

2016-17 Winter Preparedness



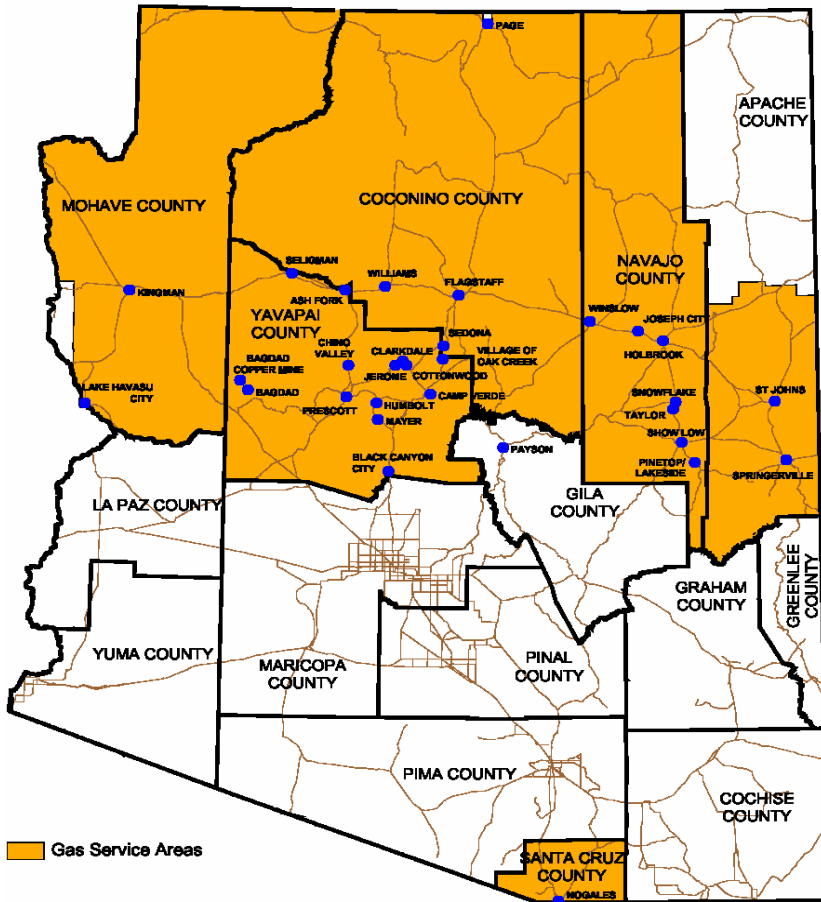
Nathan Shelley

Senior Director

October 18, 2016

UNS Gas Service Area

- 5 Counties
- 39 Communities
- 4,309 Miles pipe and facilities
- Over 153,000 customers



Steps Taken For Winter Preparedness

- Performing system modeling and design
- Making necessary reinforcements for adequate capacity
- Validating results
- Training and reviewing procedures with employees



Steps Taken For Winter Preparedness

- **Meeting and coordinating with gas interstate pipeline suppliers**
 - Winter preparedness meeting – Sept 21st, Flagstaff - EPNG (Kinder Morgan) / Transwestern Gas
- **Planning and scheduling with gas providers for reliable supply**
 - Firm supplier agreements with combined capacity sufficient to meet customer load requirements.
- **Gas Supply Plan**
 - Submitted to Commission and reviewed upon request

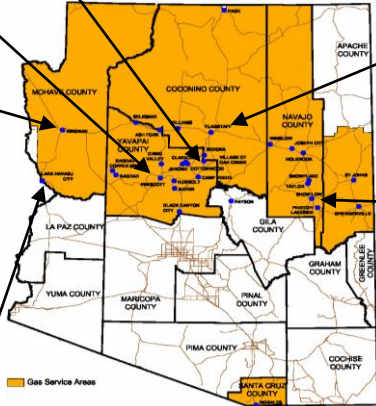


Winter Preparedness



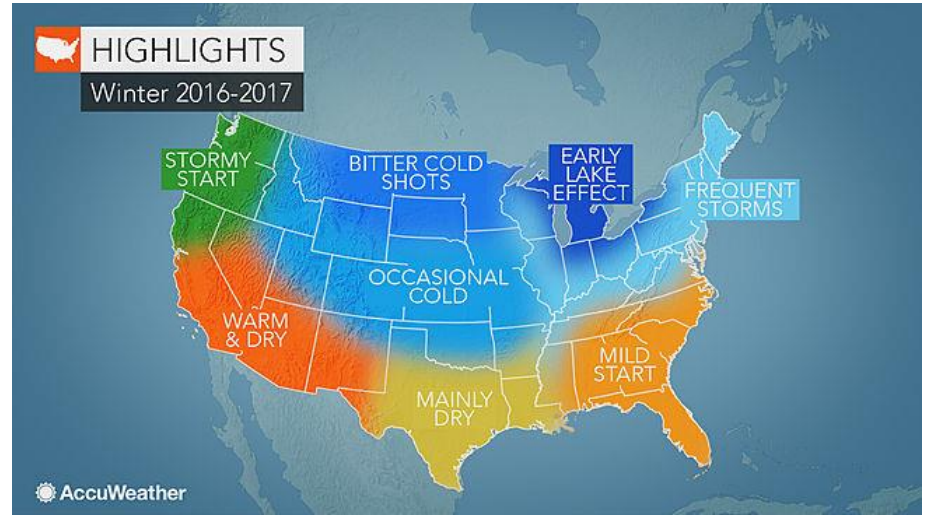
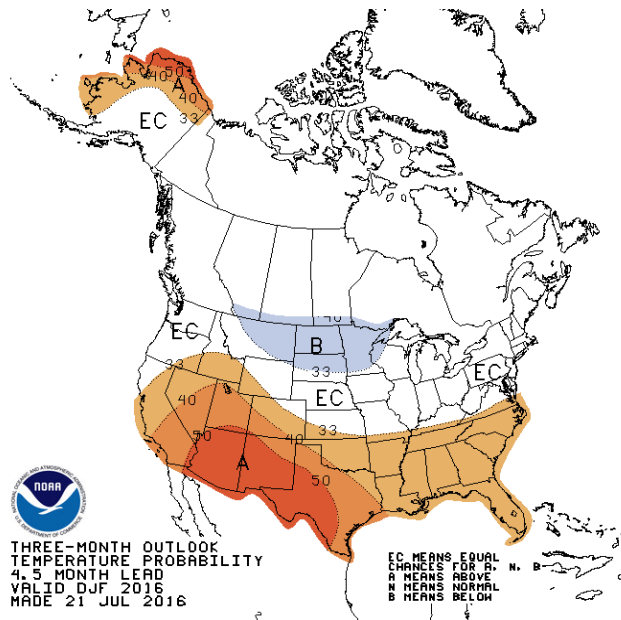
- \$78 million invested in past 5 years
- Lines, facilities and equipment added, replaced or reinforced as needed

Customer Support – Winter Preparedness

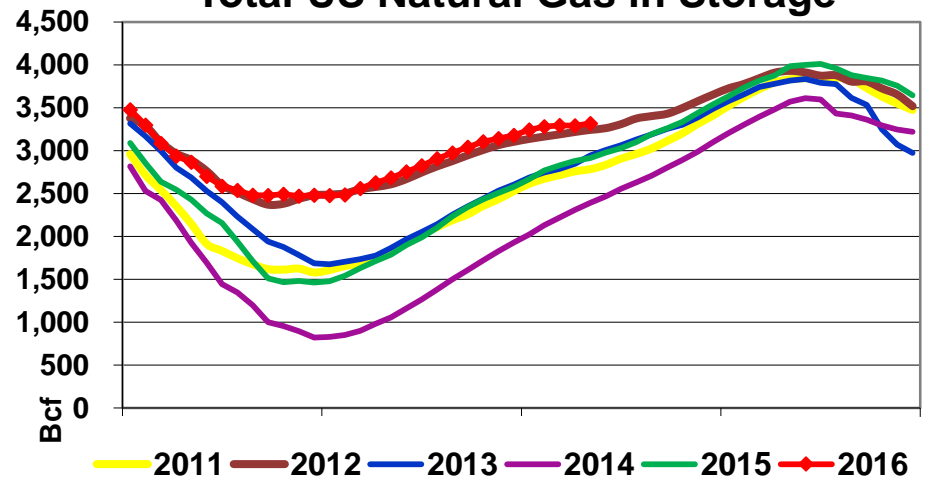


2016 NOAA Winter Forecast - Supply

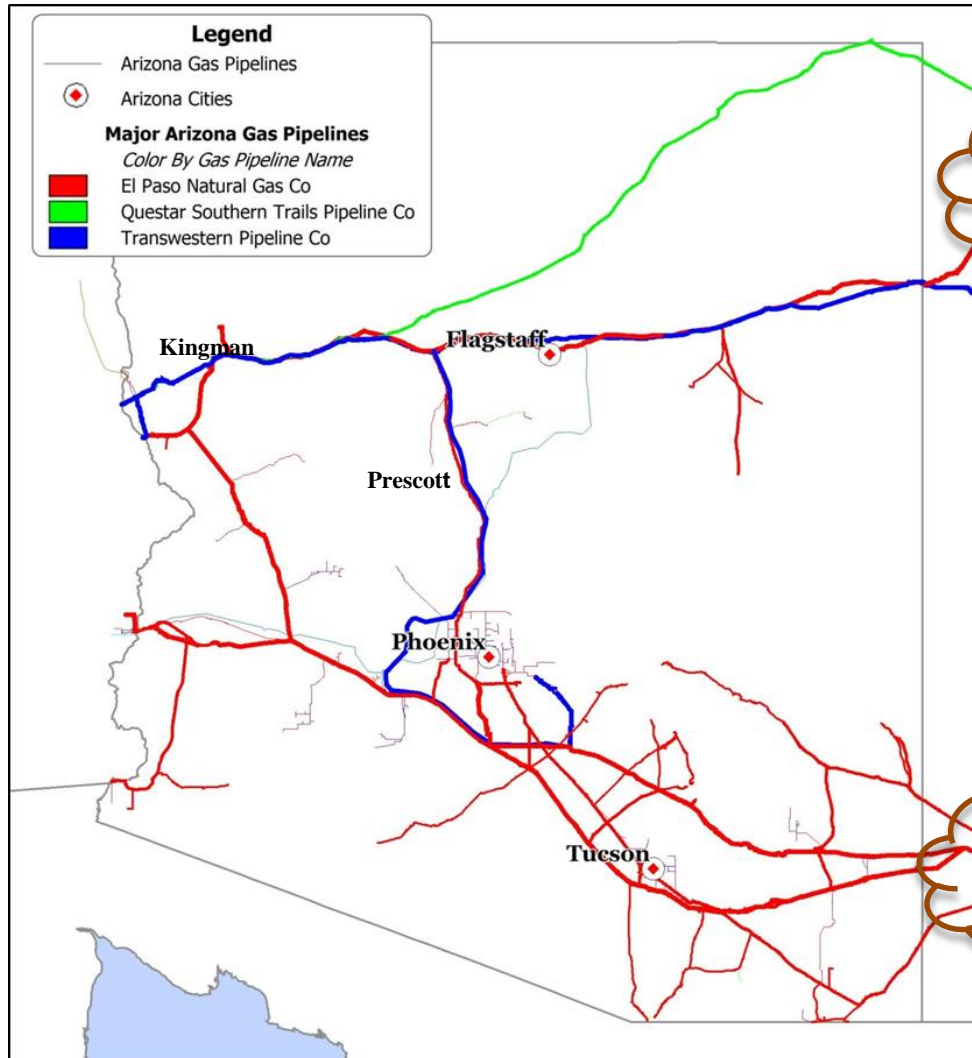
- **US-wide average storage levels**
 - Below 5-year average
- **Weather forecast**
 - Forecasted 'above' normal temperatures



Total US Natural Gas in Storage



Interstate Pipeline Supply



No Natural Gas Storage

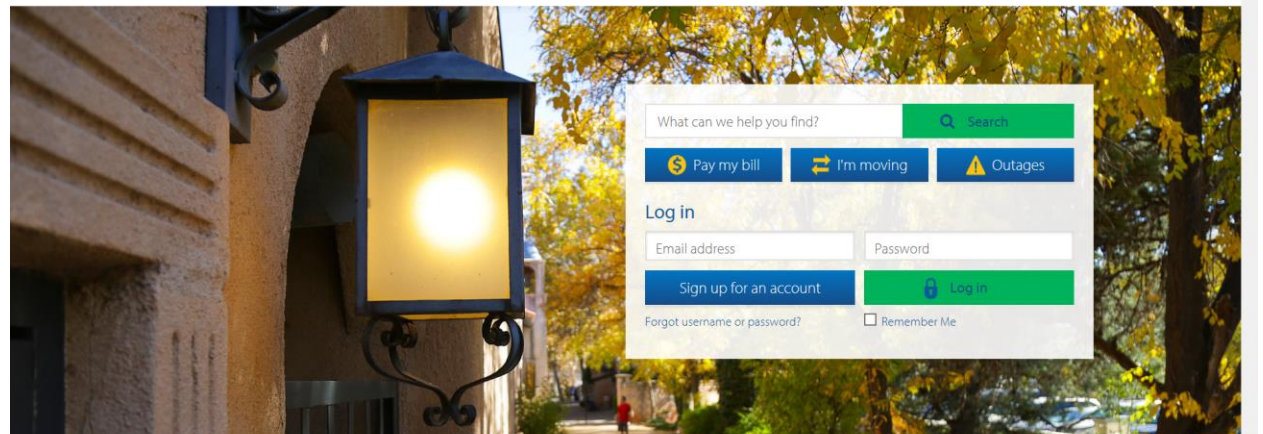
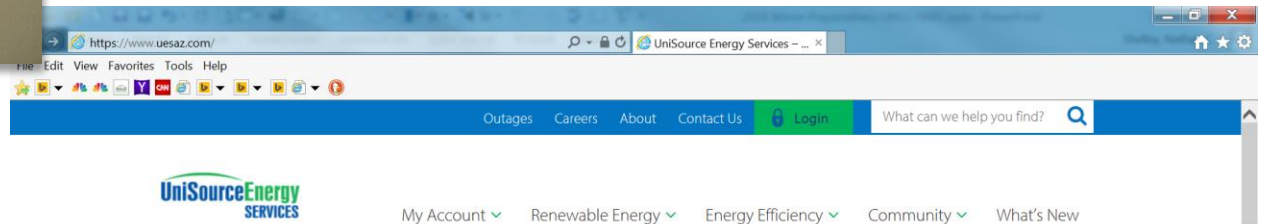
- Largest cities have dual gas supply
 - Flagstaff
 - Kingman
 - Prescott

Customer Communications

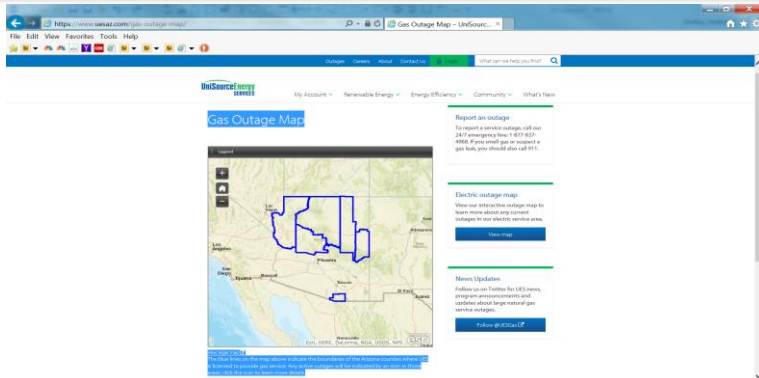


Customer Outreach

- Customer Care Team – Available 24x7x365
- Information on company website – uesaz.com
- Contact with local office personnel

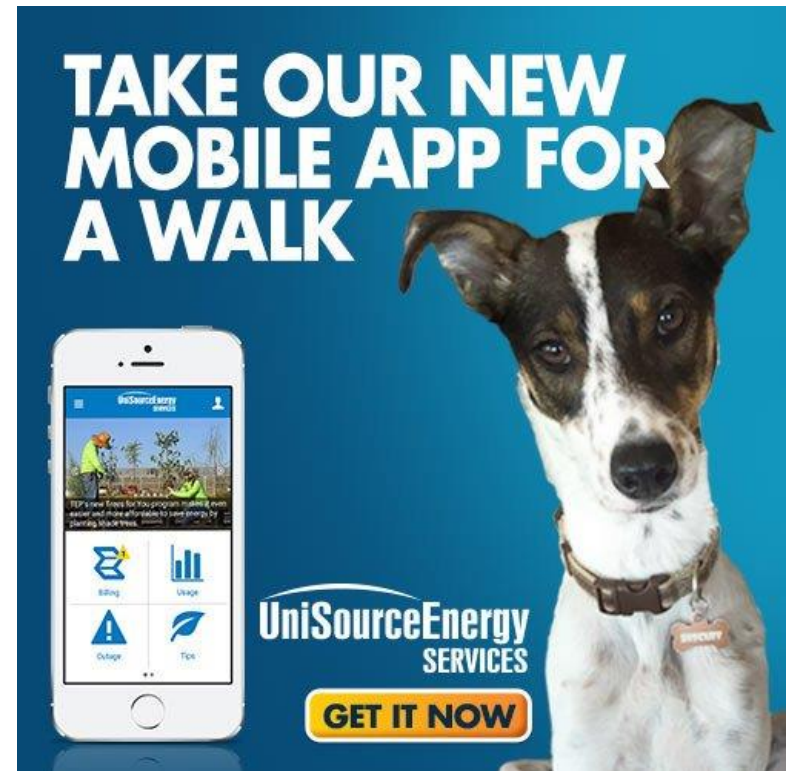


Customer Communications



Critical Outages and Emergencies

- Information provided through Customer Care Team
- Outage and service alert information:
 - Available at web site (uesaz.com) or
 - Use of new mobile app
- Social media updates:
 - Twitter - @UESGas
 - Facebook - Facebook.com/UniSourceEnergyServices
- Provide access to company media relations staff, including press releases and outreach
- Coordination with emergency responders and officials
- Emergency personnel and equipment available
- Advance notice of scheduled curtailments to large customers



UNS Winter Preparedness

