

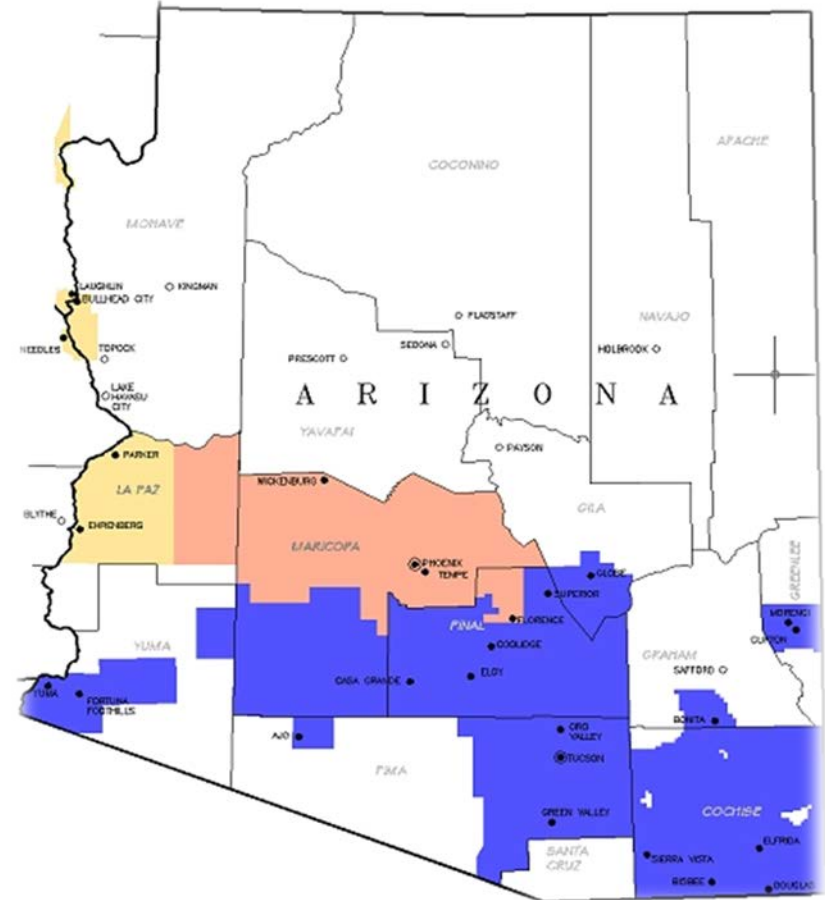
ARIZONA 2016  
2017  
WINTER PREPAREDNESS  
10.18.2016



**SOUTHWEST GAS**

# SOUTHWEST GAS SERVICE TERRITORY

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





# PLANNING

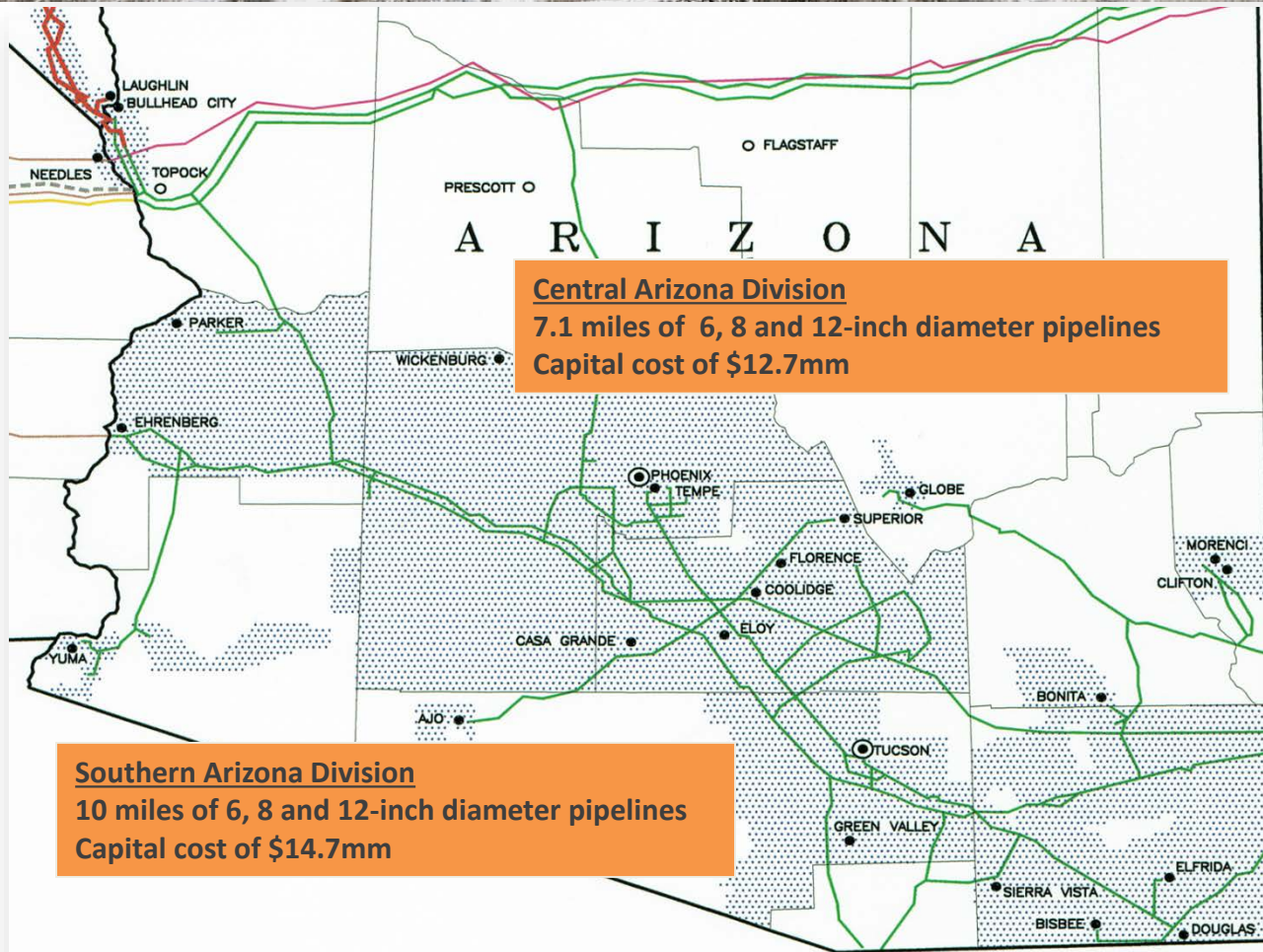


**SOUTHWEST GAS**

# PLANNING PROCESS

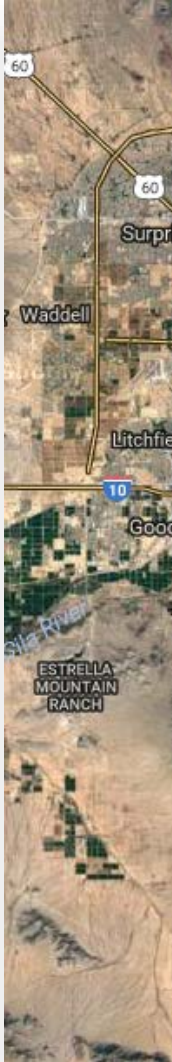
- Planning process for distribution system is a year-round activity
- Winter preparedness meetings with suppliers
- Cold weather event checklist prepared in October
  - Defines actions to take if certain weather conditions are forecasted

# SYSTEM REINFORCEMENTS



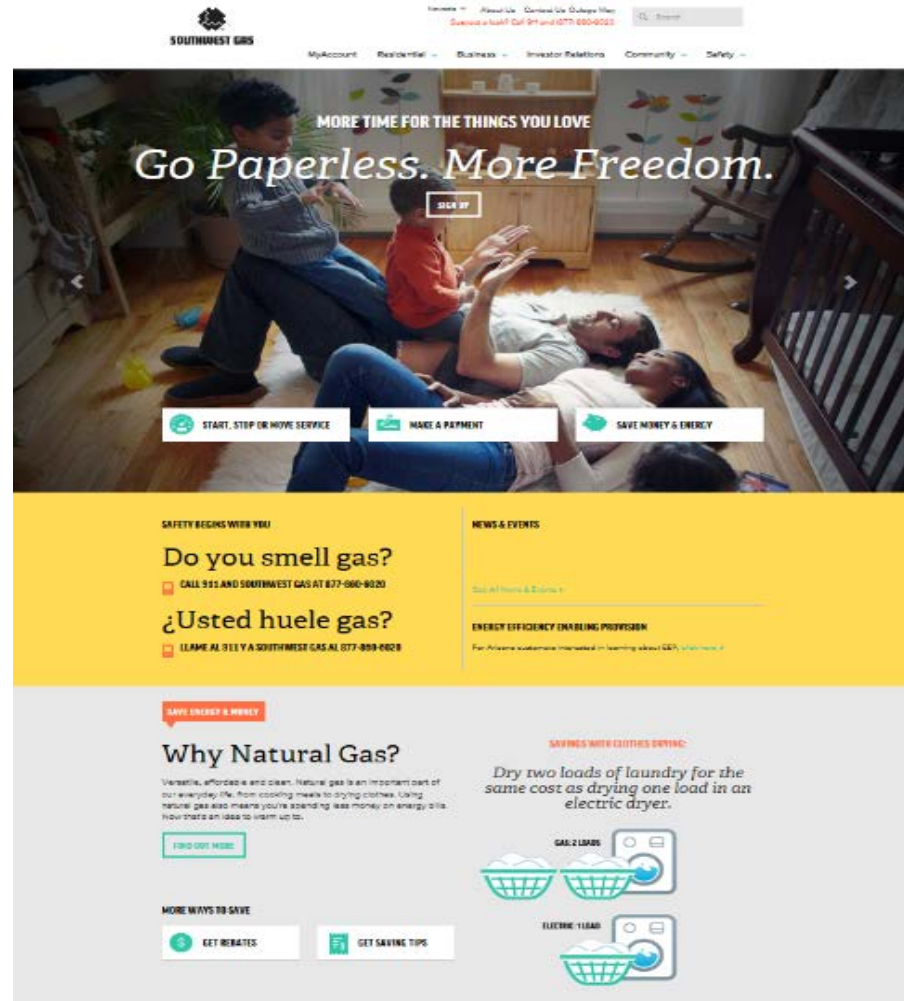


# JOMAX CITY GATE



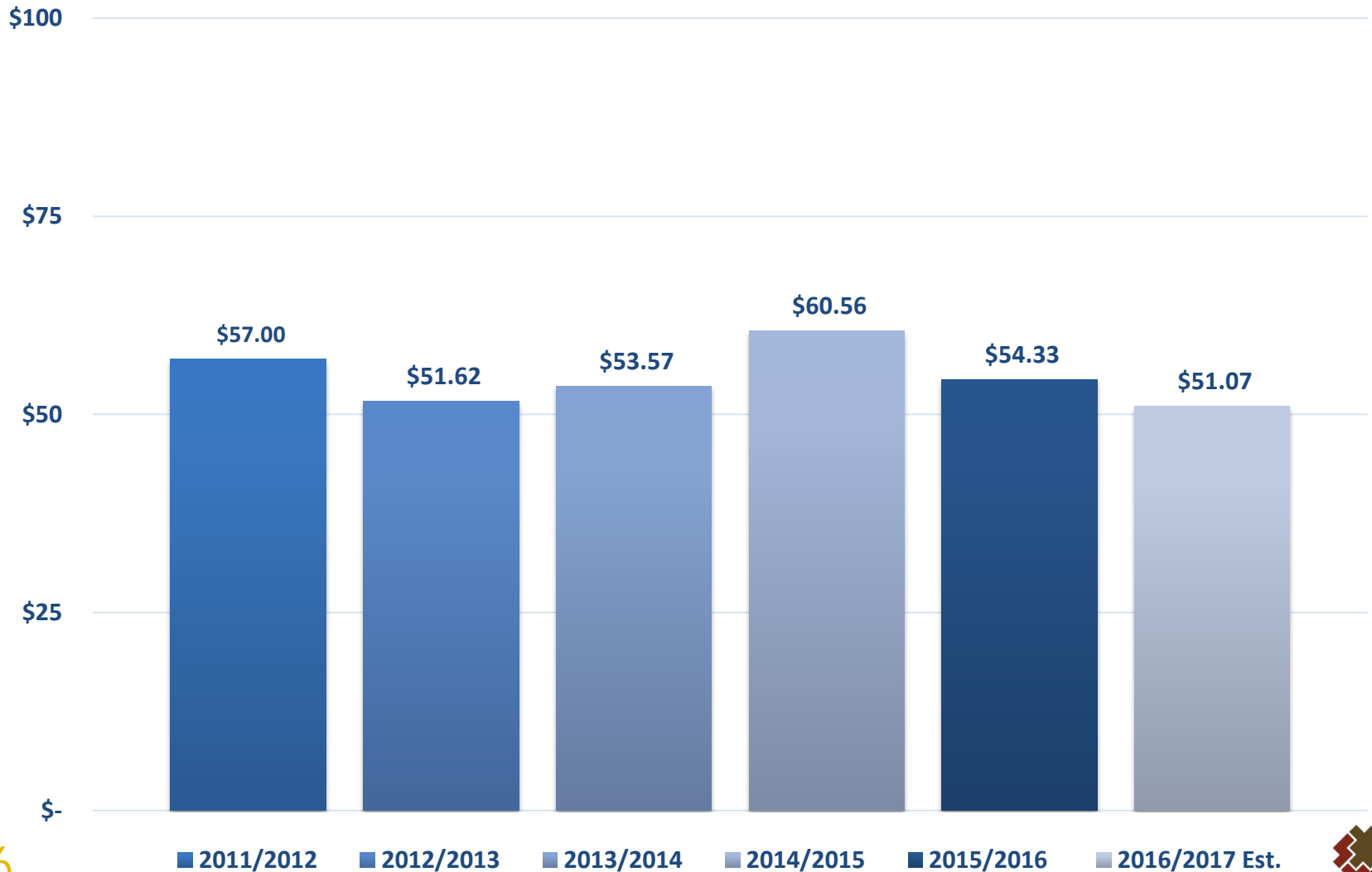
# CUSTOMER EXPERIENCE

- Website Redesign
- Outage Map
- Social Media Updates
- Call Center Hours
- Customer Care Team





# AVERAGE WINTER BILL



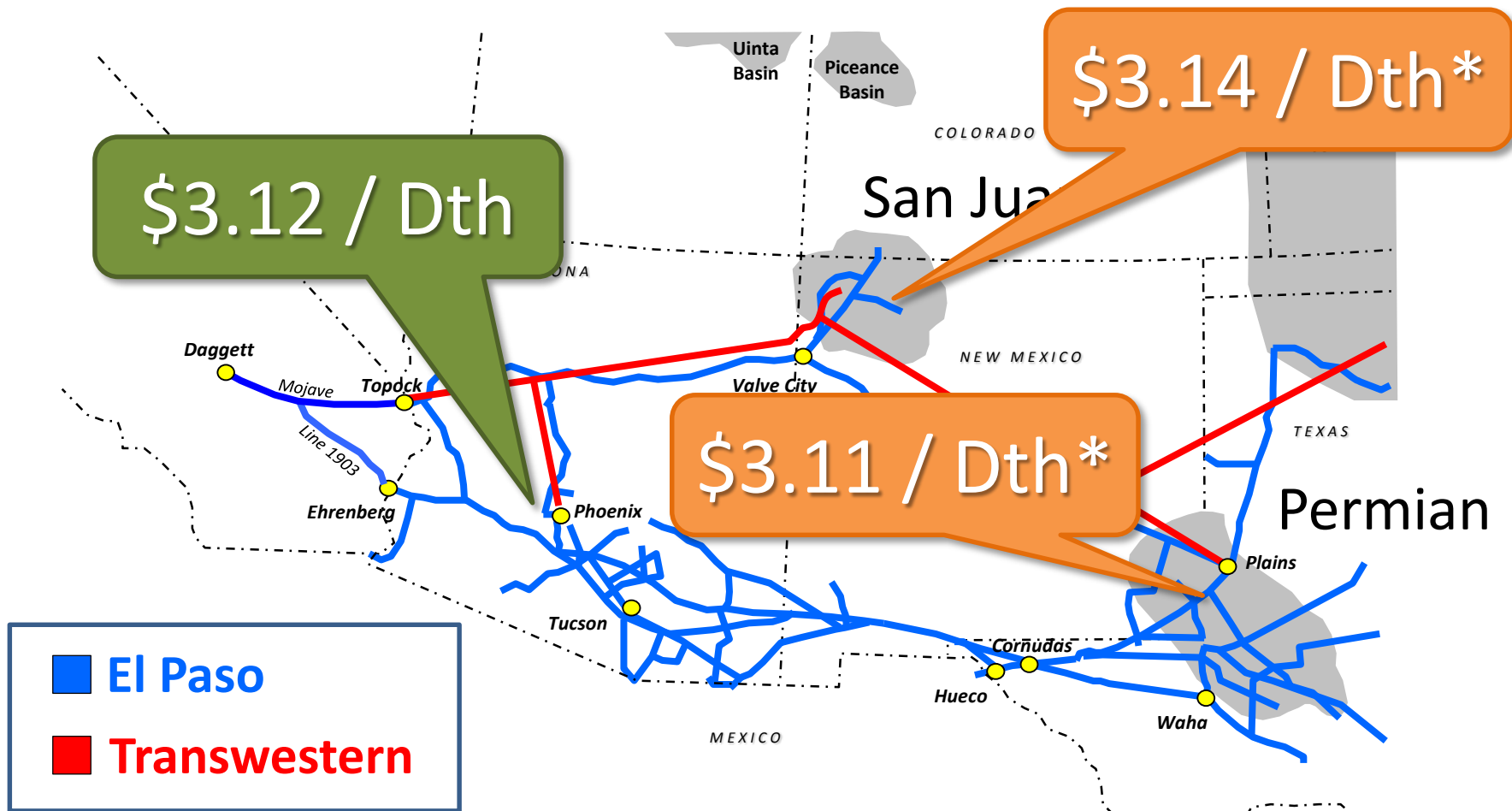


# NATURAL GAS PRICES



**SOUTHWEST GAS**

# INTERSTATE PIPELINES



\*Winter strip prices October 4, 2016

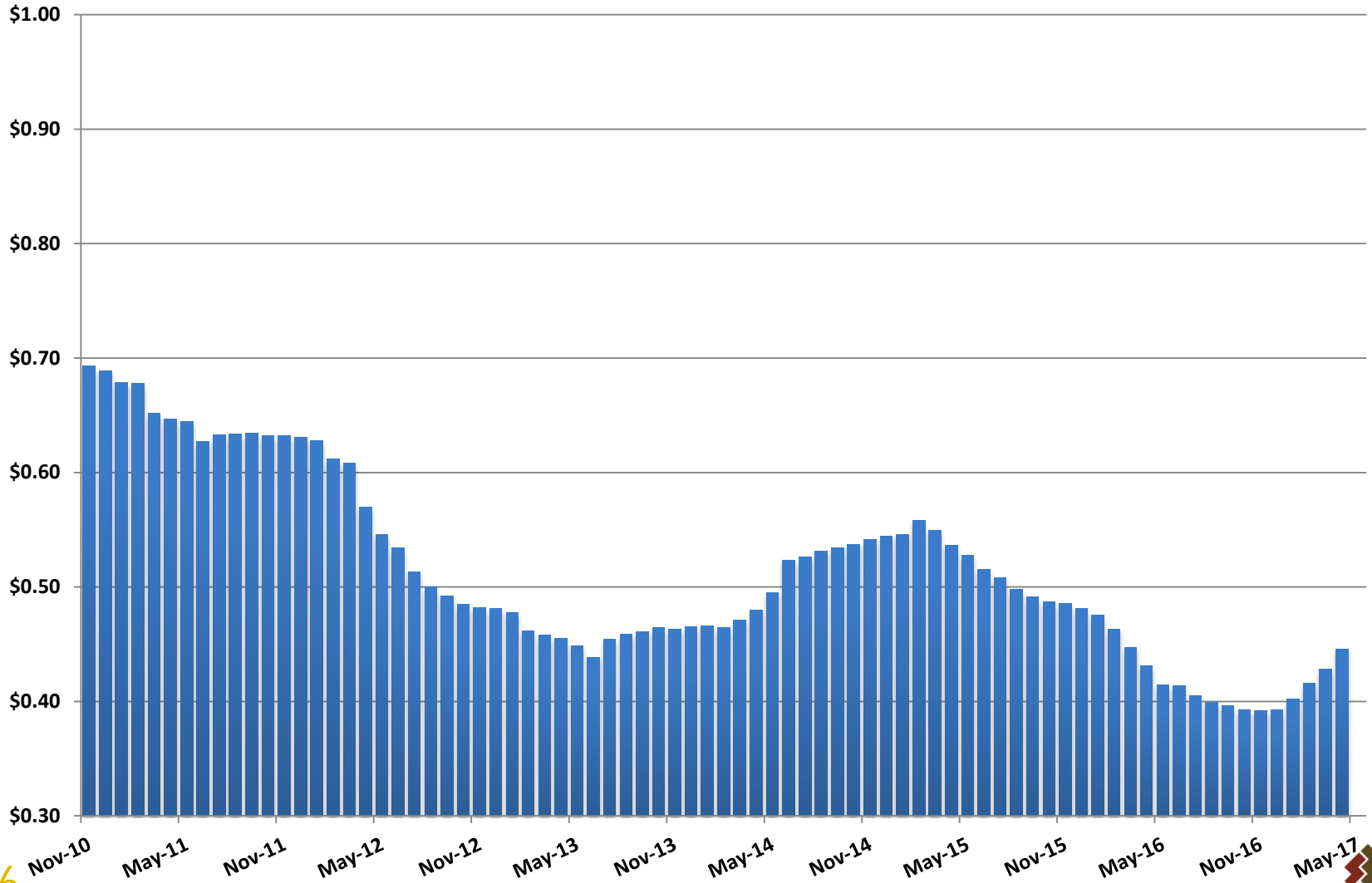
# ARIZONA PRICE STABILITY PROGRAM

	2011/ 2012	2012/ 2013	2013/ 2014	2014/ 2015	2015/ 2016	2016/ 2017
Winter (\$/Dth)	\$5.07	\$3.99	\$3.91	\$4.24	\$3.59	\$3.12

Weighted Average Price



# MONTHLY GAS COST RATE

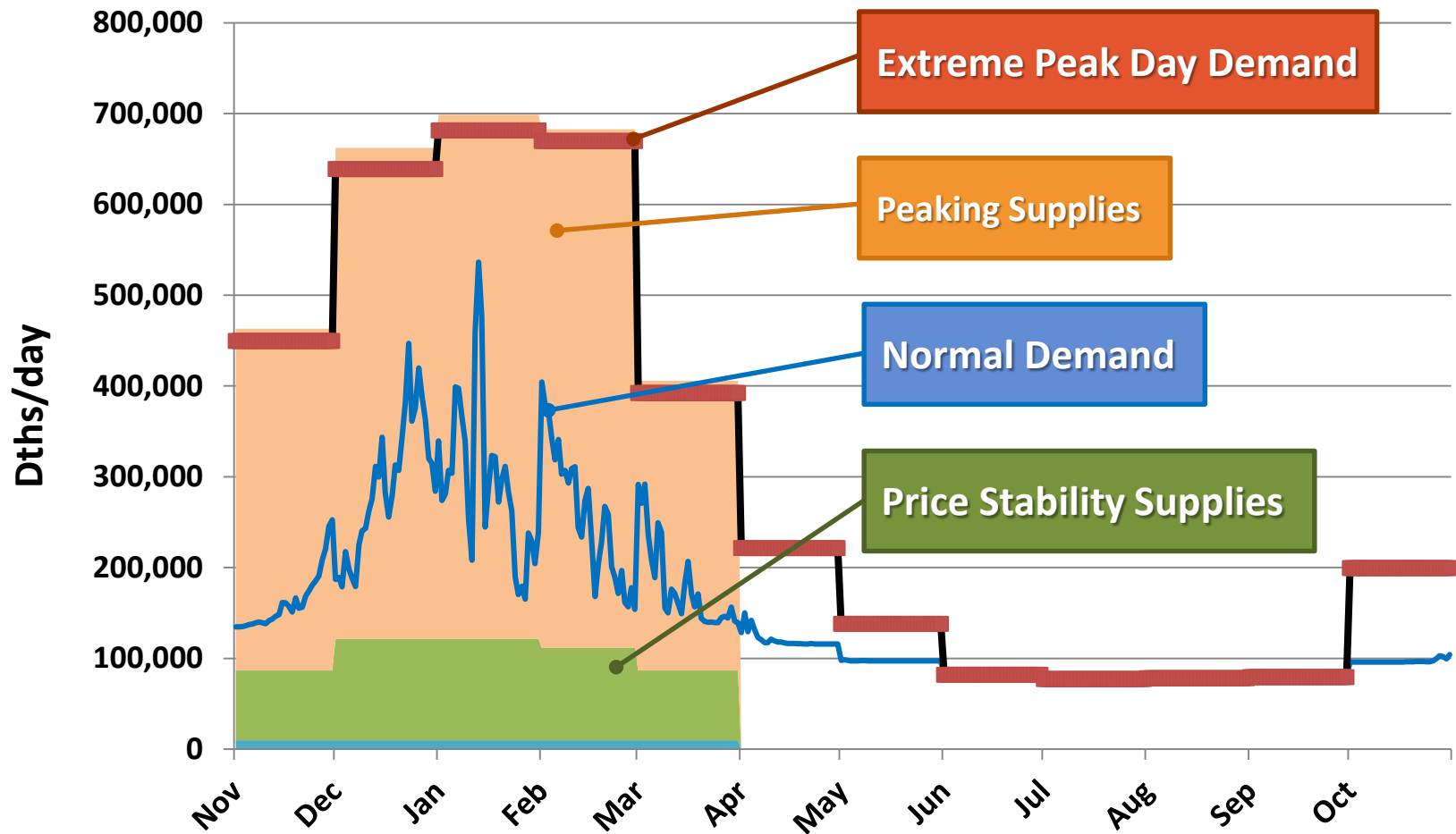


# SUPPLY



**SOUTHWEST GAS**

# GAS SUPPLY RESOURCES





# QUESTIONS



**SOUTHWEST GAS**