

2014/15 Winter Preparedness



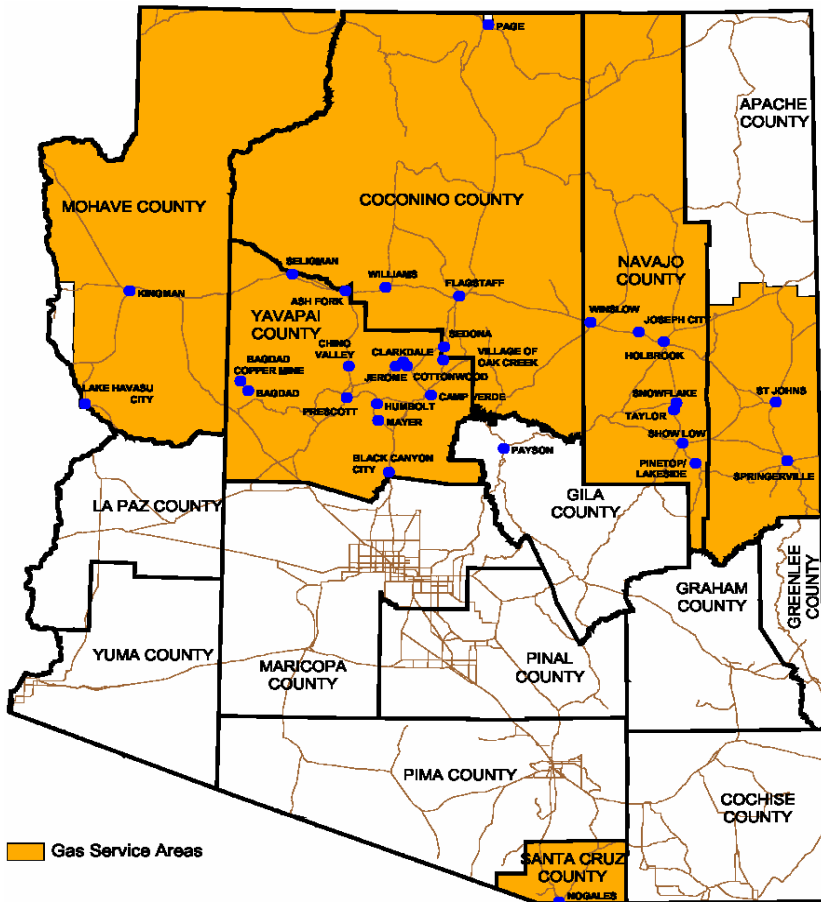
Nathan Shelley

Senior Director

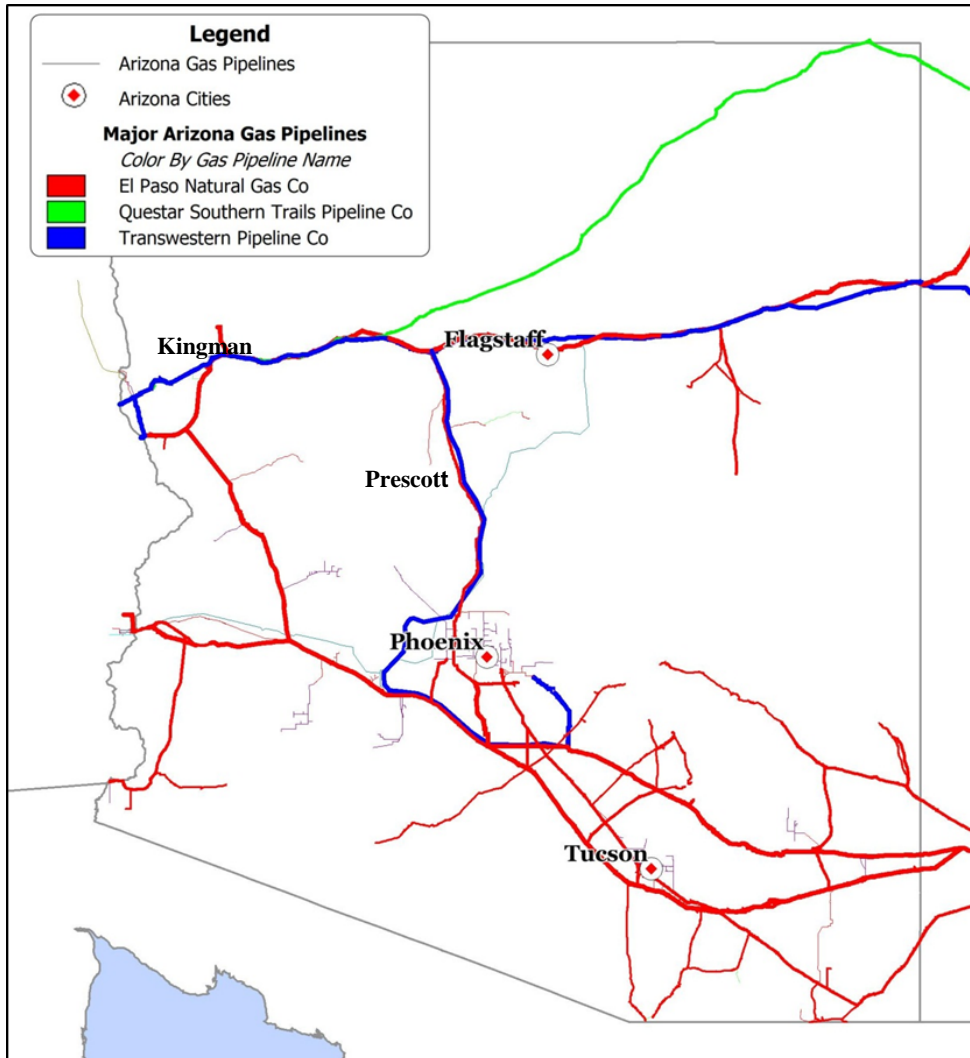
October 2014

UNS Gas Service Area

- 5 Counties / 33 Communities
- Approx. 150,000 customers
- 31 miles transmission pipeline
- 3,030 miles distribution main
- 1,211 miles distribution services



UNS Gas Interstate Pipeline Suppliers



No Natural Gas Storage

- Dual Gas Supply
 - Flagstaff
 - Kingman
 - Prescott

Supplier / Planning & Coordinating

- **EPNG (Kinder Morgan) / Transwestern Pipeline**
 - Firm agreements with combined capacity sufficient to meet customer load requirements.
 - Winter preparedness meeting – Sept 17th – Flagstaff
 - Reviewed supply taps and delivery settings
 - Maintenance activities associated with suppliers completed

- **Gas supply plan**
 - Provided and reviewed upon request

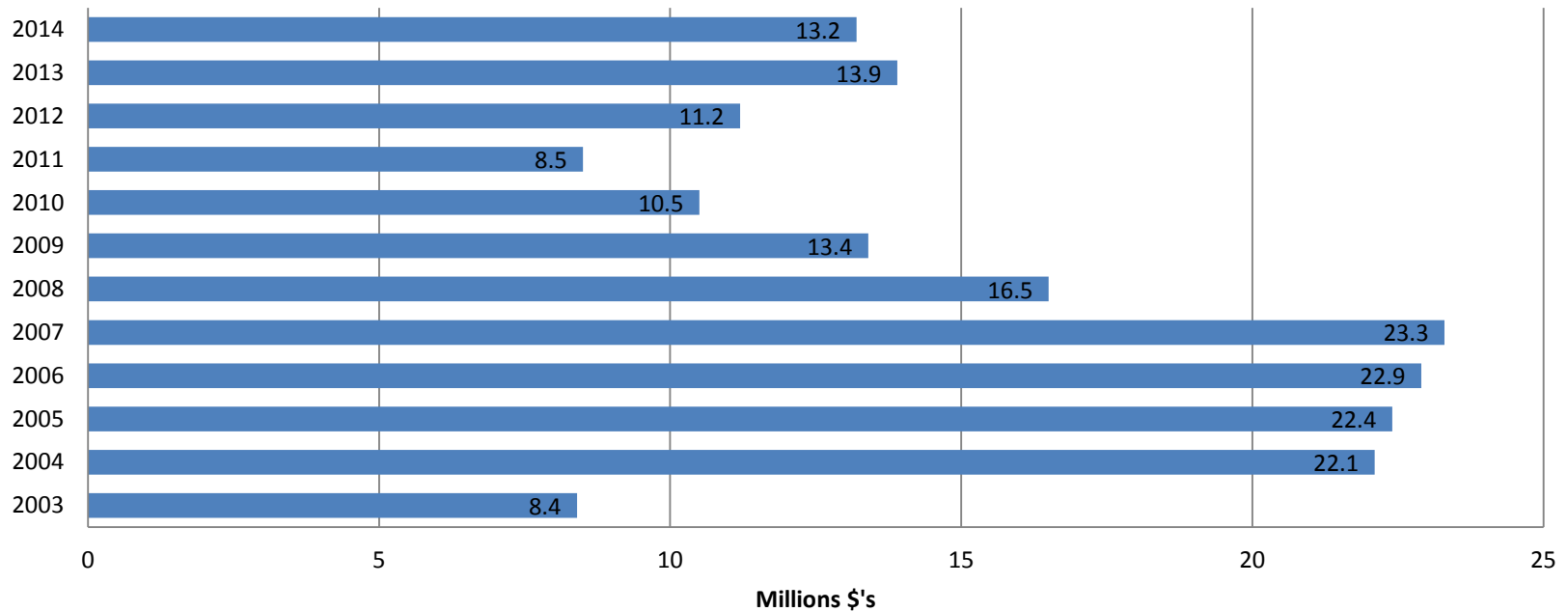
System Planning

- **Winter preparedness planning for our distribution systems is a year-round activity**
 - Use of computer hydraulic modeling for system design and build
 - Monitor actual field data during peak winter conditions to provide verification of data in system models
 - Necessary system reinforcements are identified and actions taken
 - Systems have sufficient capacity to deliver required gas volumes
 - Reinforcement work is completed in advance

Net Capital Investment

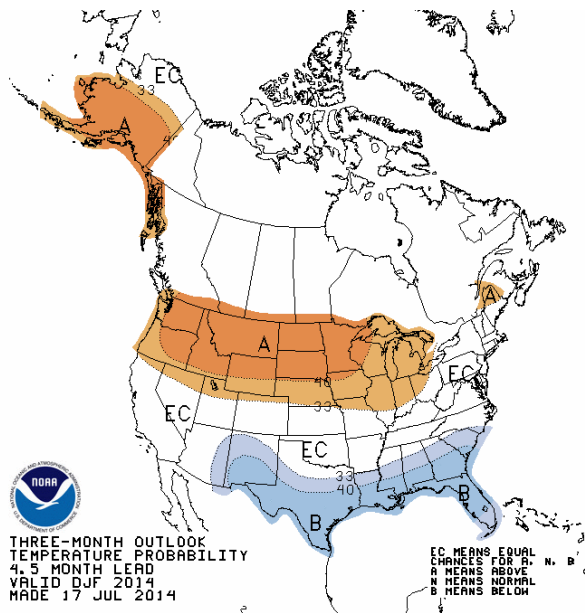
Over \$186 million in system investments since acquisition in 2003.

Net Capital Investment

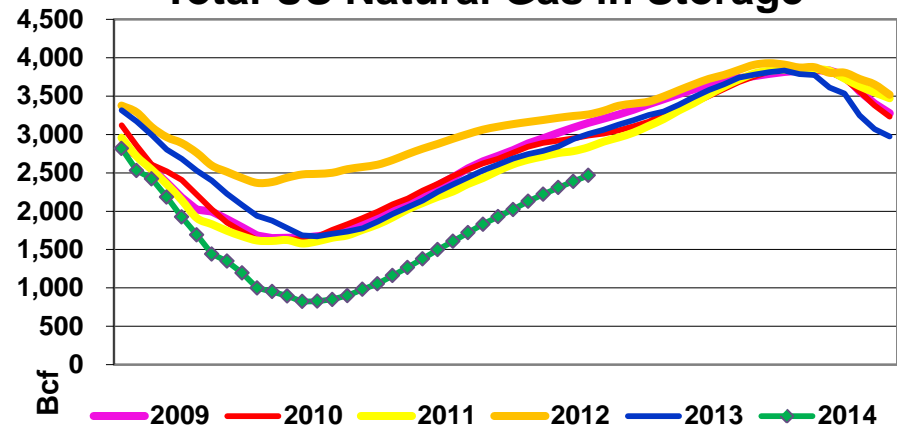


NOAA Winter Forecast - Supply

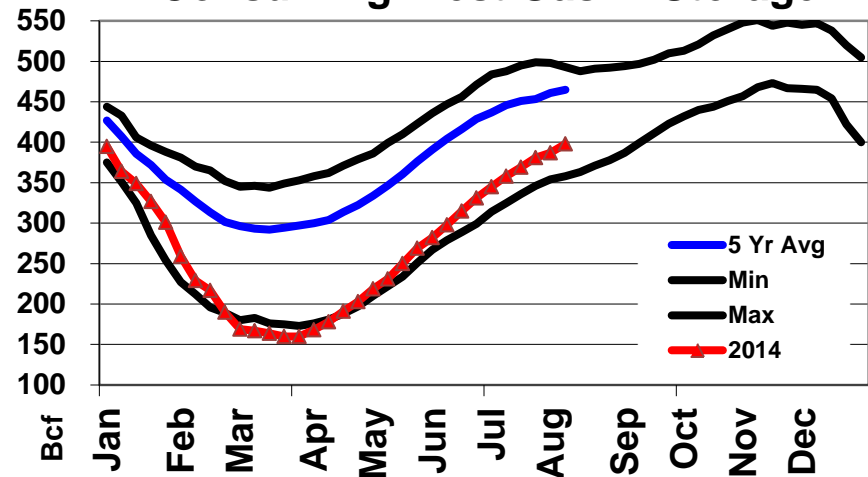
- **US-wide average storage levels**
 - Below 5-year average
- **West storage**
 - Below 5-year average
- **Weather forecast**
 - Equal chance of normal weather is expected in SW



Total US Natural Gas in Storage

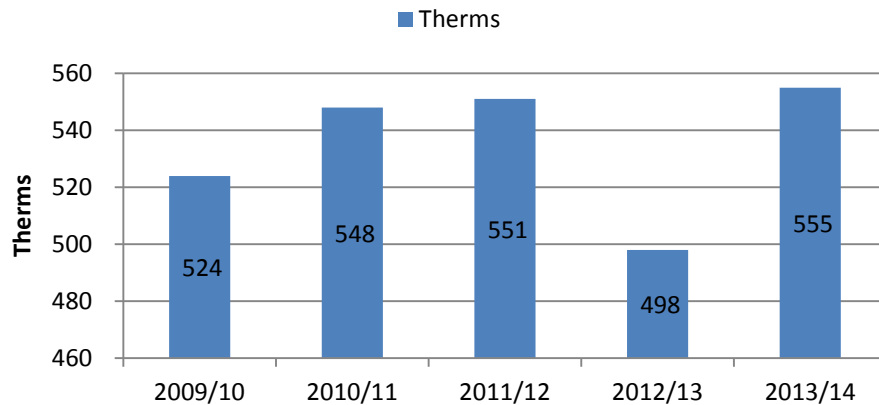


Consuming West Gas in Storage

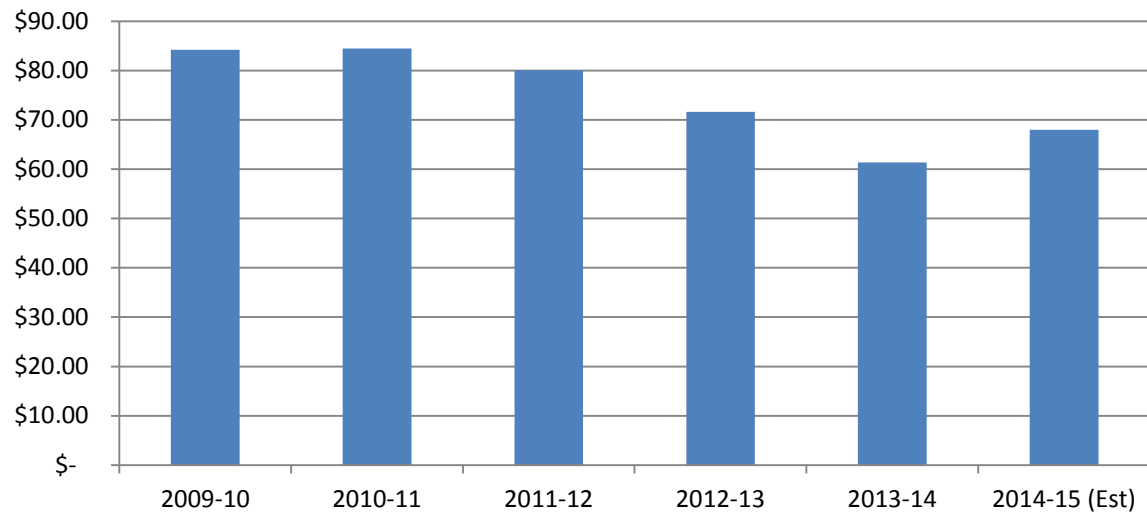


Customer Bills

Residential Avg - Use Per Customer

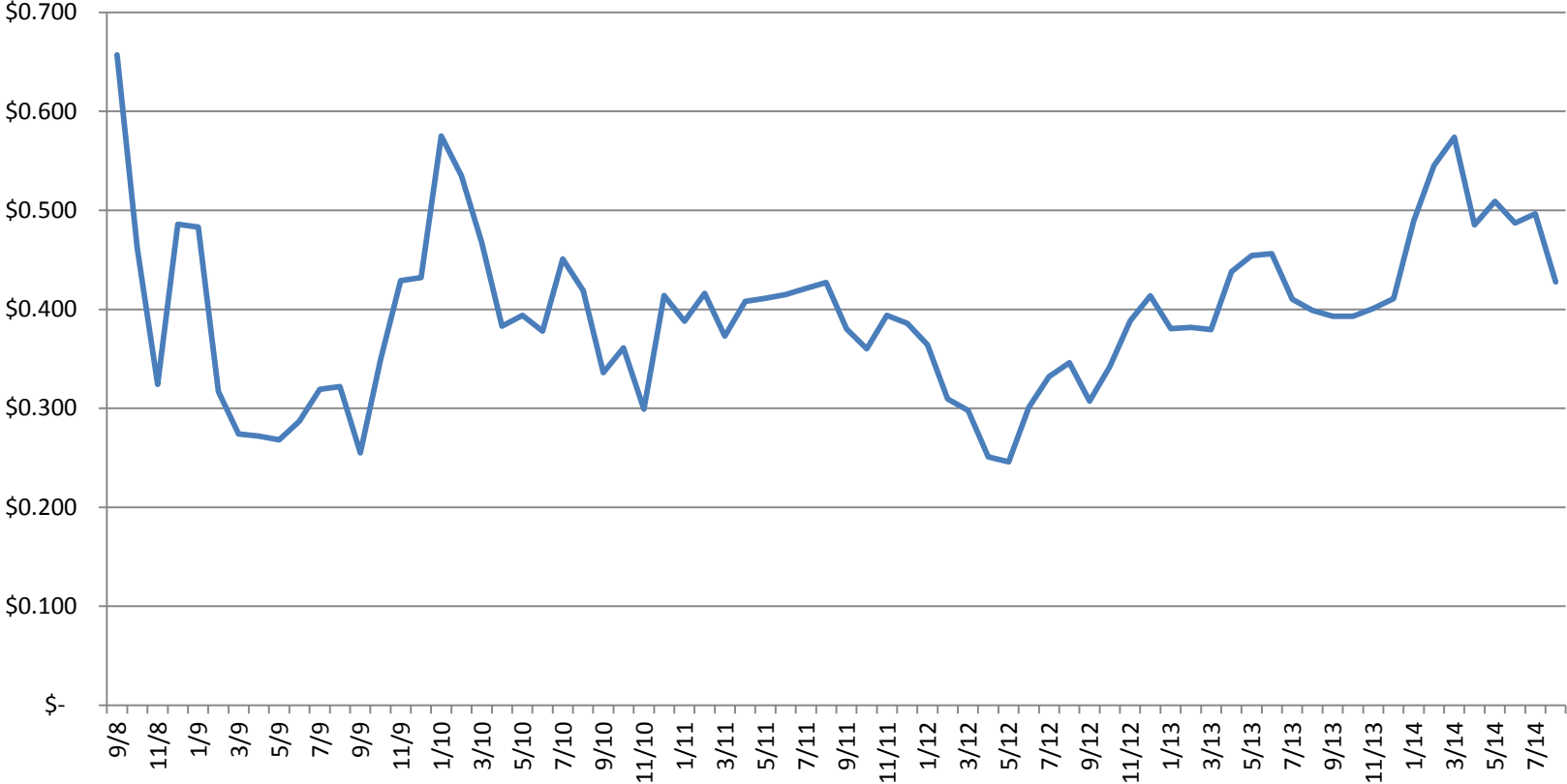


Residential Avg - Customer Bill



Commodity Cost - Therms

Therm Cost



UNS Gas Web Site – uesaz.com

Browser address bar: <https://www.uesaz.com/>

Navigation: Home | News | Careers | About Us | Contact Us

Search: Search

UniSource Energy SERVICES

Customer Care: Manage Your Account

Energy Efficiency: Save Energy & Money

Renewable Energy: Solar & More

Resources: Safety & Education

Community: Supporting Arizona

BRIGHT SOLUTIONS
Renewable Energy
Kingman wind farm and solar array produces enough energy to power more than 2,200 homes in Mohave County.
[Learn More](#)

SCAM ALERT: UES wants you to be aware of an ongoing phone scam in which callers falsely claim to be UES employees. [Click here to learn more.](#) For questions or concerns, call Customer Care at 1-877-837-4968.

I would like to...

- Pay My Bill**
Credit Card | Paperless Billing | Payment Options
- Manage My Services**
Start, Stop or Transfer My Service | Log In
- Learn About UES**
Employment | New Website | About Us | Education | Community | Contact Us
- Green Energy**
Solar Incentives | Efficiency Rebates

Log In To Account Manager

Email:

Password:

[Login](#) [Forgot Your Password?](#)

[New User?](#) [Learn More](#) [e-bill Demo](#)

Stay Away, Stay Alive.
Stay away from downed power lines. [Learn More >](#)

Business Owners
Energy-efficiency rebates for business customers. [Learn More >](#)

Warm Spirit
Lend a hand to those in need. [Learn More >](#)

Company News

- 09/16/2014 UniSource Energy Services Offers Cool Cash for Old Refrigerators, Freezers
- 08/15/2014 Fortis Acquires UNS Energy, Enhancing Support for Arizona Utilities

Company Projects

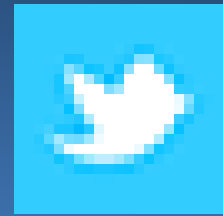
- Fortis Acquisition - Acquisition Credit
- Renewable Energy Standard Tariff
- Advanced Meters

Connect With UES

[f](#) [t](#) [g+](#)

Follow @UESElectri

Twitter - @UESGas



UES Gas
@UESGas
UniSource Energy Services provides safe, reliable gas service to about 150,000 customers in northern and southern Arizona.
Customer Care: 877-837-4088
uesac.com
Joined September 2011

Tweets 2 Following 3 Followers 69

Tweets Tweets & replies

UES Gas @UESGas · Aug 15
Fortis acquires UNS Energy, enhancing support for Arizona utilities
@UESGas @UESElectric @TEPenergy bit.ly/1vRPjz

UES Gas @UESGas · Aug 12
The @AZCorpComm has approved Fortis' acquisition of UNS Energy.
@TEPenergy @UESElectric @UESGas bit.ly/FortisAcquisit...

Who to follow · Refresh · View all

- AZEN @AZEN Follow
- Kaibab NF @KaibabNF Follow
- Arizona Reporter @Arizona... Follow

Popular accounts · Find friends

Trends Change

- #SOGOODGIRLSMUSICVIDEO
- #Chayyibit
- #jacobstaywithme
- #CheeseSongs
- Blue Angels
- #FleetWeekSF
- Halloween
- Ebola
- The Weekend
- Uber

© 2014 Twitter · About · Help · Advertise

Facebook.com/UniSourceEnergyServices



facebook

Email or Phone Password [Log In](#)

Keep me logged in Can't log in?

UES UniSource Energy Services
Energy/Utility

[Timeline](#) [About](#) [Photos](#) [Likes](#)

About

UniSource Energy Services provides safe, reliable gas and electric service to more than 237,000 customers across Arizona.
Customer Care: 1-877-837-4968

Description

Our natural gas service reaches about 147,000 customers in northern and southern Arizona, while our electric service reaches more than 91,000 customers in Mohave and Santa Cruz counties.

UES is a subsidiary of Tucson-based UNS Energy Corporation, which also serves as the corporate parent of Tucson Electric Power. Our approximately 350 employees are committed to maintaining high standards of service while contributing to our local communities.

Basic Info

Joined Facebook 08/07/2014

Contact Info

Phone (877) 837-4968

Website <http://uesaz.com>

[Mobile](#) [Find Friends](#) [Badges](#) [People](#) [Pages](#) [Places](#) [Games](#) [Locations](#) [About](#)
[Create Ad](#) [Create Page](#) [Developers](#) [Careers](#) [Privacy](#) [Cookies](#) [Terms](#) [Help](#)

Facebook © 2014 · English (US)

Emergency Communications

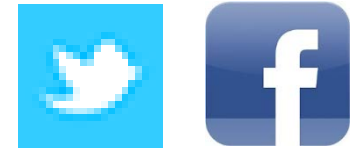
Customers

- Call center staff available 24 x 7
- Proactive automated system customer call back
- Updates via twitter or Facebook: @UESGas or Facebook.com/UniSourceEnergyServices
- Service alerts on uesaz.com home page



Media

- 24 / 7 access to media relations staff



Critical Outages

- Press release, press conferences and customer outreach as needed
- Coordination with state and local emergency management officials, law enforcement agencies and public relief agencies like the Red Cross as needed
- Advance notice of scheduled curtailments

UNS Gas Preparedness Summary

- All required reinforcement work complete
- Safe and reliable supply for customers
- Modeling and preparedness is on-going
- Emergency plan in place and reviewed
- Communications plan
- Trained personnel and resources available to respond to natural gas emergencies (24 / 7 / 365)
- Ready for upcoming 2014/15 winter



UNS Winter Preparedness

Questions?