

2018-19 UES Gas Winter Preparedness



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Director, UES Gas
November 6, 2018

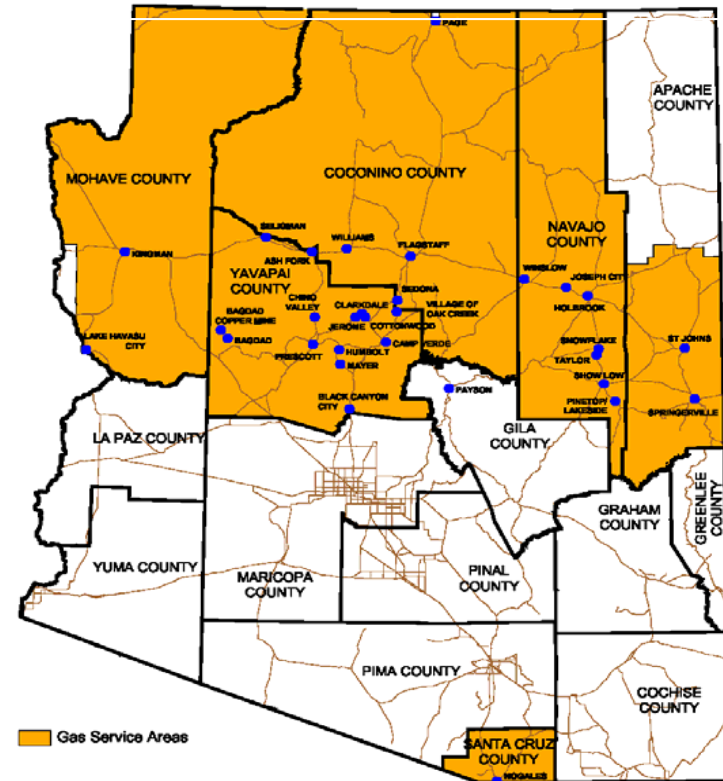
UNS Gas Service Area



- 158,000 (approx.) Customers

Serving Arizona

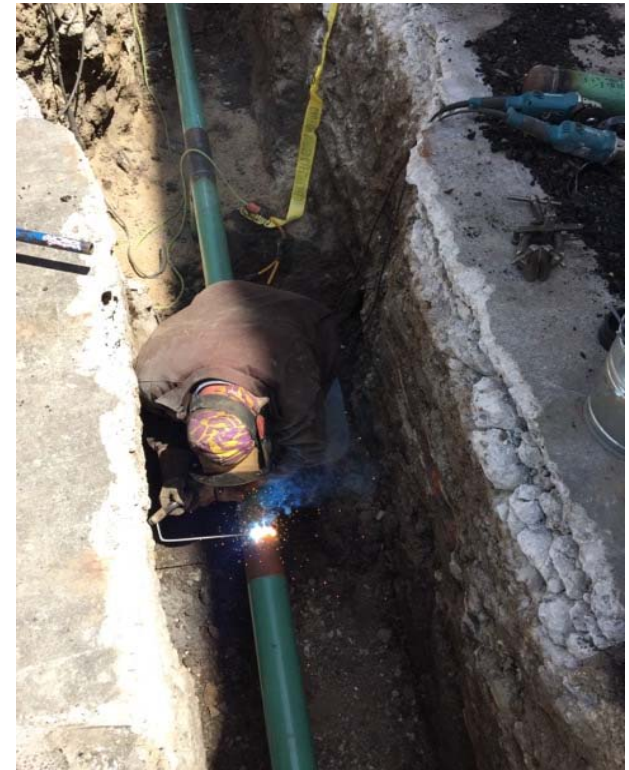
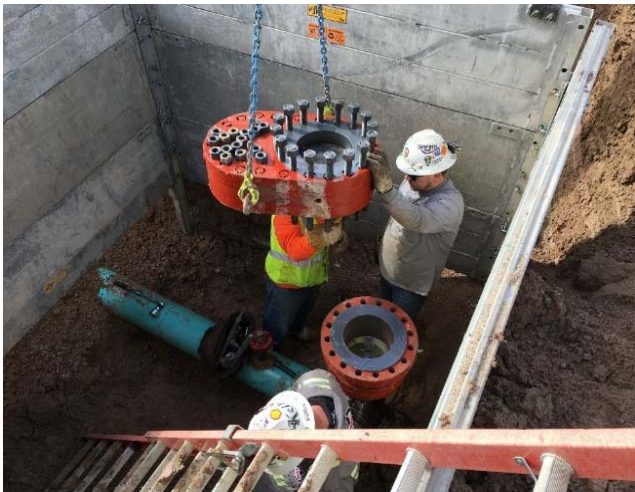
- 5 Counties
- 39 Communities



- 4,630 (approx.) miles pipeline facilities

Steps for Winter Preparedness

- System design, hydraulic load modeling and “in use” simulation software
- Continuous analysis and validation of historical and real-time data
- Necessary reinforcement work to provide adequate capacity



Steps For Winter Preparedness

- Review applicable procedures
- Review Emergency Plans
- Review Outage Procedures
- Employee Training



Steps For Winter Preparedness



- Continuous communication and coordination with interstate natural gas pipeline suppliers - Kinder Morgan (EPNG) and Transwestern Pipeline
 - Annual 2018 winter preparedness meetings were held Sept 18th in Flagstaff

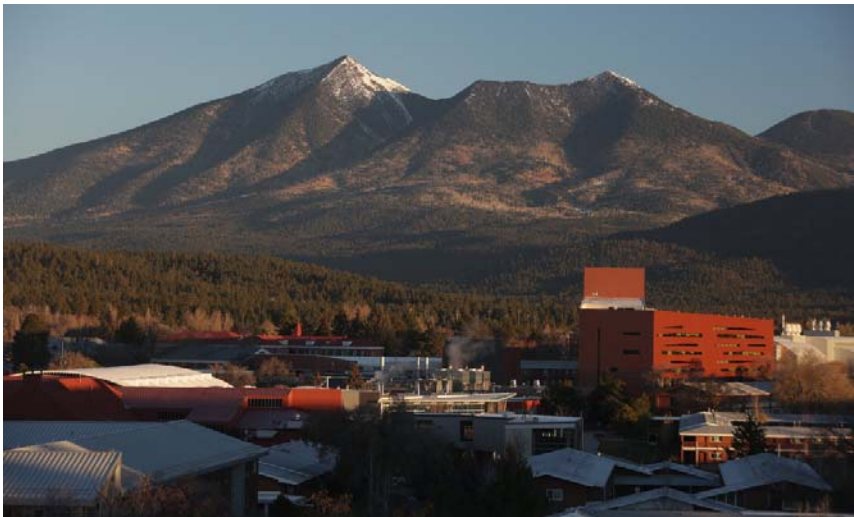


- Damage prevention activities
 - Provided outside contractor training
 - Liaison training and coordination with local community emergency responders

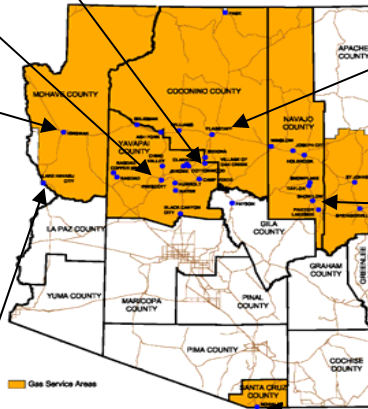


Steps For Winter Preparedness

- Plan, contract and schedule reliable supply
 - Firm supplier agreements
 - Combined supplier capacity sufficient to meet customer load requirements



Steps For Winter Preparedness

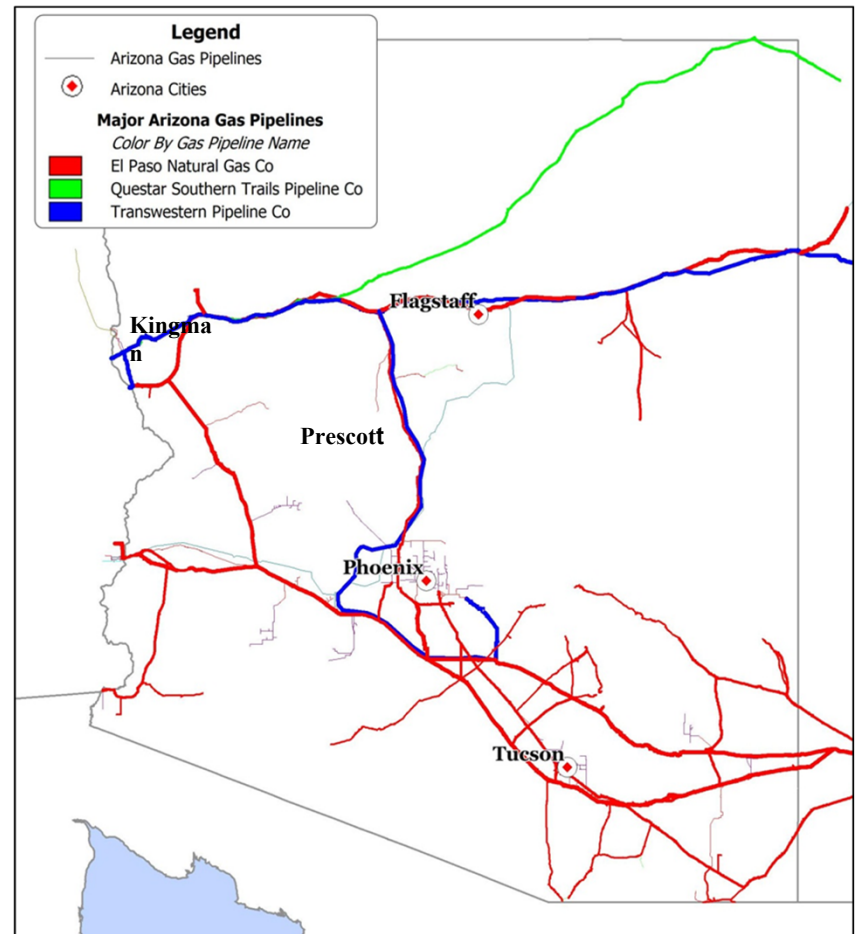
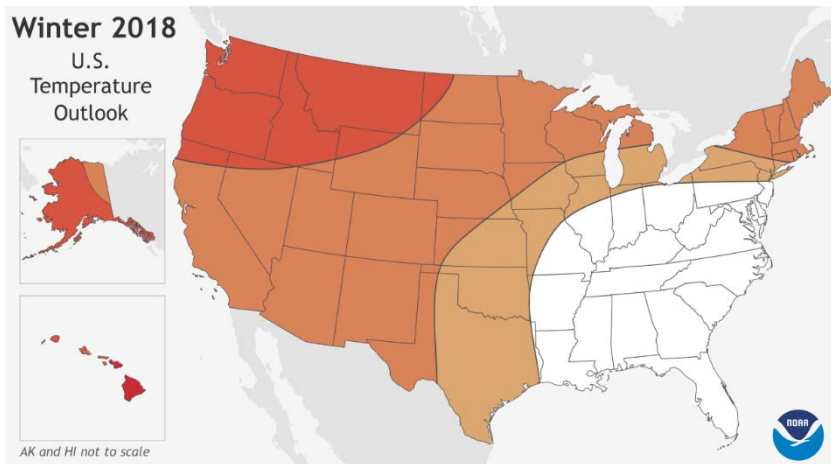


Facilities, personnel and equipment available and ready



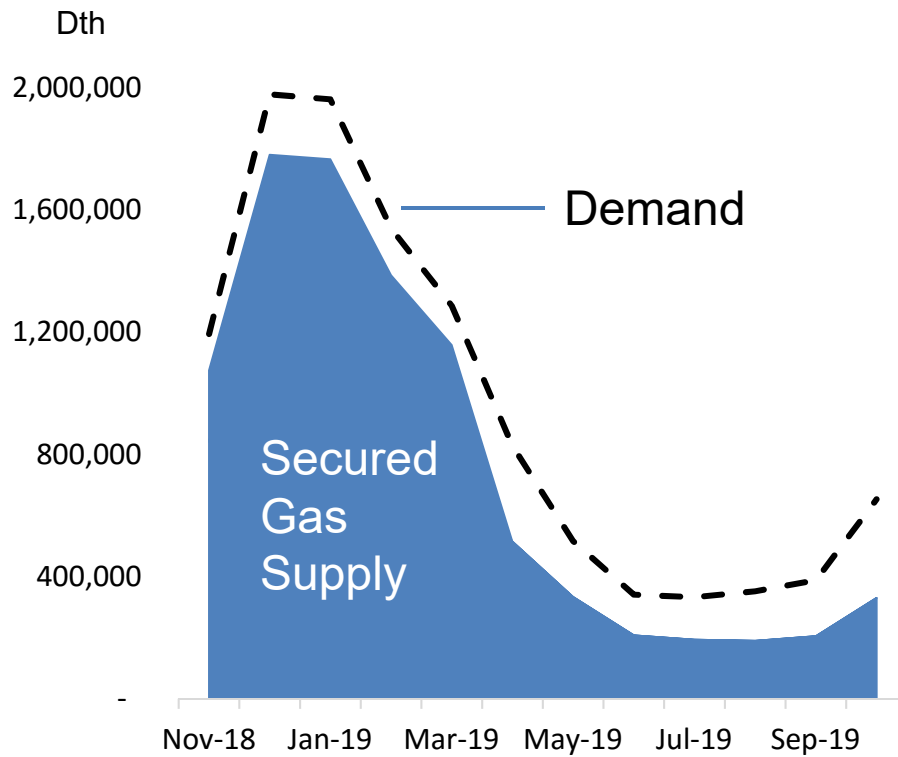
2018 Winter Weather Forecast and Gas Supply

- **NOAA Weather Outlook**
 - Warmer than normal temperatures and above normal precipitation
- **Gas Supply**
 - Dual Supply to largest cities in our service territory
 - Winter credit of over \$7/month for residential customers (November-April)

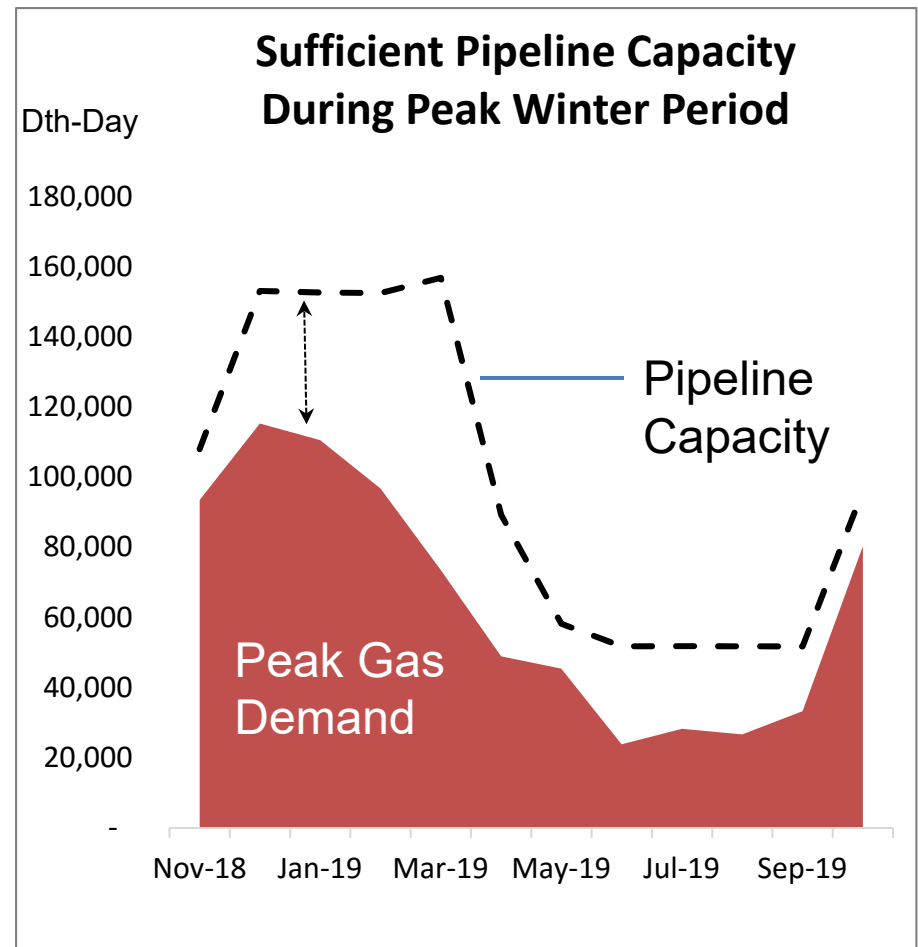


2018-2019 Winter Season

90% of Typical Winter Gas Demand is Secured



Sufficient Pipeline Capacity During Peak Winter Period

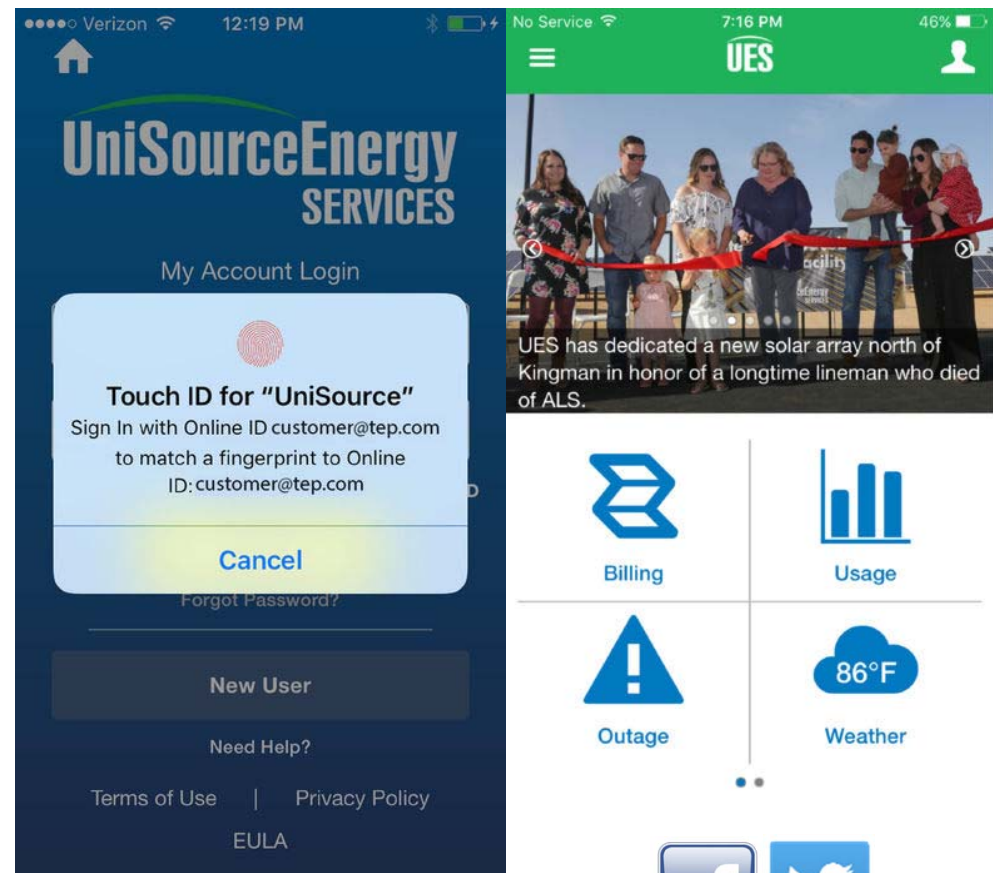


Customer Communications



Customer Outreach

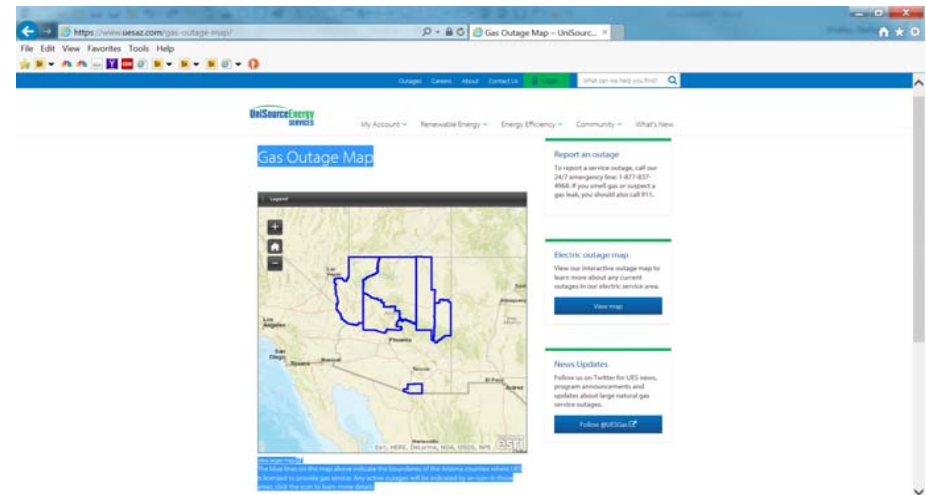
- Customer Care Team – Available 24/7/365
- Information on company website – uesaz.com
- Contact with local office personnel



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?