Southern Gas Association
Mutual Assistance Program (SGA MA)

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Mission

This program was designed to promote and encourage mutual assistance amongst the members in this Interest Group, and to provide a forum to ensure effective, efficient and coordinated restoration efforts of its customers.
Who We Are

Zone 1 - EST
- Arkansas Natural Gas
- Arkansas-Oklahoma Gas
- Atmos Energy
- CenterPoint
- CPS Energy
- Emergen Corp.
- Entergy
- Kansas Gas Service
- Laclede Group
- Mobile Gas
- NUGD
- OklaGas
- OneOK
- Texas Gas Service

Zone 2 - CDT
- AGL Resources
- Chester County Natural Gas
- City of Shelby, NC
- Clearwater Gas
- Columbia Gas of Virginia
- Delta Natural Gas
- E.ON US
- Florida Public Utilities
- Greenwood CPW
- Greer CPW
- Piedmont Natural Gas
- PSNC
- Roanoke Gas
- SCE&G
- Sevier County Utilities
- TECO People Gas
- Unicoi Co. Gas
- Washington Gas
SGA - Challenges

• Develop operating procedures and guidelines for conducting conference calls, tracking resources, development of forms, etc that allowed us to function effectively and consistently.

• Level of managing natural disasters for emergency restoration assistance provided by SGA member companies that resulted in a challenge to provide adequate resources.

• Increase the participation size for the SGA Mutual Assistance program.
SGA – Future Objectives

• Develop operating procedures for tracking resources, development of forms, etc that allows us to function effectively and consistently.

• Develop best practices and lessons learned.
Joint Mobilization Conference Call Guidelines

When should a participating member initiate a conference call?
- When a member is impacted or has the potential to be impacted by a natural disaster and may need external resources.
  - Hurricanes
  - Tornadoes
  - Floods
  - Earthquakes
  - Pandemic
  - Other

Who should participate in the Conference Call?
- Only appointed individuals of member companies participating in the SGA Mutual Assistance Program. No outside entities such as Regulators or Media.

The following protocol guidelines are to be used when a participating member of the SGA Mutual Assistance program initiates a conference call.

1. Initiating the Call – The member affected is expected (when possible) to initiate the call. It is up to that member to either call or email all members or ask another member to assist in contacting everyone. Contact should be made at least two (2) hours prior to the call. However, if necessary one (1) hour would be acceptable in extreme emergencies.

2. Facilitating the Call – It is recommended that the first affected utility would ask one of the unaffected members to facilitate the call. It is noted that the member facilitating the call is responsible for roll call and taking the notes. The affected member shall appoint a record keeper to document the information provided from the Facilitator. The facilitating member shall be responsible for providing the record keeper the following required data:
   - Date & Time
   - Affected yes/no
   - Resource request
   - Resources supplied
   - Weather Conditions

3. Representation – Each member utility must have a representative on the call. If not, the record keeper will follow-up with any member who misses the call. It is agreed that if you have someone other than the designated individual(s) on the call, you should introduce them so everyone knows they are on the call.
Joint Mobilization Conference Call Guidelines – conti.

4. Conference Call Information – It is understood that the information discussed during the conference calls is for internal use only and shall not be shared with outside Regulators, Media or anyone outside the member utilities participating in the SGA Mutual Assistance Program.

5. Conference Call Etiquette – These procedures are to be utilized when you enter a conference call. It is requested that you introduce yourself before speaking. It is stressed to each member to utilize the “Mute” button to block out any background noise. Avoid putting your phone on “Hold”. Other members may hear beeping or music sounds. If you must exit the call before it ends, don’t just hang up. Announce that you are exiting. If you join the call late, do not interrupt by announcing your presence, please wait for the facilitator’s acknowledgement.

6. Notes – At the end of the call, the record keeper will send out notes and/or action items to all participants, including the date & time of the next scheduled call.
SGA Emergency Call
Call Agenda

SGA Mutual Assistance Guidelines