

ARIZONA

WINTER PREPAREDNESS



SOUTHWEST GAS

Key Facts

Customers

1,012,951 residential
39,075 commercial

Employees

967 Southwest Gas

Three Year Capital Spending

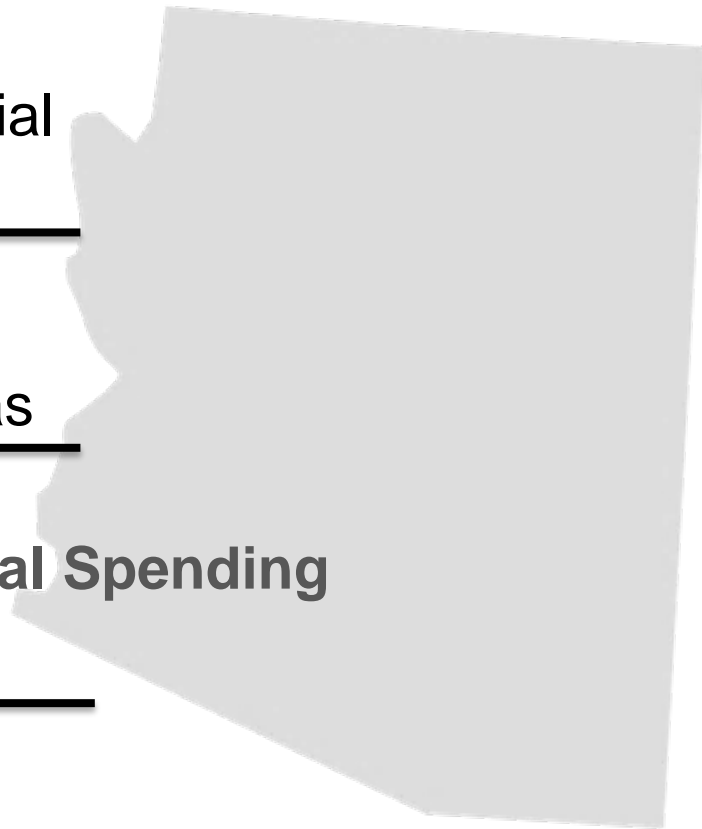
\$534 million

Pipeline Infrastructure

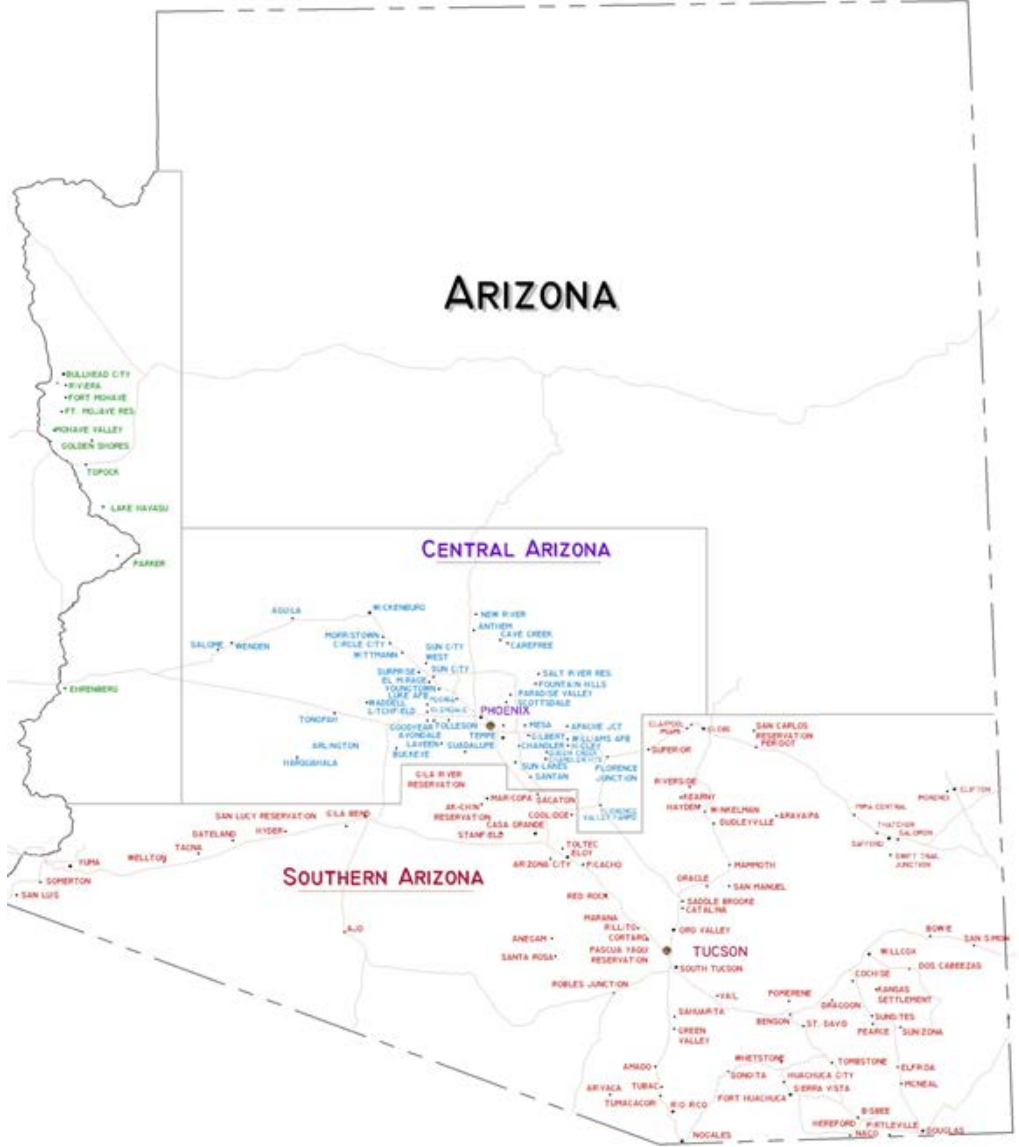
370 miles of gas
transmission pipelines

19,200 miles of gas
distribution main

12,900 miles of gas
distribution services



Arizona Service Territory



Safety Culture

Employee Quote

“We work safe because we are a close group. We know we have each other’s backs. We know each other’s families and want to make sure each of us get back to them each day.”

- Tone at the Top
- Sharing lessons learned
- Impromptu field visits



PLANNING



SOUTHWEST GAS

Planning Process

Winter preparedness meetings with suppliers

Security Planning

Emergency Response



Public Safety – Emergency Response

- Technology
- Data Analytics
- Scenario-Based Training



SYSTEM REINFORCEMENTS



SOUTHWEST GAS

Central Arizona

- 19.69 miles
- 2, 6, 8, 10 and 12 inch pipe
- 20 reinforcement projects
- Total Capital Investment = \$50.86 million

Southern Arizona

- 18.8 miles
- 4, 6, 8, 12 inch pipe
- 11 reinforcement projects
- Total Capital Investment = \$29.7 million

CUSTOMER EXPERIENCE



SOUTHWEST GAS

Enhancing the Customer Experience

- Customer Experience Committee
- Customer operations enhancements
- Technology enhancements on the horizon

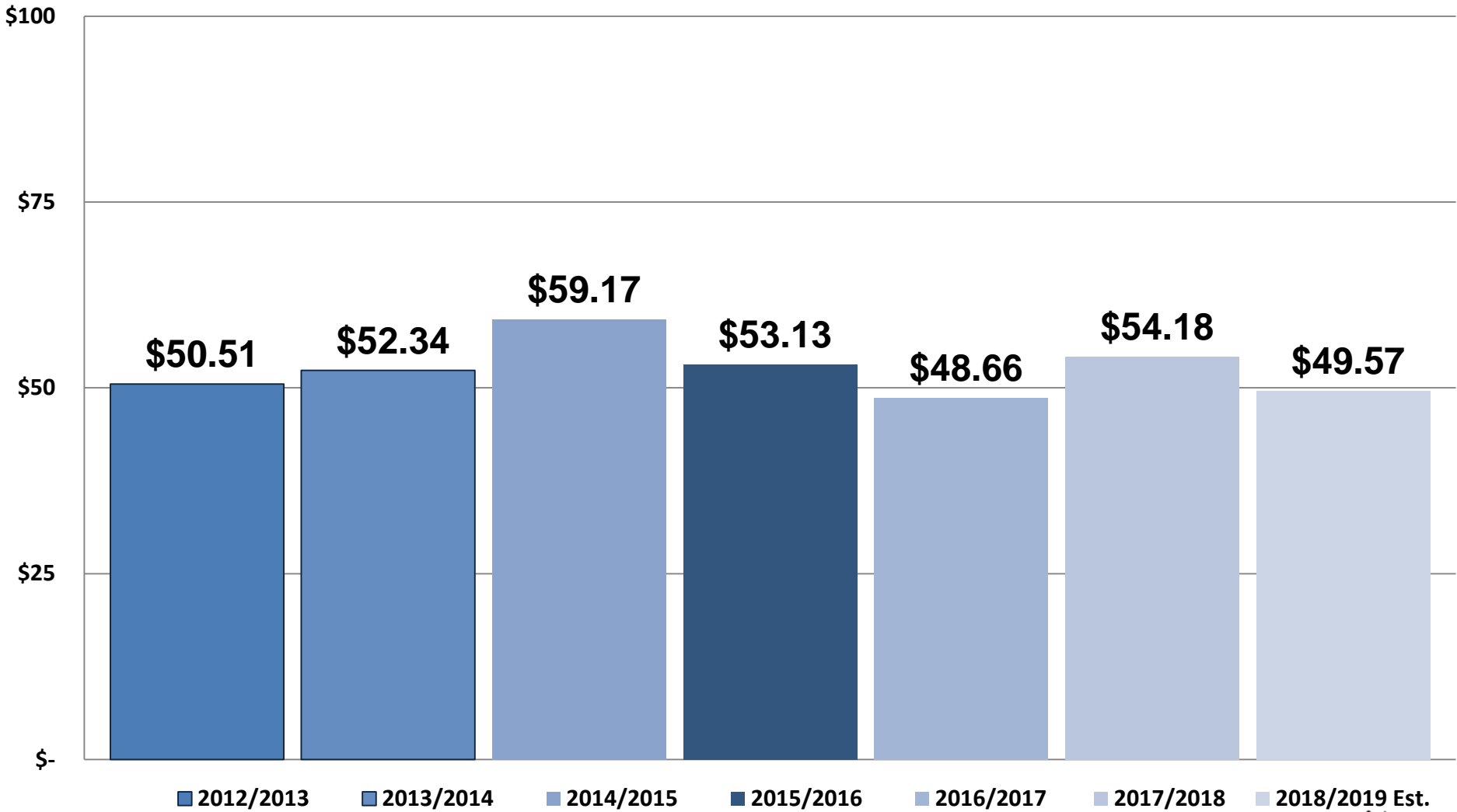


Improved Call Answer Speed

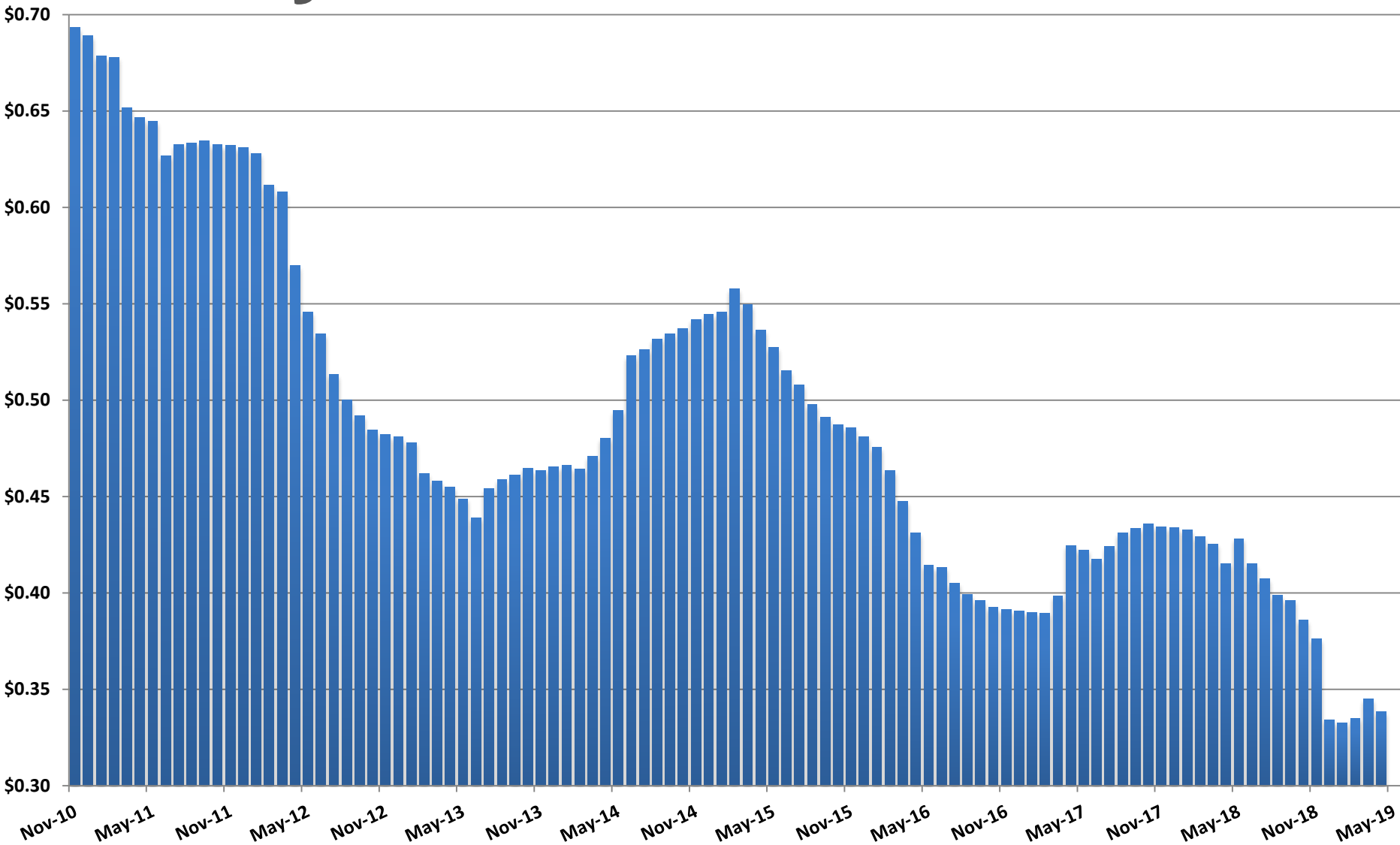


Increased Customer Appointments

Average Winter Bill



Monthly Gas Cost Rate



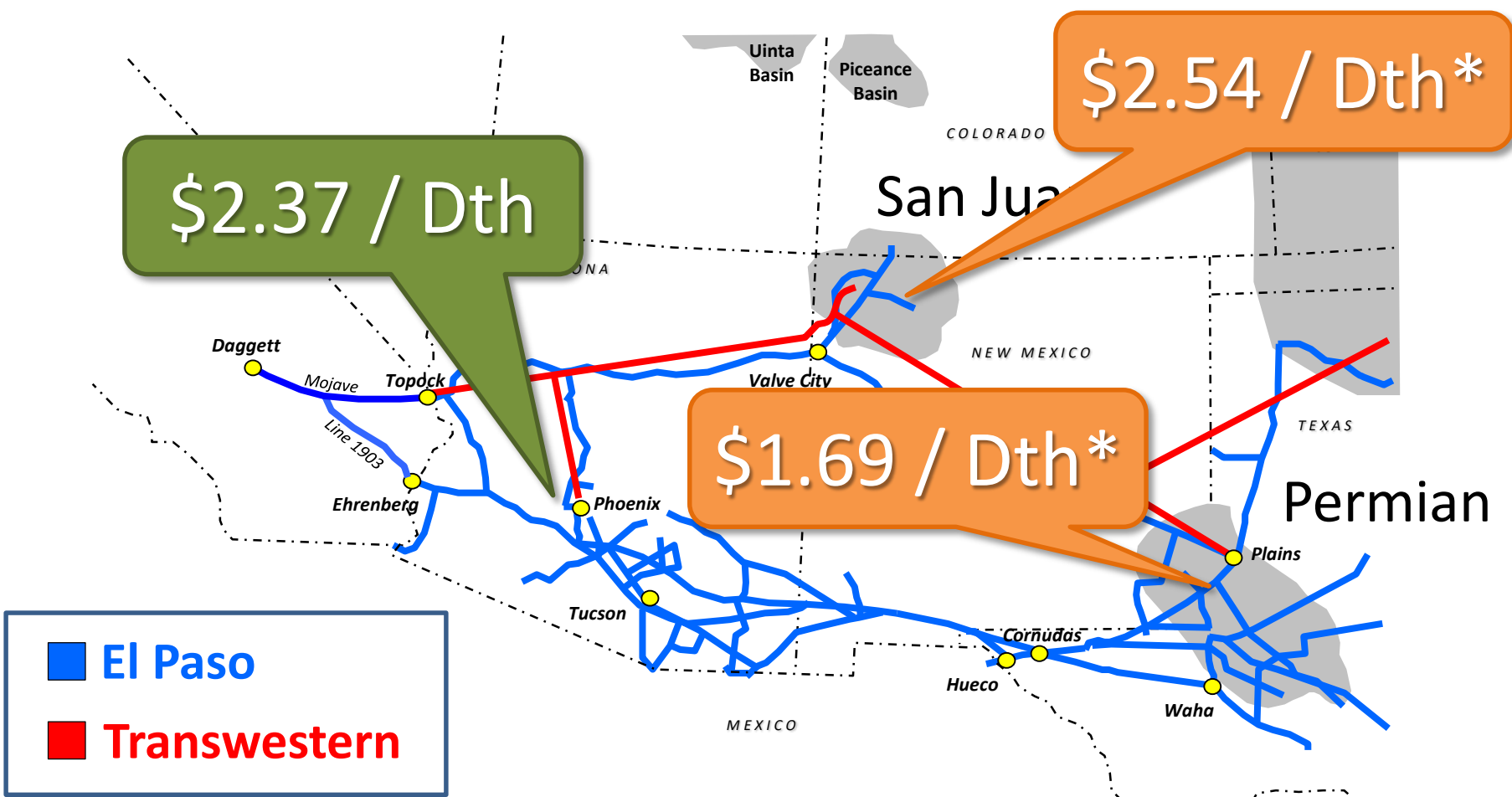
2018 ARIZONA
2019 WINTER PREPAREDNESS

NATURAL GAS MARKET



SOUTHWEST GAS

Interstate Pipelines



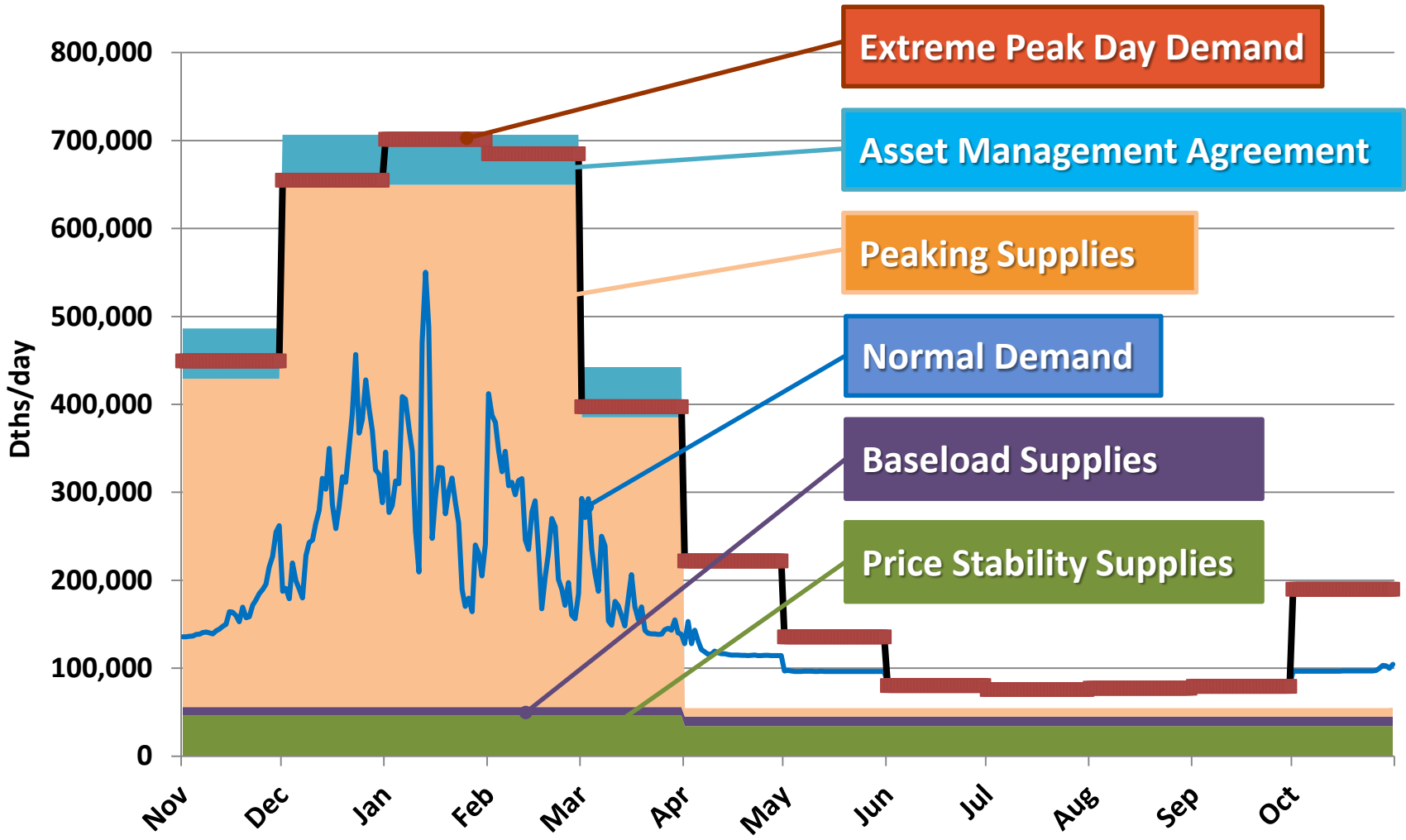
*2018/2019 Winter strip prices October 11, 2018

Arizona Price Stability Program

	2013/ 2014	2014/ 2015	2015/ 2016	2016/ 2017	2017/ 2018	2018/ 2019
Winter (\$/Dth)	\$3.91	\$4.24	\$3.59	\$3.12	\$2.77	\$2.37

Weighted Average Price

Gas Supply Resources



QUESTIONS



SOUTHWEST GAS