The LINK - May/June 2014

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UPDATES AND INFORMATION

ENVIRONMENTAL, SAFETY & HEALTH AND TRAINING CONFERENCE
June 24-26; Tampa FL
Registration is now open!

- Environmental Roundtable
- Safety & Health Roundtable
- Training Professionals Roundtable

SGA BOARD APPROVES FORMATION OF A NEW "PIPELINE SAFETY COUNCIL"
On April 3, 2014, the SGA Board of Directors approved the formation of a new "Pipeline Safety Council." The Pipeline Safety Council will consist of senior delegates from member companies who will advance pipeline safety for transmission, midstream and distribution operating companies. Read more.

SGA Contact: Randy Randolph or Mike Grubb
DR. SCOTT TINKER CONFIRMED AS KEYNOTE AT THE SGA OPERATING CONFERENCE

Dr. Scott Tinker
Director, Bureau of Economic Geology, Univ. of Texas, Austin

Leaving our Corners: Leader-ship in Today's Global Energy Scene
General Session Keynote: Monday, July 28, 2014 - 1:00 to 2:45 PM

Learn more about our current energy revolution and dig deeper into where the different energy advocates (pro and con) sit - and what the next steps are to bring everyone to the same table to help foster the most important aspect of the American and world economy - Energy.

Dr. Scott Tinker is a professor holding the Allday Endowed Chair and acting Associate Dean of Research in the Jackson School of Geosciences at The University of Texas at Austin, and director of the Advanced Energy Consortium. He spent 17 years in the oil and gas industry prior to joining UT in 2000. Scott has given over 500 invited and keynote lectures in nearly 50 countries to groups of all kinds, and most recently co-produced and is featured in the acclaimed agenda-free energy documentary, SWITCH.

Learn more about the SGA Operating Conference

SGA Contact: Gary Hines

DEBRIEF WEBINAR PROVIDES LESSONS LEARNED FROM THE MUTUAL ASSISTANCE NATIONAL MOCK DRILL
Over 120 operators participated in a webinar April 24, as the wrap up for January's National Mock Drill. The one hour session featuring Mike Bellman, Engineering Services Manager at AGA provided key insights on areas where the industry and individual operators can improve mutual aid processes. Read more.

SGA OPERATING CONFERENCE & EXHIBITS - REGISTRATION NOW OPEN!
July 28-30; New Orleans
The Operating Conference format is focused round table discussion. Attendees learn smart practices and lessons learned from their peers with 16 concurrent facilitated sessions to choose from. Breakout sessions with presentations from subject matter experts open the conference. Make plans to visit the exhibit hall, which will include over 100 suppliers showcasing the latest products and services available to the industry.

**GROWTH - AN SGA PROJECT**

This project is being worked on jointly by the following:

- Distribution Operations & Engineering Section
- Customer Experience Section
- Marketing Section

These sections are collaborating to advance a dialogue focused on load growth and moving a gas customer or potential customer to “yes.” [Click here](#) to learn more and to access five white papers from your peers outlining their success with moving customers to “yes” for natural gas.

SGA contact: [Randy Randolph](#)

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**MARKETING, CUSTOMER EXPERIENCE AND COMMUNICATIONS CONFERENCE - REGISTRATION NOW OPEN!**

August 4-6; Sarasota FL

The Marketing and Customer Experience Conference is ideal for professionals that work within the marketing or customer experience fields within a natural gas distribution company. This conference offers a unique opportunity to network and learn more about the residential, commercial and industrial markets, as well as the latest products, technologies, and solutions to issues facing today's natural gas marketing professional. Those involved with codes and standards, contact centers, customer field service delivery, and meter to cash functions won't want to miss this comprehensive program. Communications professionals will want to attend to learn best practices and discuss current challenges and innovative solutions.

**SOUTHERN GAS ASSOCIATION - EXECUTIVE UPDATE**

Our Executive Newsletter is a review of your association's activities. [Review the Q1 addition](#).
## SGA UTILITY BEST PRACTICES WEBINAR

May 29, 2014 - 9:30 AM CST

Topic:   Marketing Excellence Awards Winning Entry: Customer Attrition Reversal Study & Strategy
Presenter: Dan Dippon, Director, Marketing & Sales, CenterPoint Energy

[Click here to read more.](#)

[Click Here](#) to Register.

Sponsored by:

- SGA Residential Sales and Marketing Committee
- SGA Marketing Section Managing Committee
- APGA

## SGA MANAGEMENT CONFERENCE WRAP UP

The SGA Management Conference (April 2-4; Yacht & Beach Club; Orlando) was a success with over 300 attendees. [Read more in our blog](#) including [video from this event](#).

Mark your calendar for next year's Conference (April 15-17, 2015; Hyatt Tamaya).

## UPCOMING EVENTS

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<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tr>
<td><strong>ADVANCED IN-LINE INSPECTION WORKSHOP</strong></td>
<td>June 3-5, 2014</td>
<td>Dublin (Columbus), OH</td>
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<tr>
<td><strong>7TH ANNUAL ENERGETIC WOMEN CONFERENCE</strong></td>
<td>June 10-12, 2014</td>
<td>Denver, CO</td>
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<td><strong>FORT MEADE NATURAL GAS ACQUISITION WEBINAR</strong></td>
<td>June 12, 2014</td>
<td>Online</td>
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<tr>
<td><strong>OFFSHORE &amp; COASTAL PIPELINE OPERATIONS CONFERENCE &amp; EXHIBITS</strong></td>
<td>June 11-13, 2014</td>
<td>Beau Rivage Resort &amp; Casino - Biloxi, MS</td>
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<td><strong>PROPERTY ACCOUNTING CLASS</strong></td>
<td>June 18-19, 2014</td>
<td>Houston, TX</td>
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<td><strong>ENVIRONMENTAL, SAFETY &amp; HEALTH, AND TRAINING CONFERENCE</strong></td>
<td>June 24-26, 2014</td>
<td>Hilton Tampa Downtown - Tampa, FL</td>
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<tr>
<td><strong>ENERGY EFFICIENCY PORTFOLIOS WEBINAR</strong></td>
<td>July 17, 2014</td>
<td>Online</td>
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OPERATING CONFERENCE & EXHIBITS  
July 28-30, 2014; Hyatt Regency New Orleans - New Orleans, LA

MARKETING, CUSTOMER EXPERIENCE, AND COMMUNICATIONS CONFERENCE  
August 4-6, 2014; Hyatt Regency - Sarasota, FL

THE ONE IN ENERGY NEW HOME PROGRAM WEBINAR  
August 21, 2014; Online

ADVANCED PIPELINE DESIGN WORKSHOP  
August 26-28, 2014; Franklin (Nashville), TN

NATURAL GAS FALL WORKSHOP  
September 8-11, 2014; Athens, AL

FALL TRAINING WEEK  
September 23-25, 2014; Atmos Energy Training Facility - Charles K Vaughan Center - Plano, TX

FALL LEADERSHIP CONFERENCE  
October 15-17, 2014; Fort Worth, TX

ENGINE EMISSIONS STACK TESTING & ANALYZER WORKSHOP  
October 15-17, 2014; Oklahoma City, OK

ADVANCED PIPELINE DESIGN WORKSHOP  
November 4-6, 2014; Houston, TX

SGA NETWORK

Visit the May Network News to learn more about programs like:

The Dynamics of the PR Battle  
Recorded at the SGA Management Conference

Presenter

Bart Mongoven, President & CEO, Keyframe Policy Consulting, LLC

Target Audience: All Employees

Program Focus

Bart Mongoven's timely presentation addresses critical issues facing the natural gas industry in today's high profile environment. We know there are lots of supporters of the natural gas industry especially with regards to client change and the environment. But there are others that are not supportive of the industry. Mongoven's goal is to help us understand some of the mysterious reasons people are opposed to the natural gas industry.
KeyFrame Policy Consulting specializes in solving public policy issues. In his presentation Bart looks at the specifics from the stakeholders, activities & environmentalists.

**Topics Discussed**

- The changing way environmentalists and policy makers are talking about climate change
- The differences between and among key gas stakeholders
- The likely nature of the debate over natural gas in the coming years

SGA Network Contact: Jake Wagner

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**GAS MACHINERY RESEARCH COUNCIL**

**FOUNDATION DESIGN WORKSHOP: NEW FOUNDATION DESIGN AND EXISTING FOUNDATION REPAIR/UPGRADING**
June 18-19; Houston TX

This workshop provides valuable guidance for maintenance reliability of compressors. The workshop is intended for engineers, reliability and maintenance technicians and construction technicians with responsibility for reciprocating compressor design and installation. Industry experts Bob Rowan and Charlie Rowan of Robt. L. Rowan & Associates, and Geoff Anderson and Brian Remy, Tech Transfer Inc. provide hands on, real world instruction.

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**APPLIED PRINCIPLES OF ENGINES AND COMPRESSORS**
June 17-20; Houston

An in-depth engine fundamentals class that provides a solid foundation to any employee involved in the operation of prime movers. Expert instruction provided by Randy Anderson, CECO.

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**BLOG HIGHLIGHTS**

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

- May 15, 2014: 2014 Communications Award Program
- May 12, 2014: SGA Executive Council Releases White Paper on "Lessons Learned from the Winter 2014"
- May 9, 2014: Potential Gas Committee
- May 5, 2014: Gas Supply Marketing Section - UPDATE
- April 29, 2014: SGA Welcomes Rick Zapalac to the SGA Board of Directors
- April 28, 2014: Reset the Clock: Replace Liability With Credibility Practical Employee Relations For HR Professionals
- April 21, 2014: SGA Honors Atmos Energy for Literacy Center
- April 21, 2014: Call Before You Dig: How 811 Works
- April 15, 2014: Customer Growth through Successful Multi-family Programs
- April 15, 2014: NextEra Energy Joins SGA as a Gas Supply Marketing Member
- April 11, 2014: Ranelle Warfield Receives the SGA Leaders Make a Difference Award
- April 11, 2014: CenterPoint Energy Receives SGA Marketing Excellence Award
- April 10, 2014: SGA Management Conference - Wrap Up
- April 10, 2014: SGA Service Award Recipients Recognized at the Management Conference
- April 10, 2014: Congratulations to the SGA Community Service Award Recipients
April 10, 2014: President's Message

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