

# ARIZONA

## WINTER PREPAREDNESS



**SOUTHWEST GAS**

# Arizona Facts



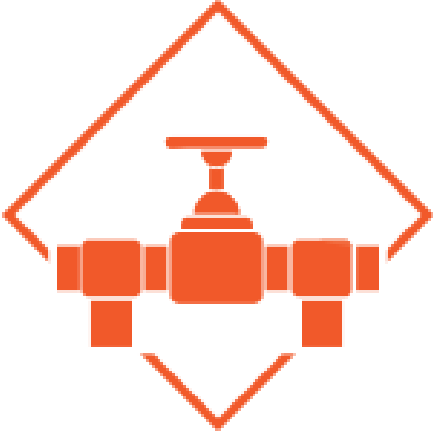
3 year capital investment of \$534 million



Over 1 million customers

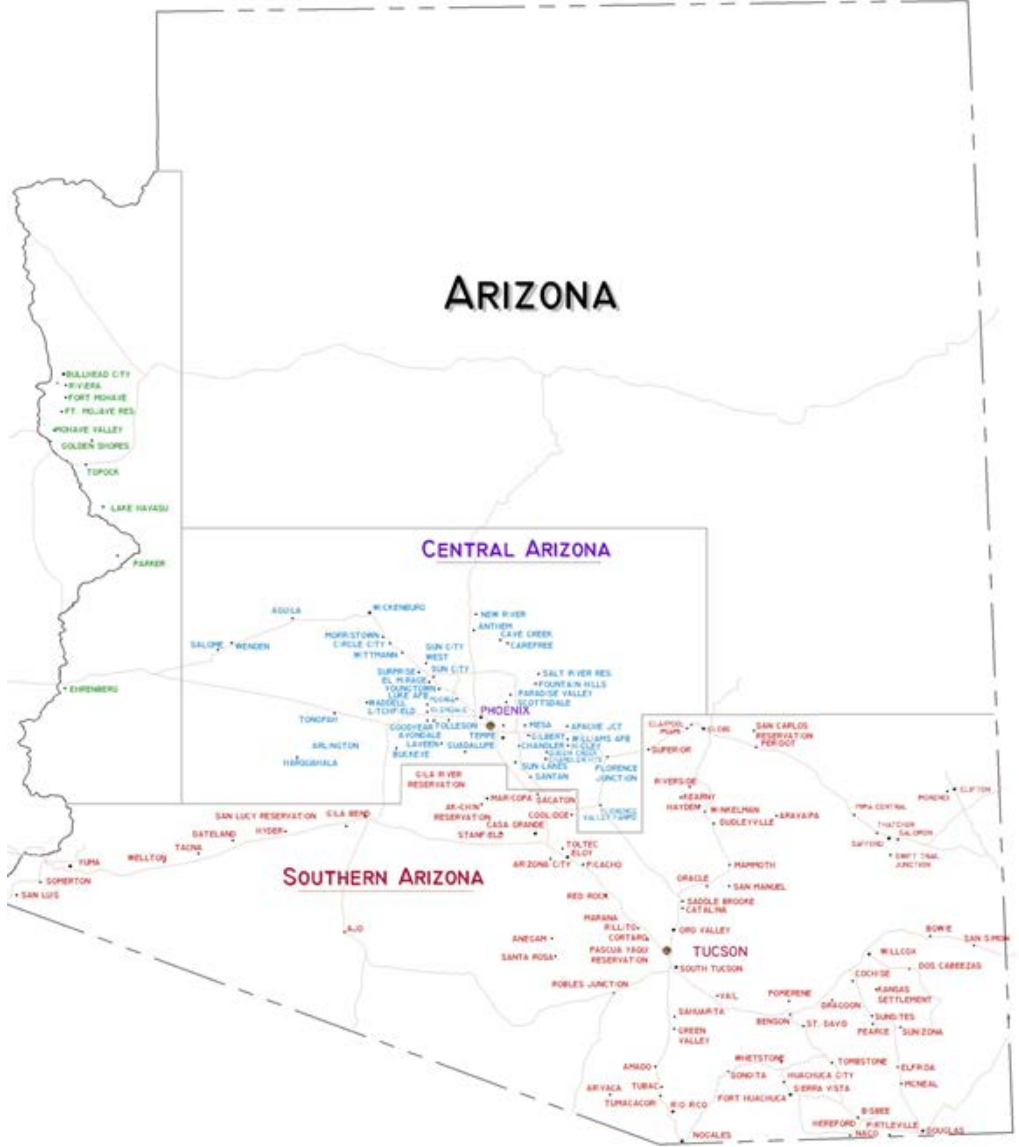


778 employees



- 370 miles of gas transmission pipelines
- 19,200 miles of gas distribution main
- 12,900 miles of gas distribution services

# Arizona Service Territory





# PLANNING



**SOUTHWEST GAS**

# Planning Process

Winter  
preparedness  
meetings with  
suppliers



## Security Planning

- Coordination with Federal and State Agencies

# SYSTEM REINFORCEMENTS



**SOUTHWEST GAS**



# Central Arizona

- 16.7 miles
- 6, 8, 12 inch pipe
- 12 reinforcement projects
- Total Capital Investment = \$31.3 million

# Southern Arizona

- 22.02 miles
- 4, 6, 8, 12 inch pipe
- 33 reinforcement projects
- Total Capital Investment = \$18.15 million



# CUSTOMER EXPERIENCE



**SOUTHWEST GAS**

# Customer Experience

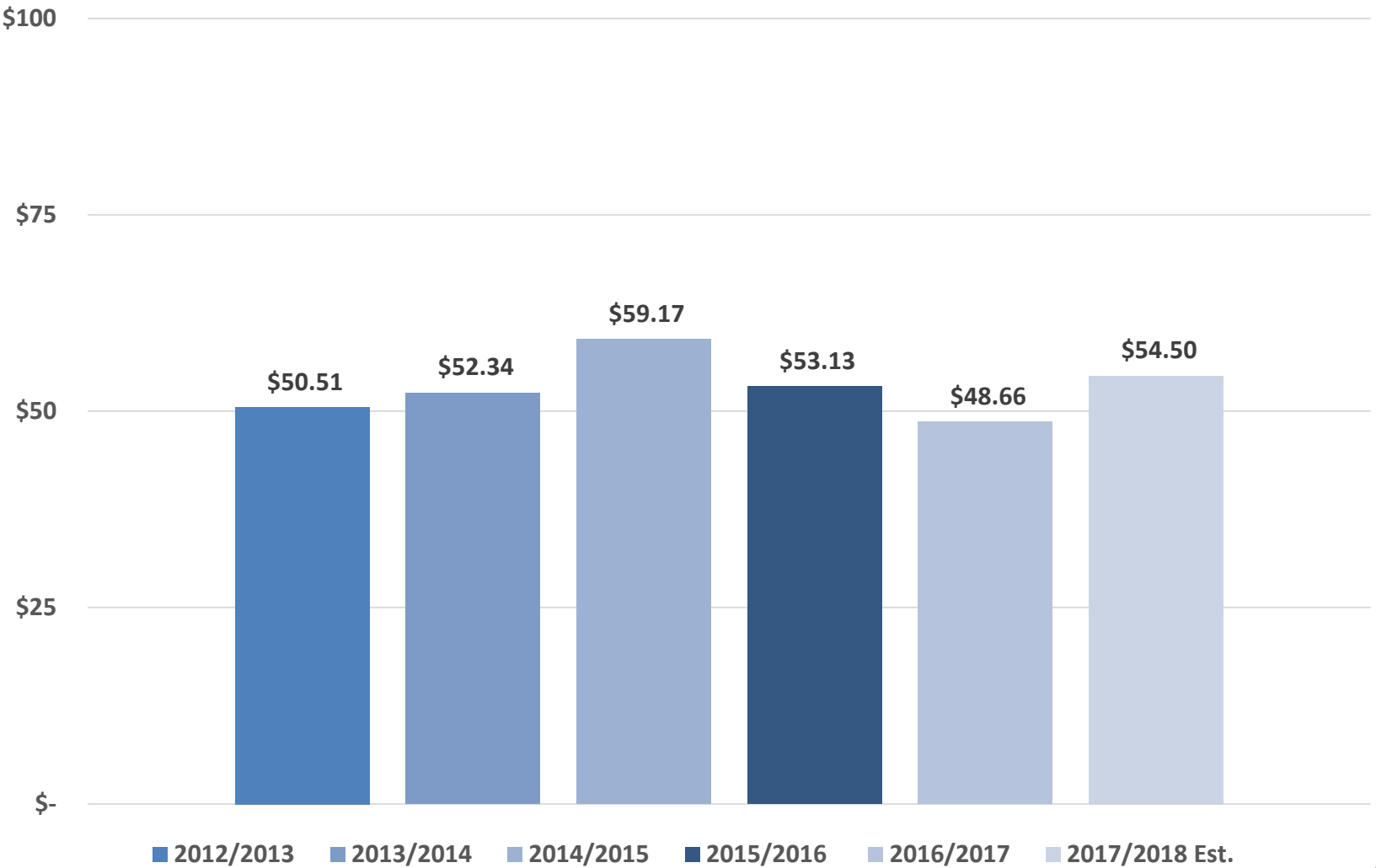


**Low Income  
Programs**

**Call Center Hours**

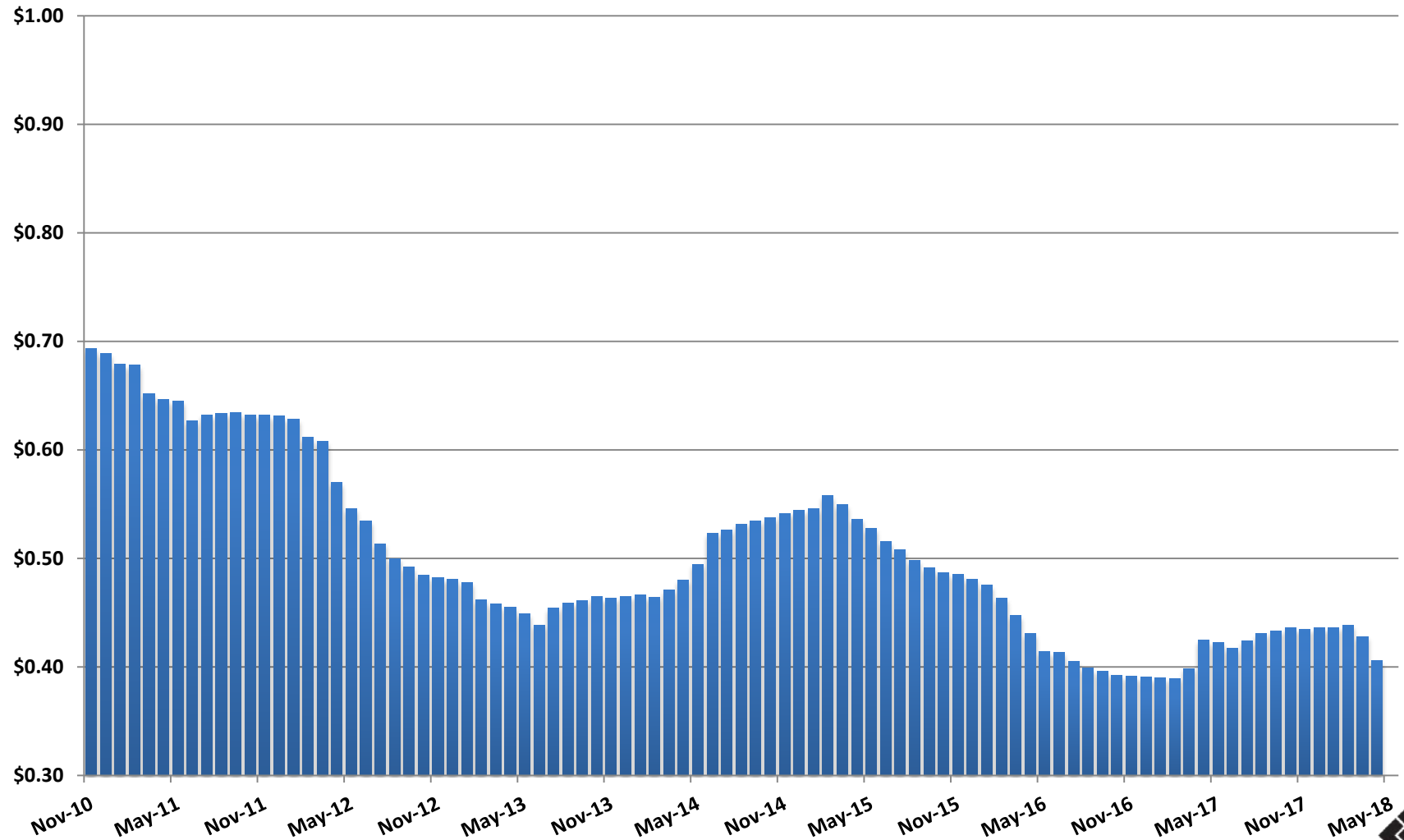
**Customer Care  
Team**

# Average Winter Bill





# Monthly Gas Cost Rate

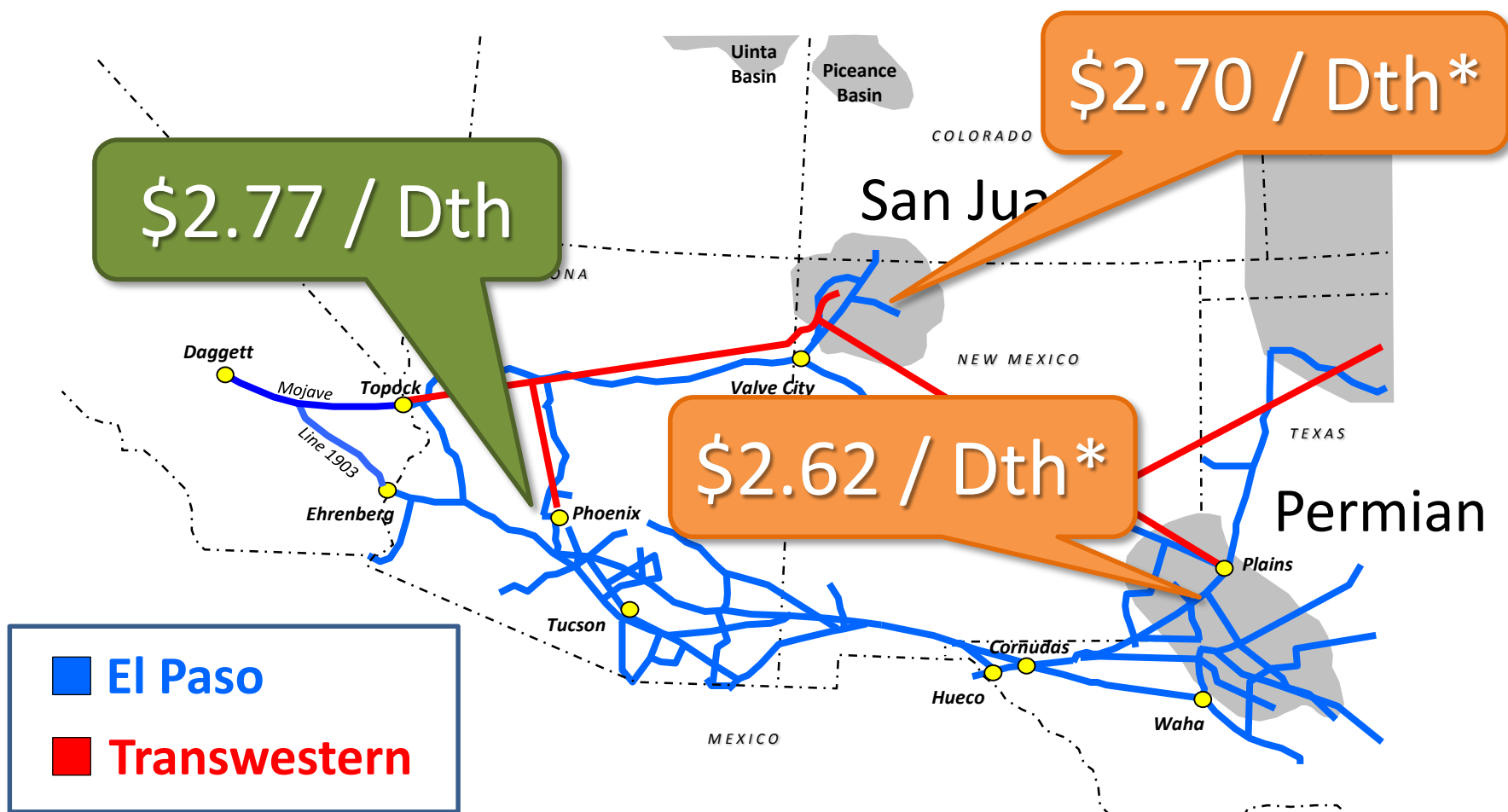


# NATURAL GAS MARKET



**SOUTHWEST GAS**

# Interstate Pipelines



\*Winter strip prices October 11, 2017

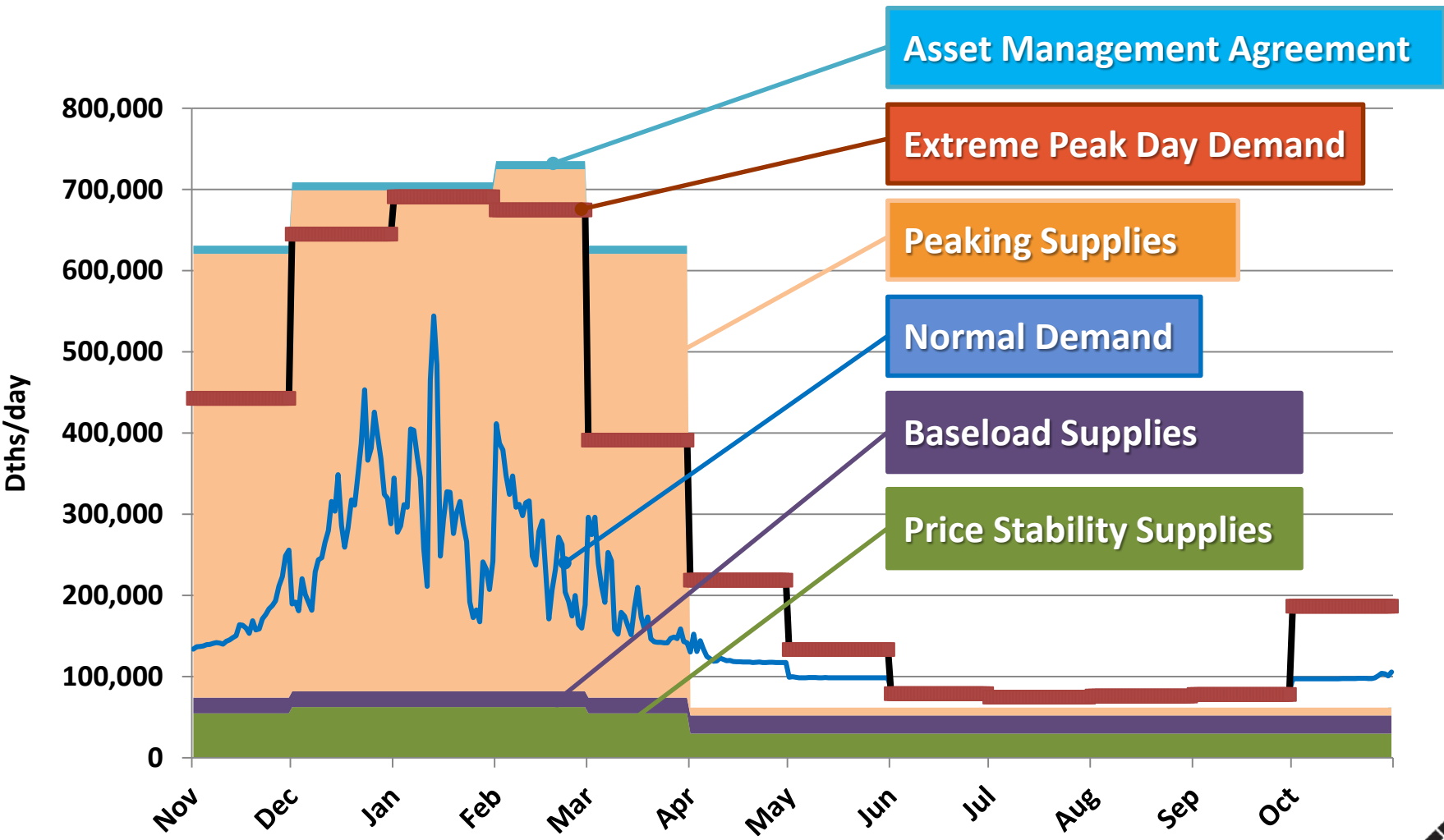


# Arizona Price Stability Program

	2012/ 2013	2013/ 2014	2014/ 2015	2015/ 2016	2016/ 2017	2017/ 2018
Winter (\$/Dth)	\$3.99	\$3.91	\$4.24	\$3.59	\$3.12	\$2.77

Weighted Average Price

# Gas Supply Resources



# QUESTIONS



**SOUTHWEST GAS**