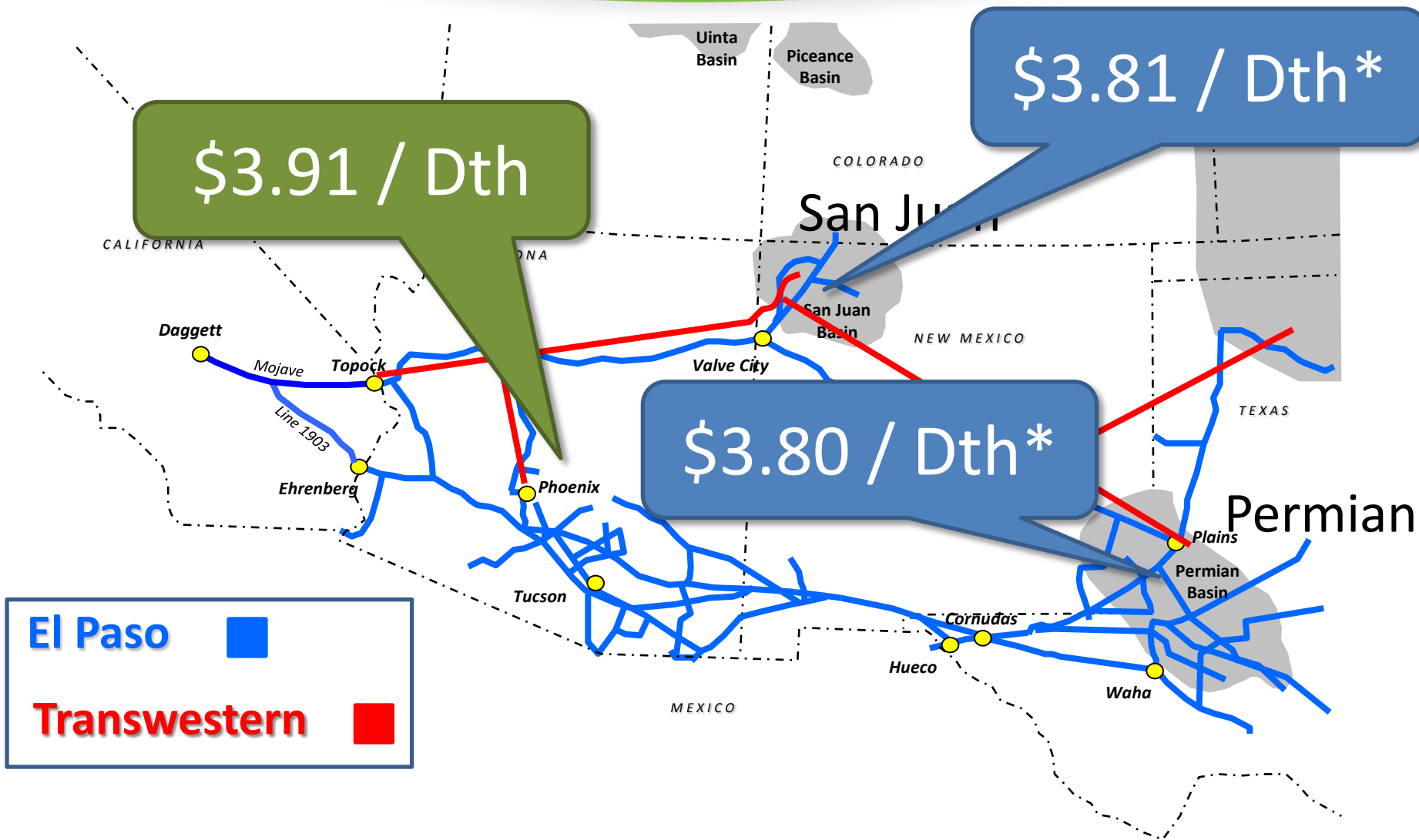
2013/14 Update

- Supply Portfolio Structure
- Interstate Pipelines
- New Storage
- Trends in the Natural Gas Market
- Customer Rates

Gas Supply Resources



Interstate Pipelines



*Winter strip prices October 11, 2013

Arizona Price Stability Program

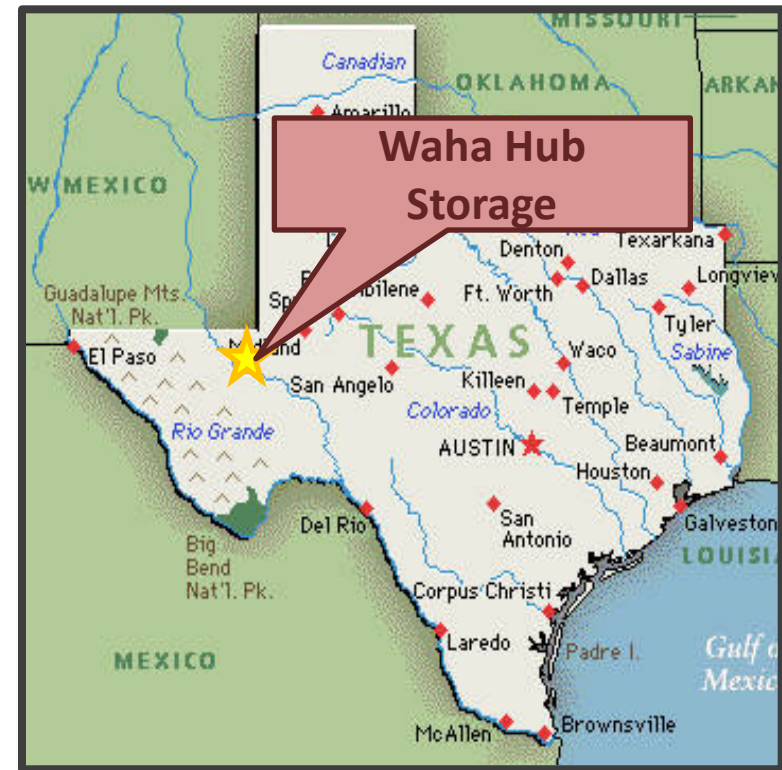
	2008/ 2009	2009/ 2010	2010/ 2011	2011/ 2012	2012/ 2013	2013/ 2014
Winter (\$/Dth)	\$8.78	\$6.53	\$6.02	\$5.07	\$3.99	\$3.91

Weighted Average Price

Arizona Storage - Enstor

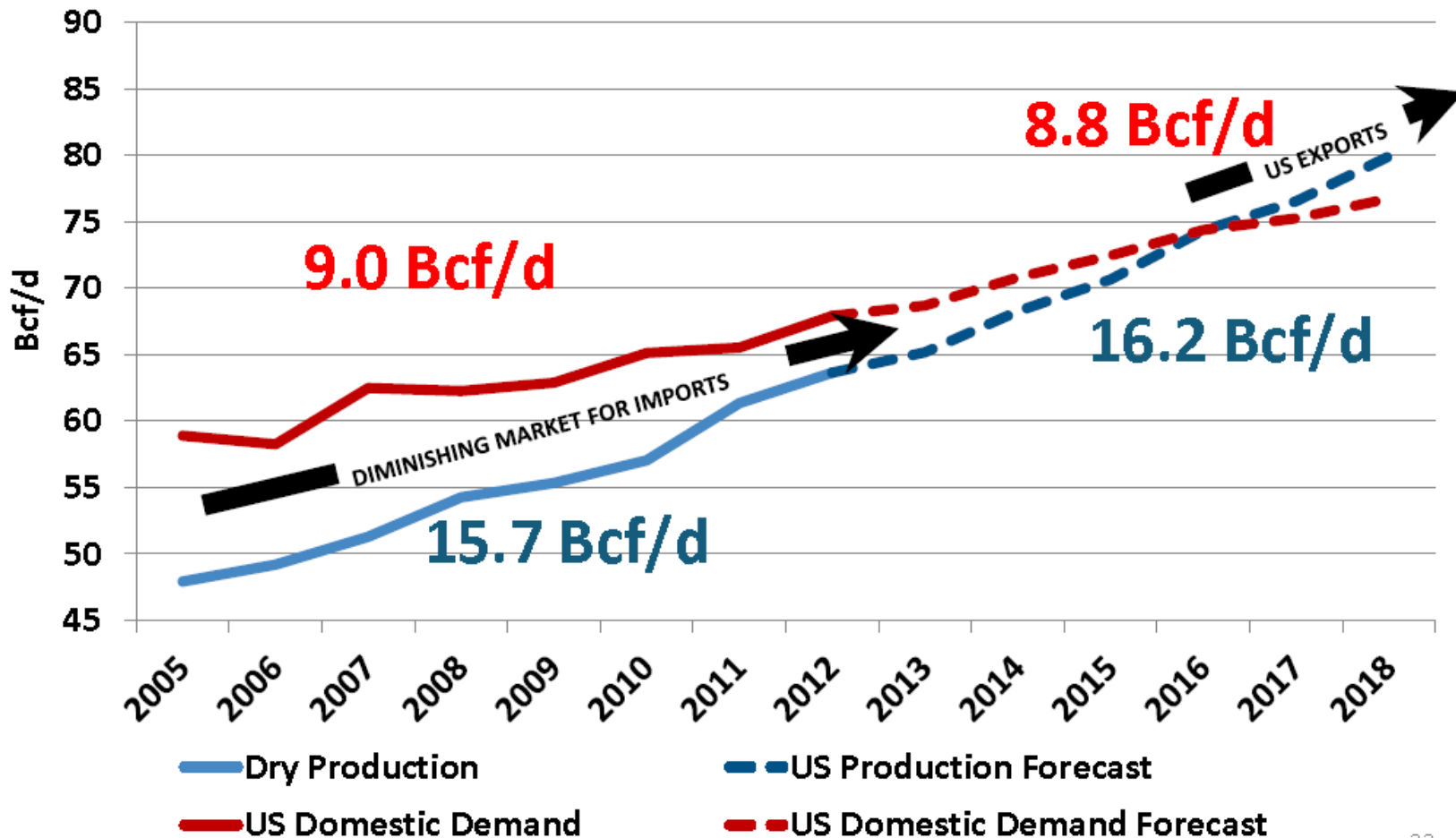
Waha/Gamma Ridge

- Located in west Texas
- 600,000 Dths
- 60,000 Dths/day of firm withdrawal rights (ratchets down)
- Operational needs and imbalance management

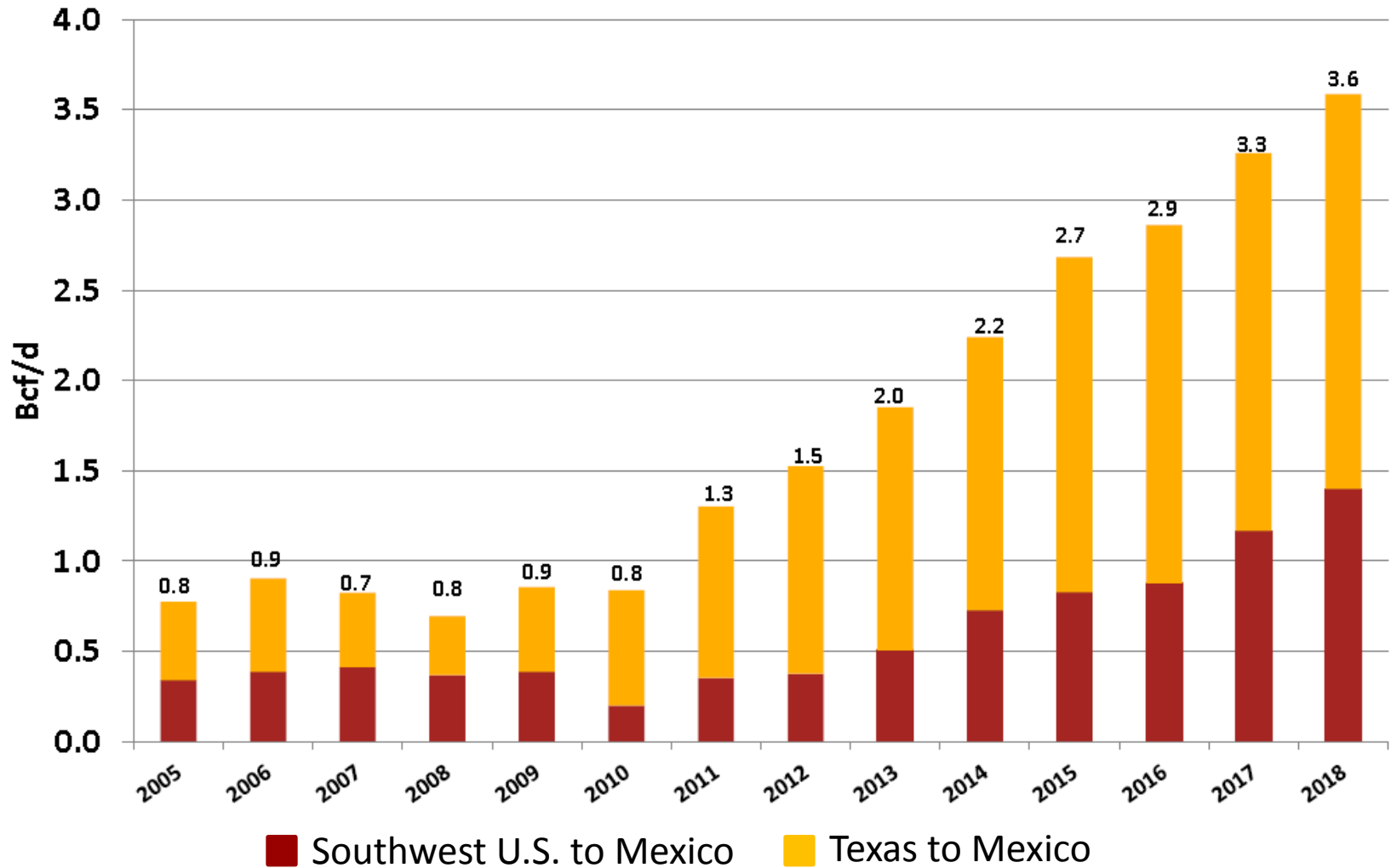


Growth in Demand Not Enough: Exports Needed

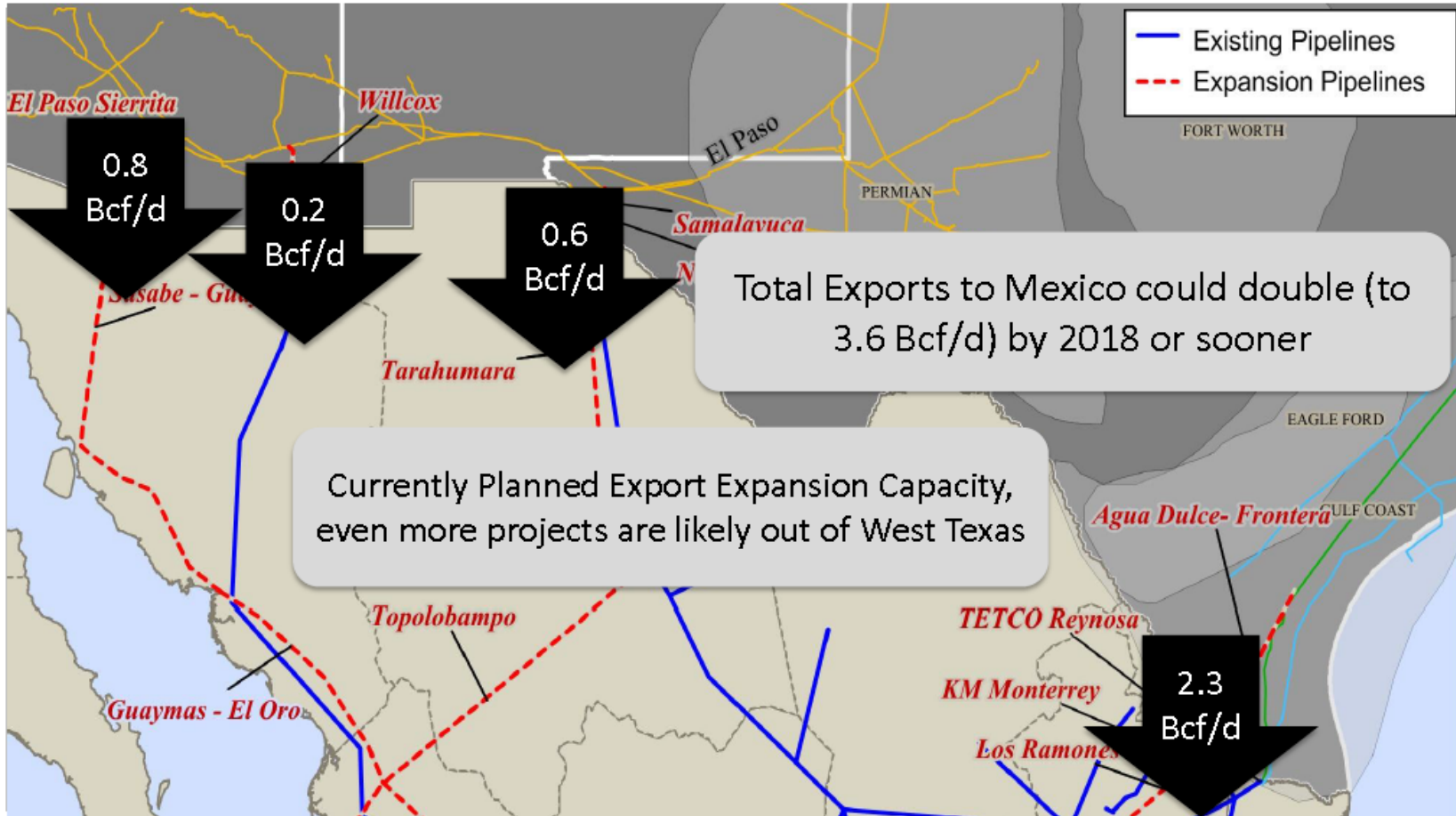
U.S. Supply/Demand Balance



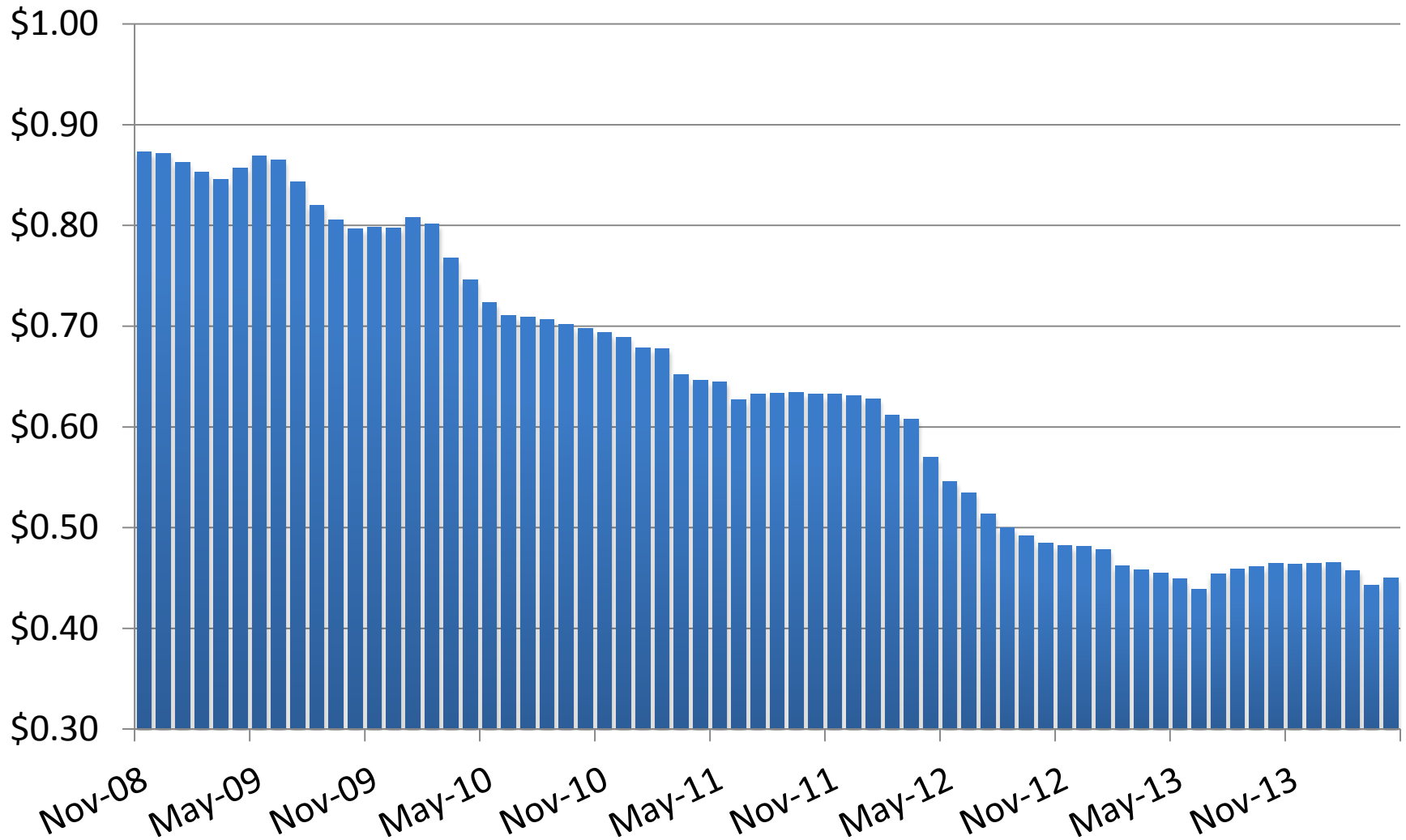
Surging Exports to Mexico in Near-Term



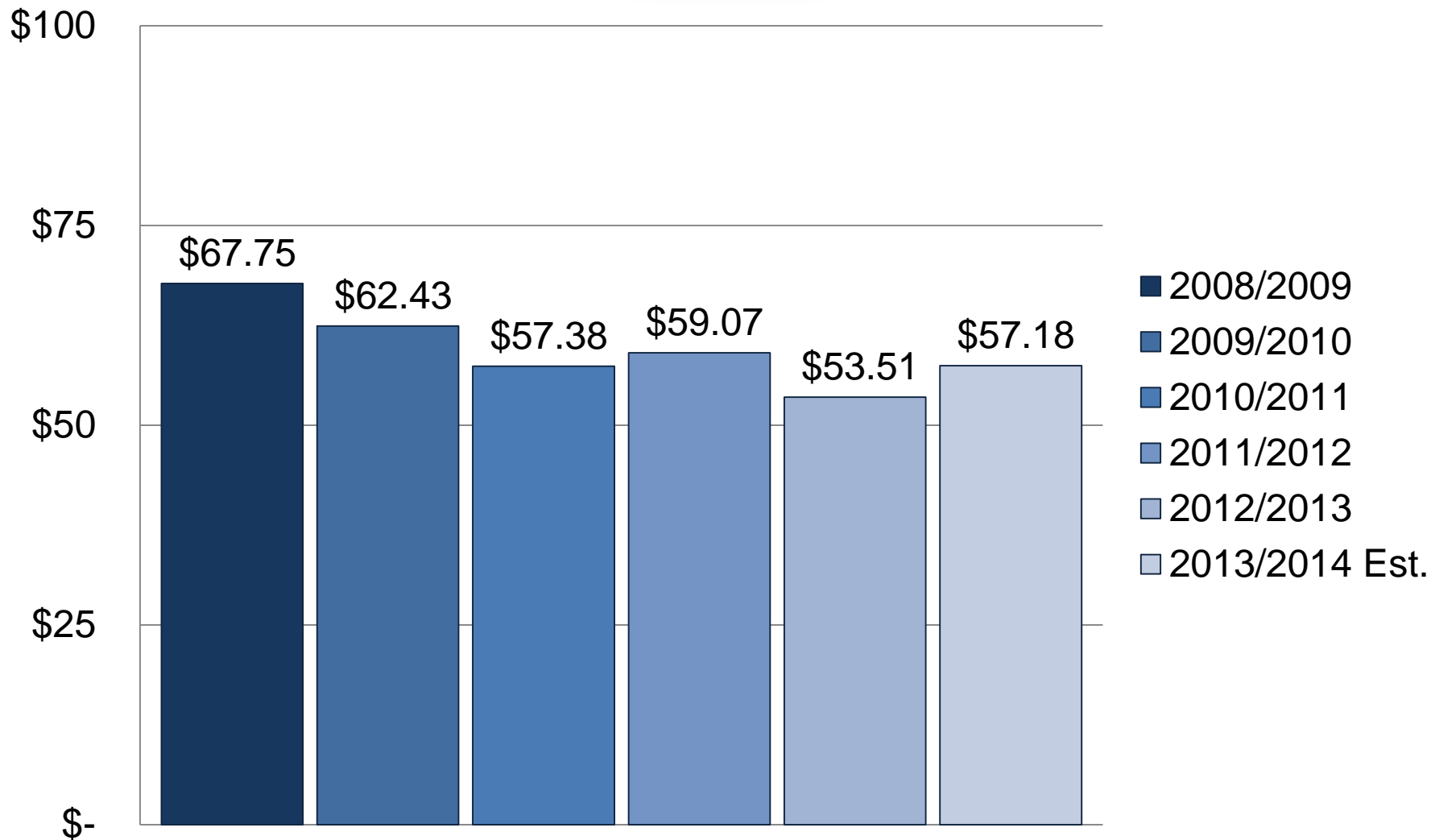
Mexico: 17 Pipeline Expansions



Monthly Gas Cost Rate



Average Winter Bill





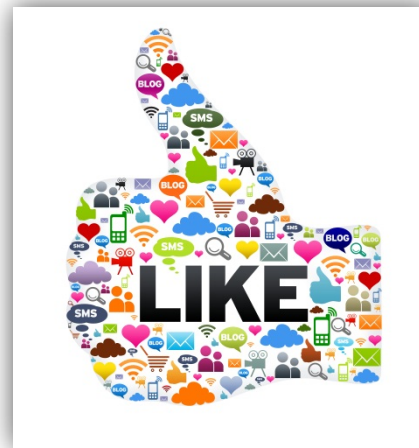
Southwest Gas Corporation

2013-2014 Winter Preparedness

Ann Seiden
Manager/Corporate Public Affairs

Customer Communications

- Text Messaging Program
- Social Media



Text Messaging Program

- Fully implemented June 2013

Stay Informed –
with a text message



In the rare instance that your natural gas service is interrupted, Southwest Gas can send you a text message to keep you informed. Opt in at www.swgas.com through **MyAccount** or call Customer Assistance at 1-877-860-6020.

Our text message service is free. Message and data rates may apply.



Social Media

Tweets

- Following
- Followers
- Favorites
- Lists

Follow Southwest Gas Corp

Full name

Email

Password

Sign up

Photos and videos

Worldwide Trends · Change

- Valencia
- #FinlandNeedsWWATour
- #PolishDirectionersHaveBrokenHearts
- #ItalianDirectionersNeedAnotherDate
- #Sana1srVereyimMi
- Pope Francis
- #VenezuelaNeedsWWAT
- Happy Birthday Hermione Jean Granger
- Christopher
- Hiroshi Yamauchi

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Southwest Gas Corp
@SWGas

Official Twitter account of Southwest Gas – provider of clean, abundant, efficient natural gas to Arizona, California & Nevada. Arizona, California & Nevada · [swgasliving.com](#)

325 TWEETS 30 FOLLOWING 418 FOLLOWERS [Follow](#)

Tweets

Southwest Gas Corp @SWGas 21h
Thanks to all of the Southwesters who laced up their running shoes in support of @Candle_Lighters race for our kids!
[pic.twitter.com/XzQ5t4Er8t](#)
[View photo](#)

Southwest Gas Corp @SWGas 17 Sep
Check out home improvement tips and ideas in the latest Natural Living magazine! [bit.ly/1fjLN5G](#) [pic.twitter.com/t52GFmFwO](#)
[View photo](#)

The Shade Tree @ShadeTreeVEGAS 13 Sep
swgas employees learn how they #help our women, children, and pets during the #fuelforlife Employee...
[instagram.com/p/eNDBprTPIF/](#)
Retweeted by Southwest Gas Corp
[Expand](#) [Reply](#) [Retweet](#) [Favorite](#) [More](#)

Southwest Gas Corp @SWGas 12 Sep
Check out this awesome video about the future of transportation with alternative fuels #naturalgas [youtube.com/watch?v=eQB2xc...](#)
[View media](#)

Southwest Gas Corp @SWGas 11 Sep
@SWGas reminds customers about payment policies to avoid being scammed. Call 877-860-6020 to discuss payment options.
[Expand](#)

CatholicCharitiesLV @CathCharitiesLV 11 Sep
Special thanks @SWGas for inviting us to be part of their Fuel For Life Initiative! Together we make a difference!
[pic.twitter.com/FMeNrkBMr](#)
Retweeted by Southwest Gas Corp
[View photo](#)

Social Media


The screenshot displays the Facebook profile of Southwest Gas Corporation. The page header includes the Facebook logo, a search bar, and the company name. The main content area shows a timeline of posts:

- Post 1 (September 26):** A text-based post stating, "Southwest Gas knows that our customers want to stay informed about their bills, new programs and how they can save energy and money. Twitter is one more way we can keep that conversation going. Follow us at <http://www.twitter.com/swgas>". Below the text is a photo of a man in a purple shirt holding a laptop with the Twitter logo on the screen. Interaction: 69 people saw this post; 2 likes (Lisa Ann Lychock and Mark Tinderholt); 1 comment.
- Post 2 (September 26):** A link share post from Greater Phoenix Chamber of Commerce. Text: "A great interview by Greater Phoenix Chamber of Commerce with Ann Seiden, Manager/Corporate Public Affairs". Includes a photo of Ann Seiden and a quote: "Take Me To Your Leader: Ann Seiden, Southwest Gas | Greater Phoenix Chamber of Commerce www.phoenixchamber.com. You told us you wanted leadership advice from some of the Valley's top...". Interaction: 51 people saw this post; 2 likes (Lee Mancini and Bradford Harris); 1 comment.
- Post 3 (September 25):** A link share post about energy efficiency. Text: "Saving energy is more rewarding than ever. Did you know using ENERGY STAR labeled products can lower your utility bills and reduce your energy usage by up to 30%? Many models even qualify for rebates. Check here for available offers in your area - <http://bit.ly/1ZM26D5>". Includes a photo of a green house with a leaf icon. Interaction: 68 people saw this post; 0 likes; 0 comments.
- Post 4 (September 24):** A text-based post about home safety. Text: "Don't take a fall this fall. Keep the areas around your furnace, water heater and other natural gas appliances clear of boxes and flammable products. This will prevent your appliances from being damaged by tumbling stacks of stored items, reduce safety hazards and keep you safe. For more safety tips visit <http://bit.ly/16rnkNL>". Includes a photo of people riding bicycles on a trail. Interaction: 105 people saw this post; 0 likes; 0 comments.
- Post 5 (September 18):** A text-based post about a volunteer event. Text: "Blue - Building Lives Up Everywhere volunteer team thanks all of the Southwesters, along with their family and friends, who laced up their running or walking shoes in support of Candlelighters Childhood Cancer Foundation of Nevada 35th annual 'Race for Our Kids' event this past Saturday." Includes a photo of a group of people in white t-shirts at a race event. Interaction: 0 likes; 0 comments.


On the right side of the page, there is a "Recent" sidebar with years 2013, 2012, 2011, and "Founded". At the bottom right, there is an advertisement for Southwest Gas Corporation with the text "See Your Ad Here" and "Southwest Gas Corporation likes Southwest Gas Corporation." followed by a "Like" button and a "Promote Page" button.

Customer Communication


Like · Comment · Share

 Southwest Gas Corporation shared a link. June 21, 2011


Southwest Gas is assessing our facilities in fire-affected areas in Sierra Vista. Approx 250 customers are without service. We estimate service restoration will begin approximately midday on Wed, Jun 22, subject to change as our inspection of facilities progresses. If you smell natural gas or experience a natural gas emergency, leave the area immediately and call 911. Visit www.swgas.com for updates.

 Southwest Gas www.swgas.com


Like · Comment · Share 1

 Southwest Gas Corporation shared a link. June 17, 2011

Service has been restored to the 2100 customers evacuated due to the recent Ft. Huachuca fire. Because the system had not yet lost pressure, we were able to restore service without having to do manual relights. To access the latest fire related updates pertaining to our Southwest Gas customers, please visit our website at www.swgas.com

 Southwest Gas www.swgas.com

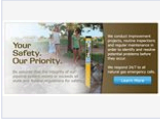
Like · Comment · Share 1

 Southwest Gas Corporation June 16, 2011


Hello from Southwest Gas! We're excited to be here on Facebook! "Like" us to follow our posts.

Unlike · Comment · Share 4 1

Southwest Gas has begun service restoration to Sierra Vista customers in the area where approximately 250 customers are without service. Customers do not need to call in to request service. If the customer is not home when the technician makes the first attempt, a door tag will be left with a phone number for the customer to call anytime, day or night, once the customer has returned. Visit www.swgas.com for updates.


 Southwest Gas www.swgas.com

Like · Comment · Share 1

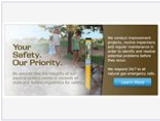
 Southwest Gas Corporation June 17, 2011

Our normal office hours are Mon-Fri, 8am-5pm. In light of the current Arizona fires, we will be monitoring FB sporadically throughout this weekend. If you smell natural gas or experience a natural gas emergency, call 911 immediately. Should your natural gas service be shut off, or to access the latest fire related updates pertaining to our Southwest Gas customers, please visit our website at www.swgas.com

Like · Comment · Share 1

 Southwest Gas Corporation shared a link. June 17, 2011

Our normal office hours are Mon-Fri, 8am-5pm. In light of the current Arizona fires, we will be monitoring FB sporadically throughout this weekend. If you smell natural gas or experience a natural gas emergency, call 911 immediately. Should your natural gas service be shut off, or to access the latest fire related updates pertaining to our Southwest Gas customers, please visit our website at www.swgas.com

 Southwest Gas www.swgas.com

Like · Comment · Share 1

Customer Assistance



Andia Ruth

Please help!!!! My services were shut off yesterday due to nonpayment. However I paid what was owed by early evening and was told I had to wait until Monday for gas to be turned back on!!!! 😞

Like · Comment · April 11 at 10:27am



Southwest Gas Corporation Hello Andia, we're sorry to hear that. Could you please send us a private message (not a post) with your account information including the address to be turned on and a contact phone number and we'll have someone contact you shortly.

April 11 at 11:30am · Like



Andia Ruth since i was so quick to post negativity.... i will follow up with positivity and a grateful heart!

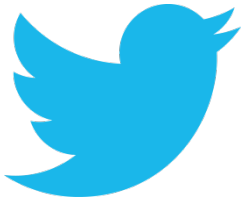
April 11 at 3:02pm via mobile · Like



Write a comment...



Customer Feedback



Lara Gates @laragates

30 Aug 

Thank you @SWGAS for prompt response to my gas leak today! Technician was thorough and friendly

Expand

Questions?