

2017-18 UES Gas Winter Preparedness

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Senior Director

October 24, 2017

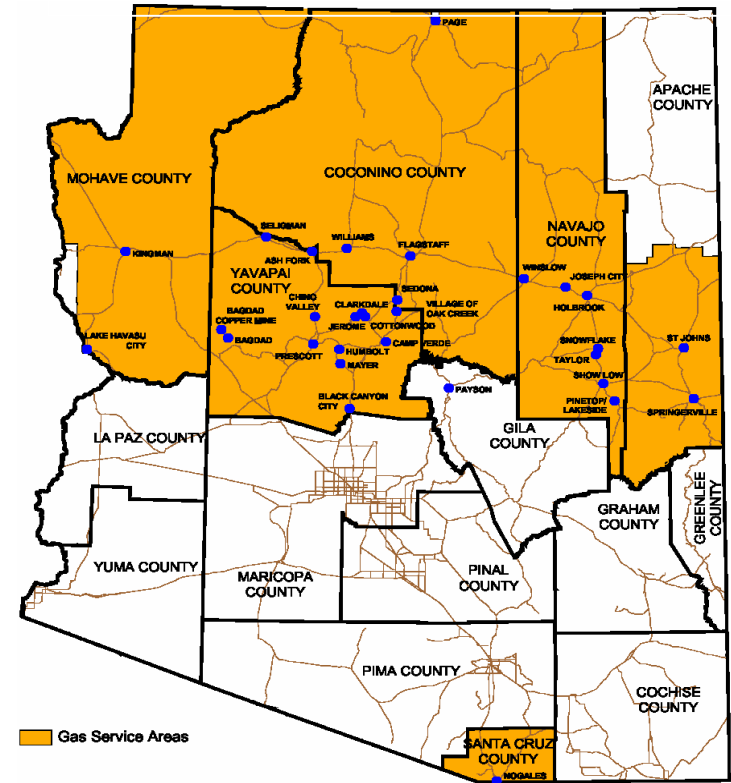


UNS Gas Service Area



Serving Arizona

- 5 Counties
- 39 Communities



- 155,000 Customers



- 4,585 miles pipe and facilities

Steps for Winter Preparedness

- Engineer use of computer system design, modeling and simulation
- Collection of historical real-time data, analyzing, comparing, validation
- Necessary reinforcements work to provide adequate capacity



Steps For Winter Preparedness

➤ Review procedures



➤ Train Employees



Steps For Winter Preparedness



- Met and coordinated with interstate natural gas pipeline suppliers - Kinder Morgan (EPNG) Transwestern Pipeline
 - 2017 winter preparedness meeting was held Sept 20th in Flagstaff

- Damage prevention activities
 - Provided outside contractor training
 - Liaison training and coordination with local community emergency responders



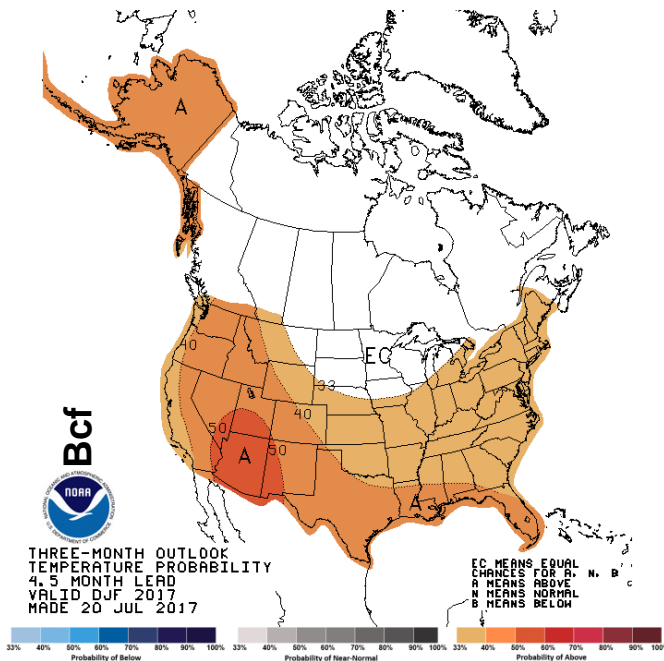
Steps For Winter Preparedness

- Plan, contract and schedule reliable supply
 - Firm supplier agreements with combined capacity sufficient to meet customer load requirements.
 - Follow Gas Supply Plan - submitted and reviewed by Commission upon request

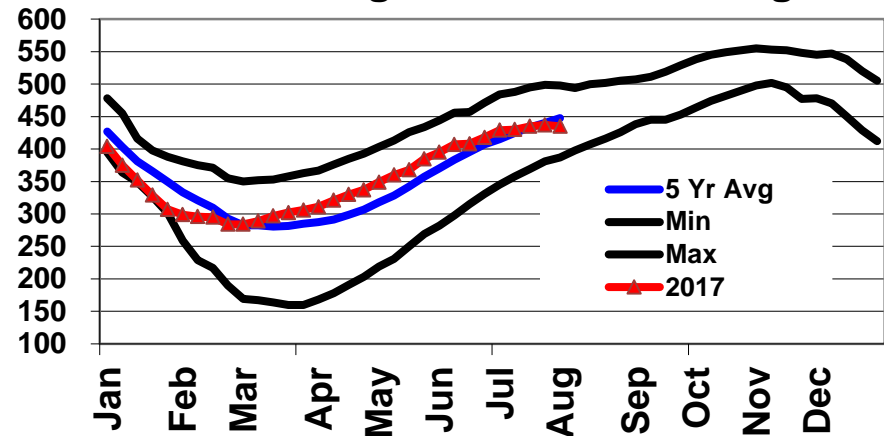


2017 NOAA Winter Forecast - Supply

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

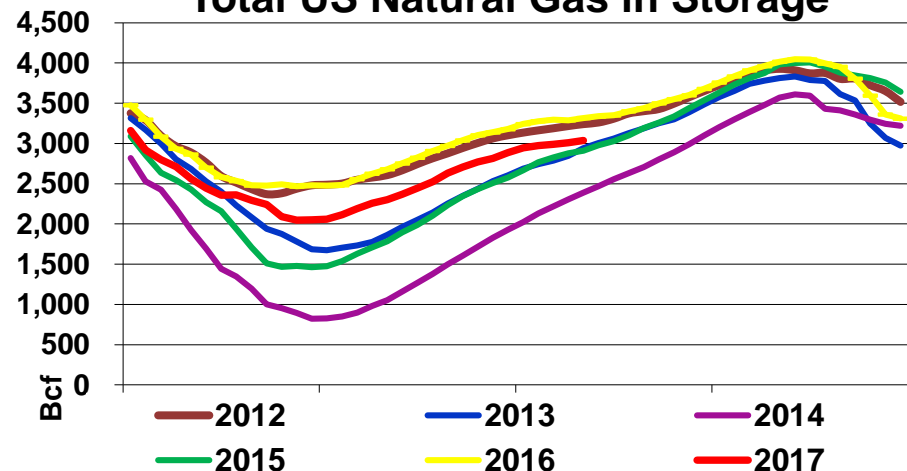


Consuming West Gas in Storage

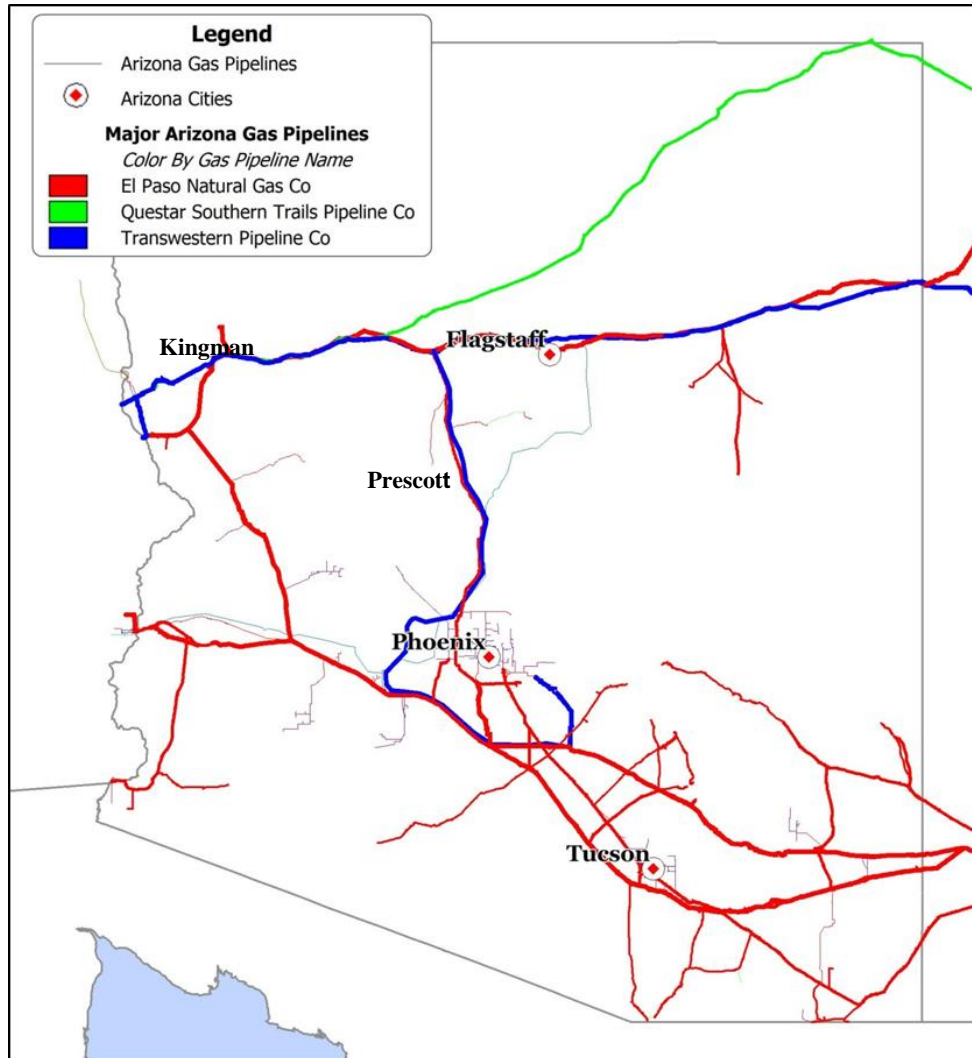


Reported On: August 20, 2017

Total US Natural Gas in Storage



Pipeline Supply



No Natural Gas Storage

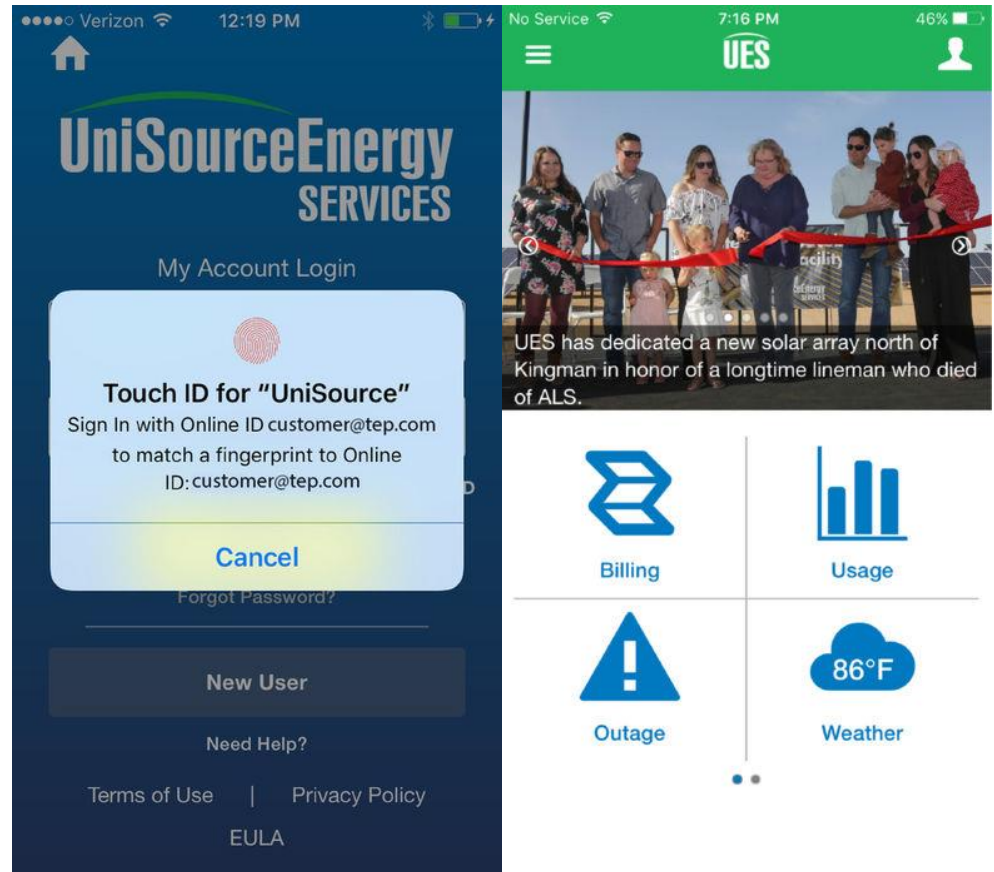
- Transportation from San Juan and Permian Gas basins
- UNS Gas largest cities have dual gas supply
 - Flagstaff
 - Kingman
 - Prescott

Customer Communications



Customer Outreach

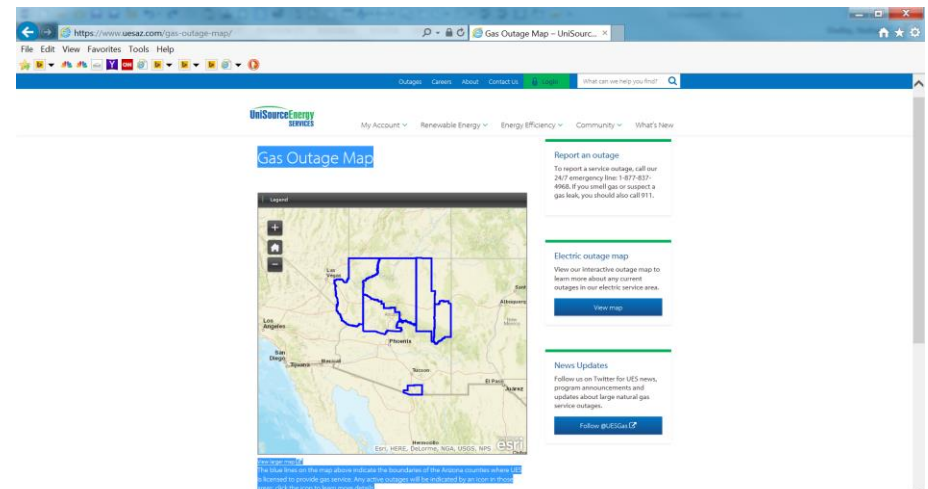
- Customer Care Team – Available 24/7/365
- Information on company website – uesaz.com
- Contact with local office personnel



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 mobile app
- Social media updates:
 - Twitter - @UESGas
 - 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 Gas Winter Preparedness



Questions?