

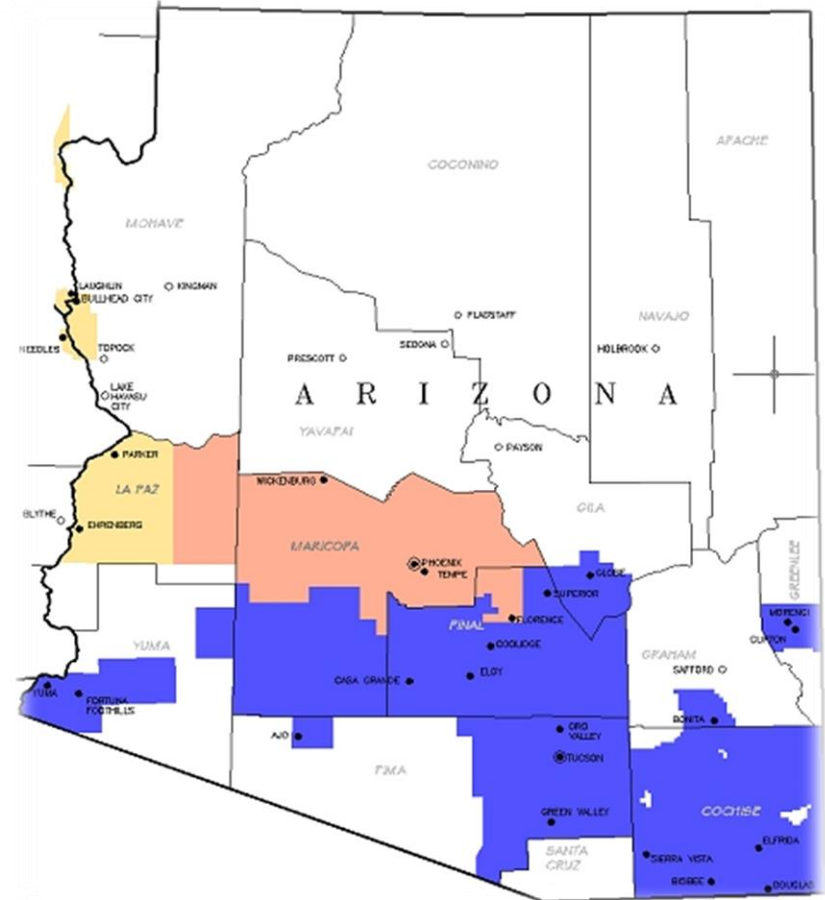
2015  
**ARIZONA** 2016  
**WINTER PREPAREDNESS**  
10.29.2015



**SOUTHWEST GAS**

# SOUTHWEST GAS SERVICE TERRITORY

- Over 1 million customers
- 935 employees
- 357 miles gas transmission pipelines
- 19,200 miles gas distribution main
- 12,900 miles gas distribution services





# PLANNING



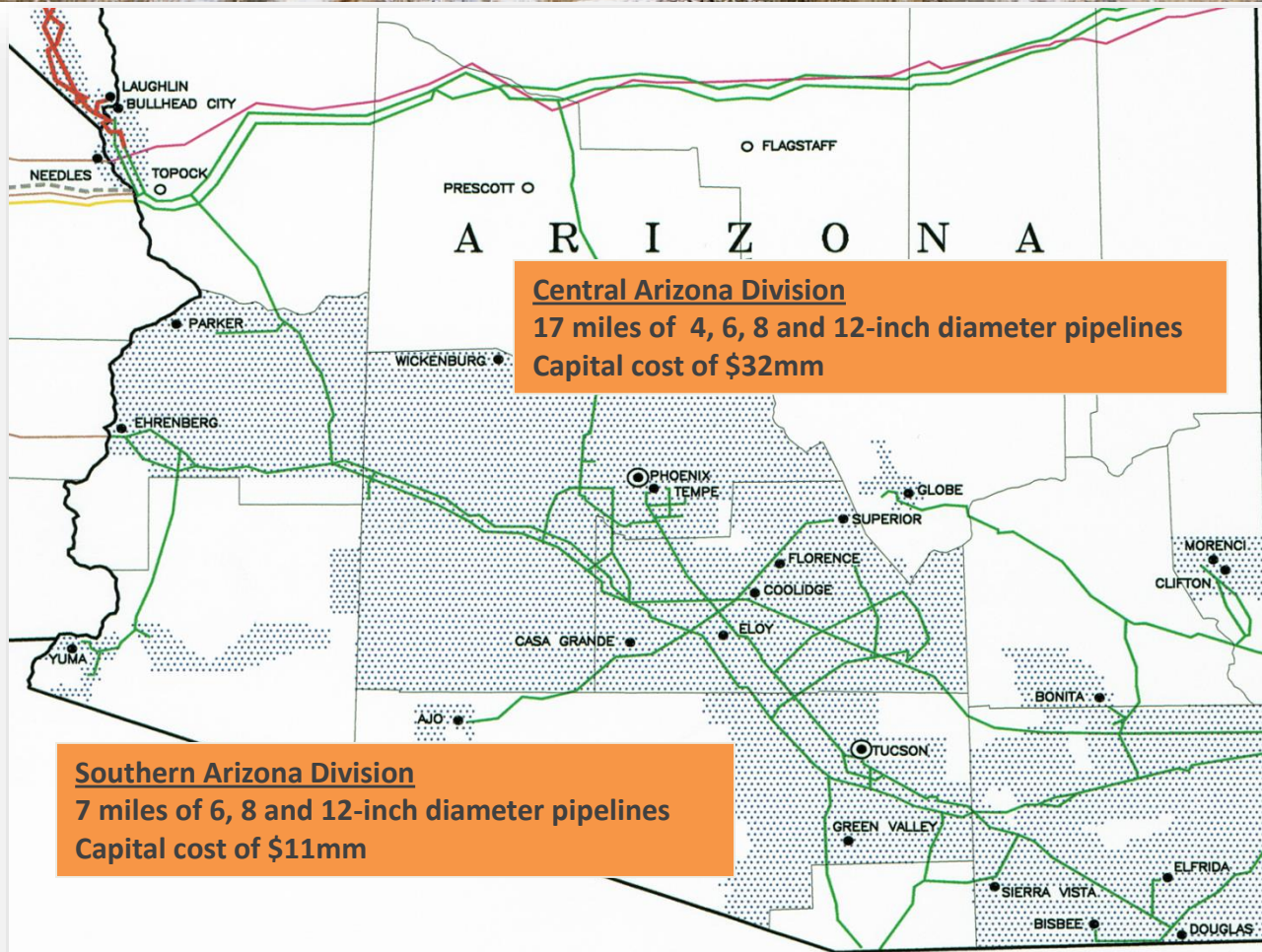
**SOUTHWEST GAS**

# PLANNING PROCESS

- Planning process for distribution system is a year-round activity
- Winter preparedness meetings with suppliers
- Cold weather event checklist prepared in October
  - Defines actions to take if certain weather conditions are forecasted



# SYSTEM REINFORCEMENTS



# COMMUNICATION TOOLS

- Outage map on [www.swgas.com](http://www.swgas.com)
- Social media updates
- Outbound dialing



**Southwest Gas Corporation**  
Published by Freddie Montoya [?] · December 12, 2014 · 🌐

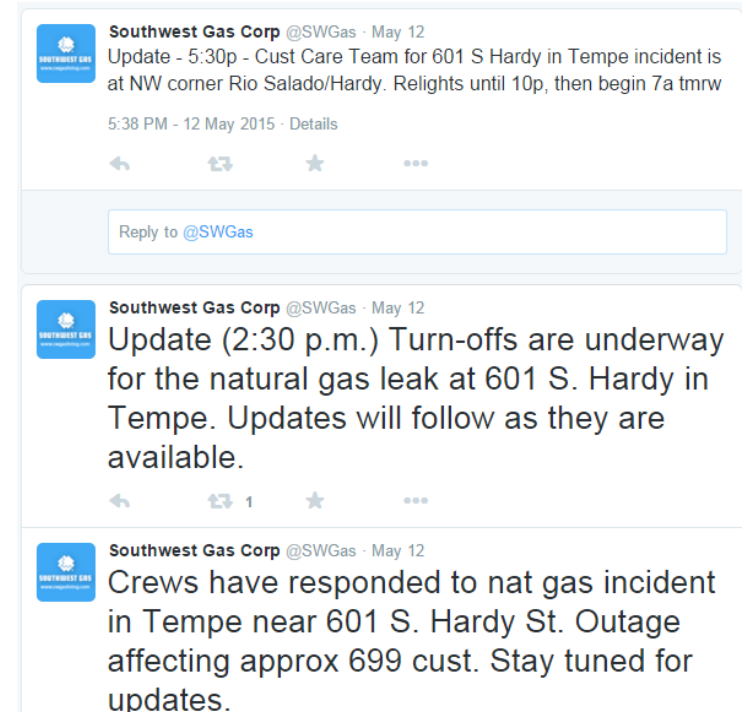
This holiday season, share the gift of safety with your family and friends. Let them know that natural gas lines can be buried anywhere. Whether their home has natural gas appliances or not, encourage them to learn how to recognize a gas leak at <http://bit.ly/1gCzqGb>.

118 people reached Boost Post

👍 Like    💬 Comment    ➦ Share

Robert Baca likes this.

Write a comment...  



**Southwest Gas Corp @SWGas** · May 12  
Update - 5:30p - Cust Care Team for 601 S Hardy in Tempe incident is at NW corner Rio Salado/Hardy. Relights until 10p, then begin 7a tmrw  
5:38 PM - 12 May 2015 · Details

Reply to @SWGas

**Southwest Gas Corp @SWGas** · May 12  
Update (2:30 p.m.) Turn-offs are underway for the natural gas leak at 601 S. Hardy in Tempe. Updates will follow as they are available.

**Southwest Gas Corp @SWGas** · May 12  
Crews have responded to nat gas incident in Tempe near 601 S. Hardy St. Outage affecting approx 699 cust. Stay tuned for updates.

# COMMUNICATION TOOLS

- Customer Care Team
  - Primary point of contact with the public during an incident
  - In place across AZ service territory
  - Role during an incident:
    - Answer questions
    - Provide information
    - Assist customers with signing up for MyAccount, text messaging



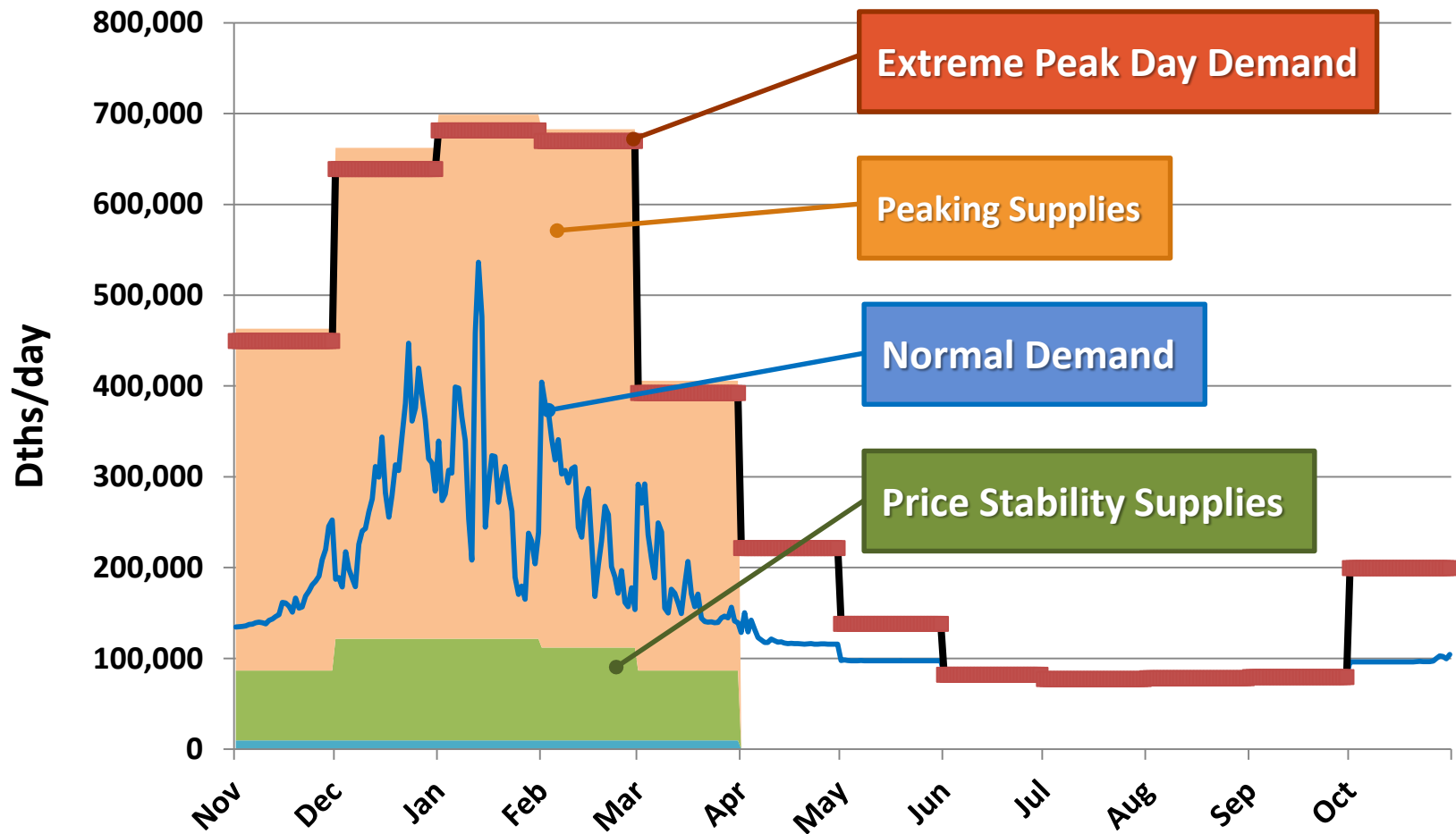
# SUPPLY



**SOUTHWEST GAS**



# GAS SUPPLY RESOURCES

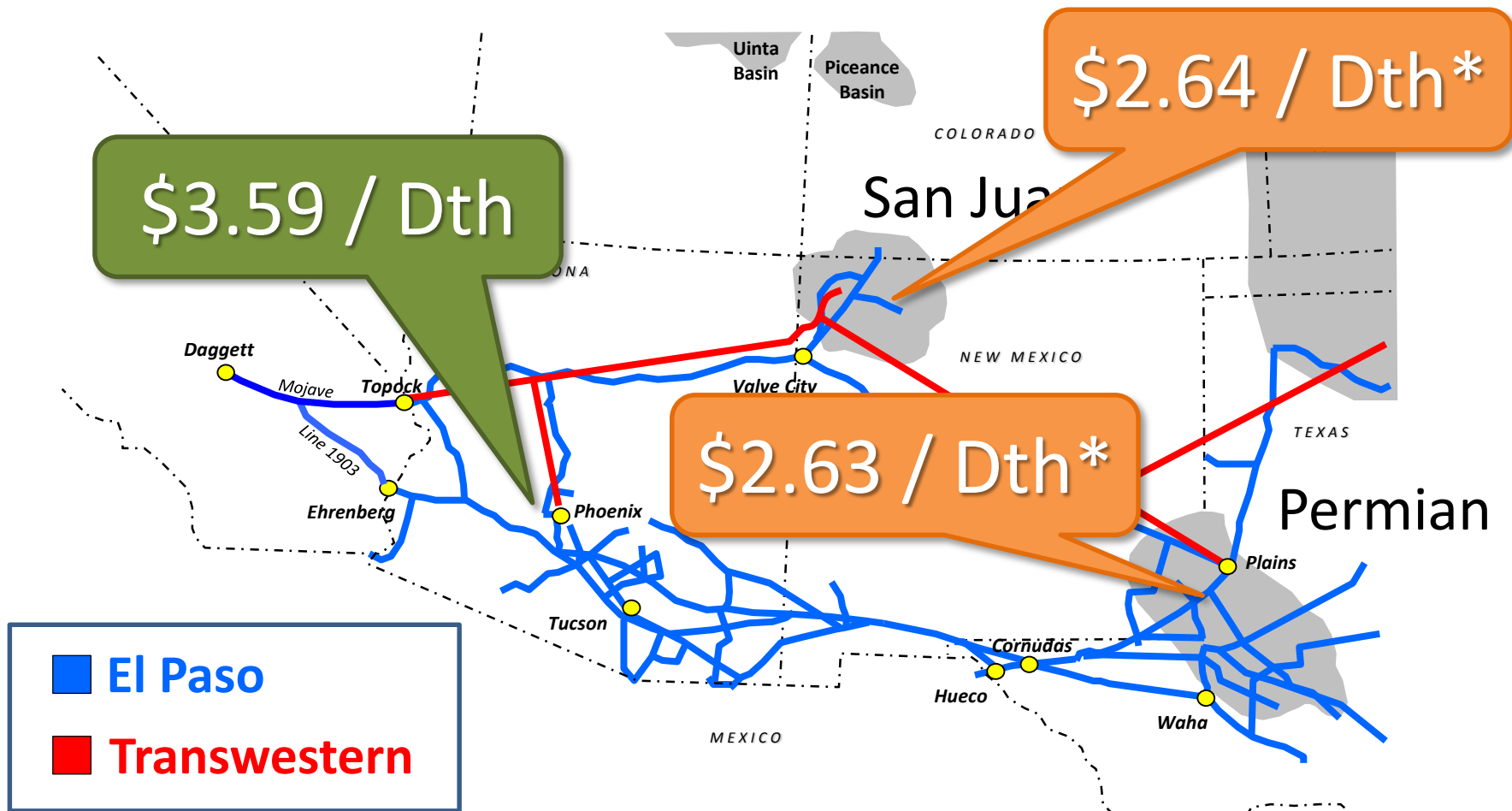


# NATURAL GAS PRICES



**SOUTHWEST GAS**

# INTERSTATE PIPELINES



\*Winter strip prices October 8, 2015

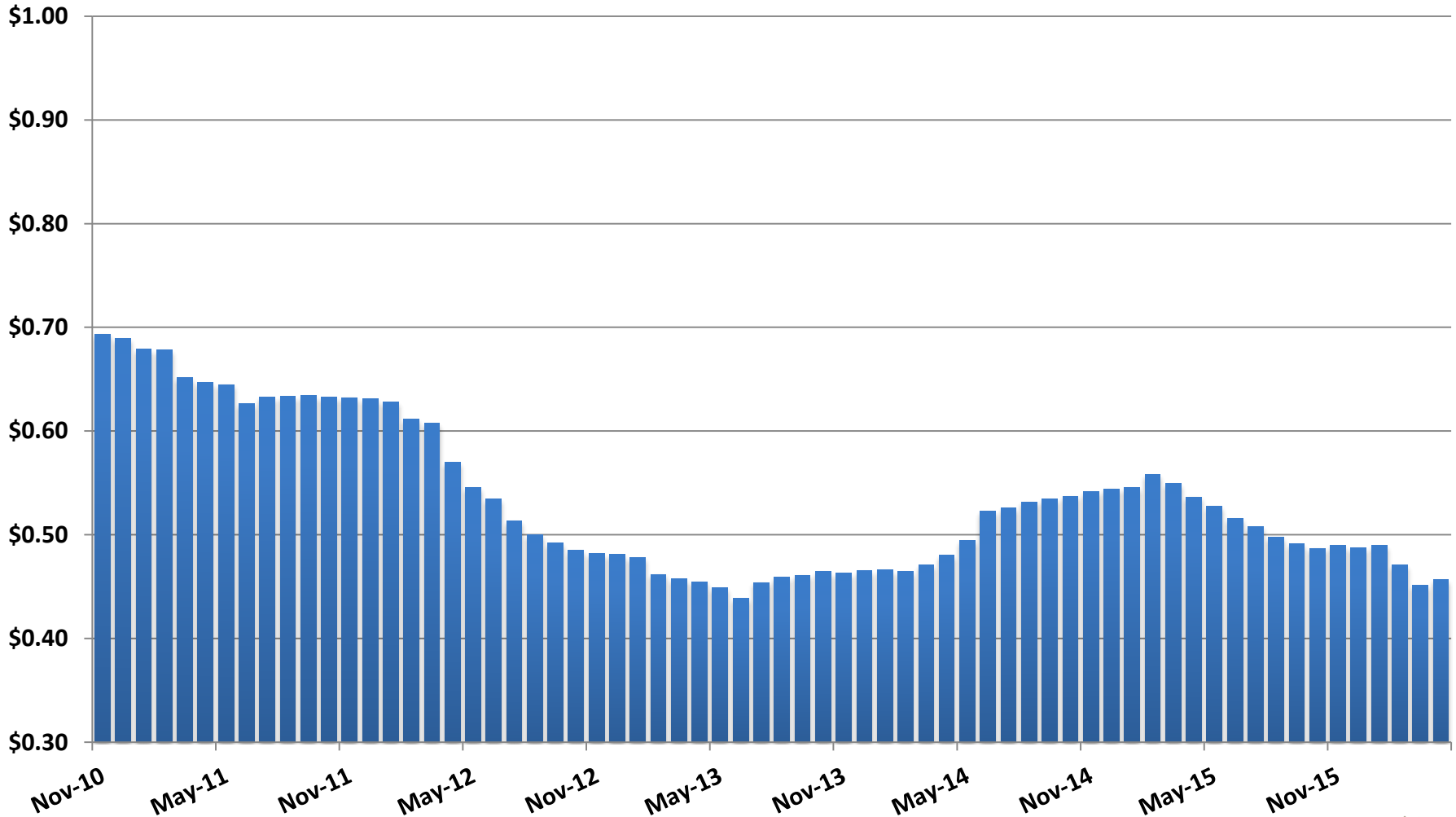


# ARIZONA PRICE STABILITY PROGRAM

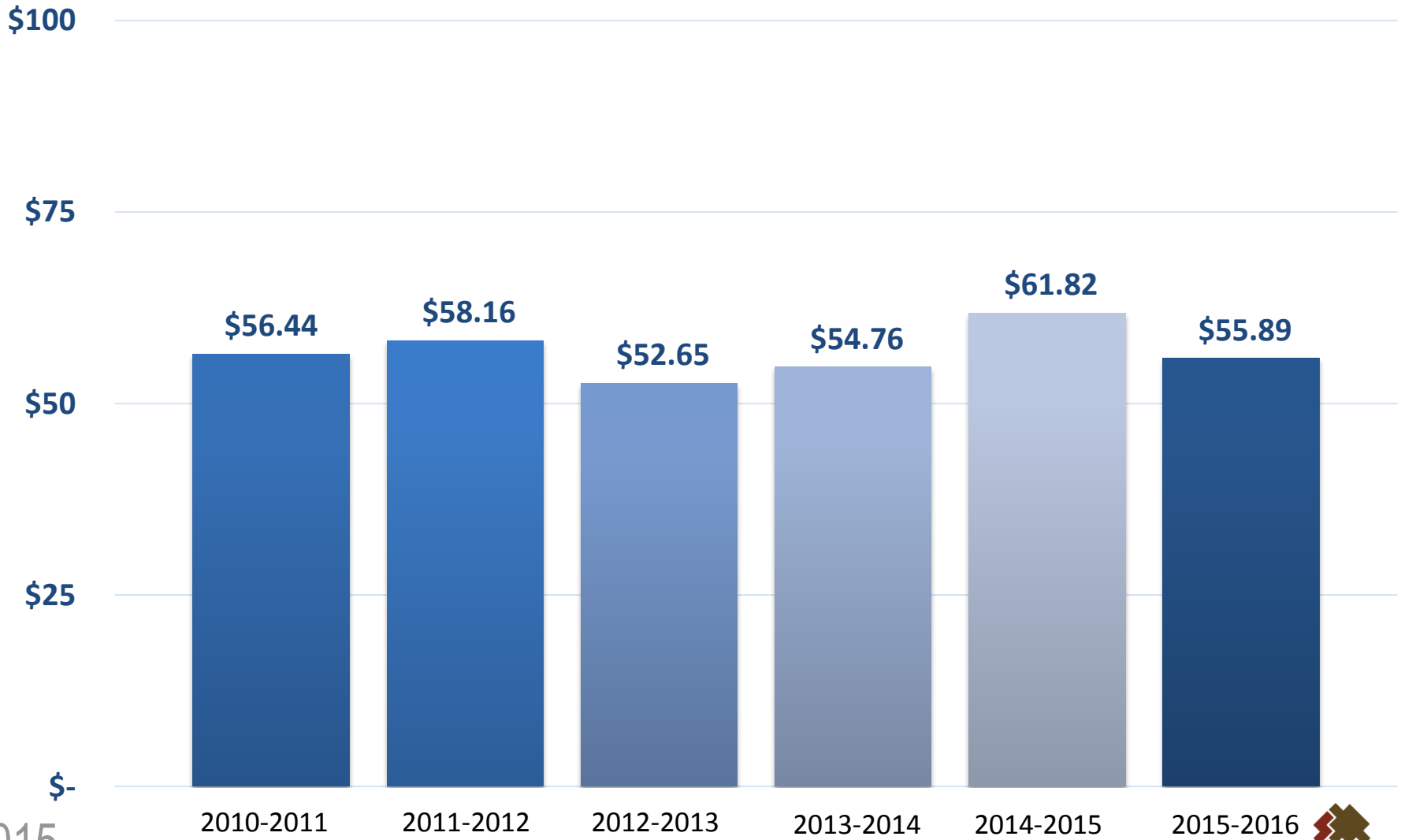
	2010/ 2011	2011/ 2012	2012/ 2013	2013/ 2014	2014/ 2015	2015/ 2016
Winter (\$/Dth)	\$6.02	\$5.07	\$3.99	\$3.91	\$4.24	\$3.59

Weighted Average Price

# MONTHLY GAS COST RATE



# AVERAGE WINTER BILL





# QUESTIONS



**SOUTHWEST GAS**