MANAGEMENT CONFERENCE
April 2-4, 2014; Orlando, FL

One of the industry's leading conferences, the SGA Management Conference is attended by executives from a wide range of functions. General session presentations:

- "What If Disney Ran the Natural Gas Industry" - Disney's Approach to Brand Loyalty Speaker: Disney Institute
- "How to Win the PR Battle" - Speaker: Bart Mongoven, President & CEO, Keyframe Policy Consulting Inc.

Roundtables

- Accounting and Finance
- Associate Members
- Customer Experience
- Distribution Operating Executives
- Engineering Management
- Gas Supply Marketing
- Human Resources Executives
- Information Technology
- Marketing Executives
- Midstream Operating Executives
- Transmission Operating Executives
Thank you to our Conference sponsors: Miller Pipeline, Network International, Gas Breaker UMAC, ScottMadden Management Consultants, Cameron.

PROGRAM NOTES
The Management Conference shapes the discussion for the year for SGA. Examples:

Gas Supply Marketing: Focus is generally moving to the logistics and demand side of the equation as we are now just questioning if we have a 100 year or 150 year supply of natural gas. However, producers will be represented on a panel to discuss the challenges they are facing with the major US resource plays, Eagle Ford, Bakken, Marcellus/Utica and Permian Basin. They have been asked to cover challenges from State & Local regulations, manpower, environmental to market outlets.

A panel of major gas transmission companies will be asked to address their company's major challenge with realignment of supplies and markets resulting from Shale Gas developments.

Customer Experience: A joint session with Marketing, Distribution Operations and Customer Experience executives with provide a forum for a discussion and sharing of how these sectors are working together to ensure "Customer Growth, Retention and Sustainability." How are "we" working seamlessly to ensure that we are growing our business and customer numbers and loyalty. The CE Executives will drill down in a roundtable setting on the subject of "The Customer's Experience Online." They will have SME's provide a brief review of industry website survey results as the basis for an exchange of what is working within the industry with the use of the web and social media and mobile devices.

ARTHUR CORBIN WRAPS UP A SUCCESSFUL YEAR AS SGA'S CHAIRMAN OF THE BOARD
Arthur Corbin, president & CEO, Municipal Gas Authority of Georgia, conducted his year-end Board meeting, November 17, at Kiawah South Carolina. SGA enjoyed a successful year under Arthur's leadership. Click here to review some of the association's 2013 highlights.

"I chose for my theme, Reaching New Heights: Member Engagement, Collaboration, Relevant and Timely, Innovation. SGA's model is simple but effective. Focus on content and connections. I am proud of the hard work of our volunteers, and I appreciate the support of our 160 member companies. I really think SGA in 2013, Reached New Heights."

GREG RIZZO TAKES THE GAVEL AS SGA CHAIRMAN OF THE BOARD
Greg Rizzo, Group VP, Spectra Energy Transmission, took the gavel as SGA Chairman of the Board for 2014 at the November Board of Directors meeting.

Greg chose as his Chairman's Theme for 2014 - "Engage, Lead, Deliver." Read more about your Association's 2014 theme here: Compelling Strategic Rationale for SGA's 2014 Theme.

Read Greg Rizzo's Bio

ENERGY COMPENSATION SURVEY
Southern Gas Association is now collecting data for the 2014 Southern Gas Association Energy Compensation Survey!

This survey is one of the most comprehensive compensation survey databases available within the energy industry. This study is one of the most important and effective resources for our field, creating benchmarking standards that you can use for your organization, helping you look at compensation and benefits in a new light. The survey also entails a questionnaire with information on merit and salary structure budgets, short and long term incentives, and attraction and retention programs.
Contacts:

- Patti Bert - Survey Director (214) 801-5445 patti_bert@yahoo.com
- Bob Dill - Hay Group (469) 232-3824 or (214) 533-0939 bob.dill@haygroup.com
- Jane Butler - SGA (972) 620-4023 jbutler@southerngas.org

The Southern Gas Association Compensation Survey Advisory Committee is responsible for the Survey and under its guidance a third-party conducts the Survey and publishes the confidential results to participants only.

MARKETING EXCELLENCE AWARDS
The SGA Marketing Section Managing Committee is now accepting entries for the SGA Marketing Excellence Awards Program, until Friday, February 21, 2014. Click here to learn more about the program.

NATIONAL MUTUAL ASSISTANCE MOCK DRILL
January 21-23, 2014

Operators across North America participated this week in a mock drill focused on mutual assistance. SGA member companies Atmos Energy, CenterPoint Energy and Entergy filled the roles of impacted operators and more than 50 companies responded with formal offers of assistance. SGA, American Gas Association, Midwest Energy Association, Northeast Gas Association and Western Energy Institute partnered on this project.

The drill consisted of a series of communications and conference calls designed to mirror the impact and response created by a natural disaster. Goals for the drill were to:

- Test effectiveness of existing aid agreements in place throughout the industry, both at the regional level and the national level;
- Test companies in their ability to respond quickly with commitments to provide resources to companies needing aid;
- Give member companies a chance to simulate steps they would take internally to activate an internal emergency mutual aid process;
- Identify actions needed to enhance industry forms or other resources used to convey what is needed by companies in emergency situations; and
- Identify circumstances which might warrant AGA having to reach out to governmental agencies for support (FEMA, DHS, etc.)

For more information contact Kent Hobart

YEAR END REPORTS TO MEMBERS
Your association enjoyed a successful year in 2013. Over 300 volunteers served on 45+ Interest Groups and Task Forces to create relevant content for the natural gas industry.

Below are year-end reports for Southern Gas Association and its two subsidiaries:

- Southern Gas Association
- Gas Machinery Research Council
- SGA Network

Learn more about SGA
WELCOME AMANDA MORGAN TO OUR SGA TEAM
We are pleased to welcome Amanda Morgan to our SGA team starting January. Amanda brings a lot of experience to SGA having most recently worked at Chesapeake as a Lease Analyst II.

Amanda will be Executive Assistant supporting Mike Grubb, President & CEO. Additionally she will be involved in member engagement to help maximize the value of SGA and GMRC membership.

Amanda and her husband Chad (an emergency responder/fire fighter) live with their two children in Midlothian.

All of us at SGA look forward to having Amanda on our team!

CUSTOMIZE THE LEARNING EXPERIENCE
Our member's needs are unique to their operations and workforce. And the time available to develop talent is shrinking.

SGA offers a wide range of training from technical to professional development.

With our workshops, roundtables, expos, on-line web based training and virtual programs like videos and webinars, SGA can customize a learning experience to help you grow your valued asset - your employees.

Contact Amanda Morgan to schedule a (virtual) meeting to learn more.

ENERGY FOR LIFE
Check out this cool video produced by Spectra Energy: play video

UPCOMING EVENTS

TECHNICAL CONFERENCE ON ENVIRONMENTAL PERMITTING & CONSTRUCTION
February 17-19, 2014; Hyatt Regency - Austin, TX

SUPPLY CHAIN MANAGEMENT CONFERENCE
February 19-21, 2014; Hyatt Lost Pines - Bastrop (Austin), TX

SPRING GAS CONFERENCE AND EXPO
March 17-19, 2014; Marriott Columbia - Columbia, SC

TRANSMISSION PIPELINE DESIGN WORKSHOP
March 17-20, 2014; Columbia Convention Center - Columbia, SC

EVERYTHING DISTRIBUTION INTEGRITY MANAGEMENT WORKSHOP
March 18-19, 2014; Marriott Columbia - Columbia, SC

ENVIRONMENTAL COMPLIANCE DURING PIPELINE CONSTRUCTION
March 19-21, 2014; Embassy Suites - New Orleans, LA

ENVIRONMENTAL COMPLIANCE DURING PIPELINE CONSTRUCTION
March 24-26, 2014; Holiday Inn - Kansas City, MO
### OPERATIONS & ENGINEERING SPRING WEB CONFERENCE SERIES
March 31-April 21, 2014; Virtual

### MANAGEMENT CONFERENCE
April 2-4, 2014; Disney's Yacht and Beach Club - Lake Buena Vista (Orlando), FL

### ENVIRONMENTAL COMPLIANCE DURING PIPELINE CONSTRUCTION
April 9-11, 2014; Hilton Garden Inn - Pittsburgh, PA

### ENVIRONMENTAL COMPLIANCE DURING PIPELINE CONSTRUCTION
April 16-18, 2014; Double Tree by Hilton - Denver, CO

### PRACTICAL IN-LINE INSPECTION WORKSHOP
May 6-8, 2014; Tulsa, OK

### MUTUAL ASSISTANCE & EMERGENCY MANAGEMENT WORKSHOP
May 14-16, 2014; Intercontinental Hotel New Orleans - New Orleans, LA

### INTEGRITY MANAGEMENT FOR GAS TRANSMISSION PIPELINES WORKSHOP
May 20-22, 2014; Houston, TX

### ADVANCED IN-LINE INSPECTION WORKSHOP
June 3-5, 2014; Dublin (Columbus), OH

### OFFSHORE & COASTAL PIPELINE OPERATIONS CONFERENCE & EXHIBITS
June 11-13, 2014; Beau Rivage Resort & Casino - Biloxi, MS

### ENVIRONMENTAL, SAFETY & HEALTH, AND TRAINING CONFERENCE
June 24-26, 2014; Hilton Tampa Downtown - Tampa, FL

### OPERATING CONFERENCE & EXHIBITS
July 28-30, 2014; Hyatt Regency New Orleans - New Orleans, LA

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**GAS MACHINERY RESEARCH COUNCIL**

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[Click here](#) for an update on upcoming GMRC programs.

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**SGA NETWORK**

**LEARNING & DEVELOPMENT PROGRAM**
"Leveraging the Power of Generations" will be available starting January 23. Managing multi-generations is challenging. Each quarter in 2014, the Network will deliver programs to help you understand the key cultural, technological, and social changes that create disconnect between team members from different generations. And we're partnering with Jeff Havens to ignite the learning!
The February program will focus on "About our Industry" with the topic, "Hydraulic Fracturing" (available starting February 20).
**MARKETING & CUSTOMER EXPERIENCE PROGRAM**
This program can be purchased "a-la-carte" meaning you can purchase one program at a time. The Sales & Marketing and Customer Experience Sections plan to develop 3-4 webinars in 2014 around topics relevant to customer care and growth. On the drawing board for March: "Customer Growth through Successful Multi-Family Programs." Contact: Veronica Garza

**OPERATIONS AND ENGINEERING PROGRAM**
The Spring Web Conference Series is intended to promote discussion, learning and knowledge about issues impacting integrity management of natural gas pipelines. This series is part of the "Safely Managing the Lifecycle of Pipelines" learning program:

- Regulatory Update (March 31)
- Construction Quality (April 7)
- Management Systems (April 14)
- Technology Development (April 21)

**JANUARY NEWSLETTER**
Check out the January Network News for more updates.

**BLOG HIGHLIGHTS**
The SGA Blog is a great way to keep up with everything going on at Southern Gas Association:

- AGA Releases - "Fueling the Future" Study
- Veronica Garza Promoted to Director
- SGA 2014 Board of Directors
- Thank You to our 2013 Sponsors!
- Gas Forecasting Survey
- Welcome New Member - Black Hills Energy

If you are reading this Newsletter from a hard copy, you may view it online from the SGA website. (Communications-Newsletter Archive)