TEXAS TO TORONTO, CNG ROAD TRIP

Did you follow the Texas to Toronto, CNG Road Trip of Mike and Liz DeArmond earlier this week? The exploits of these 2 Texans (and Atmos Energy employee) driving more than 1,500 miles in a Dodge Ram CNG truck was featured on the Atmos Energy Facebook page, You Tube and Twitter.

Here's some highlights from their trip to Toronto:

- Traveled 1,849 miles in 3 days driving through 10 states to Toronto
- Spent only $111 on 87 GGE of clean burning natural gas (only had to drive 104 miles on gasoline)
- Produced 90 percent less carbon emissions along the way
• Had a great time along the way while promoting natural gas as a clean and affordable transportation fuel

Final numbers of the total round trip from Texas to Toronto:

• Total Miles Traveled - 3135
  o Nat Gas Miles - 3006
  o Gasoline Miles - 129
• Total Fuel Consumed - 146.09 gallons
  o Total Nat Gas Gallons - 137.89
  o Total Gasoline Gallons - 8.20
• Total Dollars Spent - $297.50
  o Nat Gas Dollars - $270.20
  o Gasoline Dollars - $27.30

If you did not follow the Texas to Toronto social media adventure, you can check it out with links below.

www.facebook.com/atmosenergy
https://twitter.com/atmosenergy
http://www.youtube.com/watch?v=F03MVuFnPIs&feature=c4-overview&list=UUBfDOqKmjYCuMVBJC_vY4EQ

INFO-SHARE SURVEY: FIELD OPERATIONS

Questions

1. How are back office support functions structured throughout your organization?
2. Based on your structure, how are the back office teams managed?
3. What factors were considered for determining your current structure?
4. Are back office functions performed through a work management application?
5. How are staffing volumes determined and how is success measured?
6. Do other departments complete operational back office support functions from start to finish?

Take the survey: https://www.surveymonkey.com/s.aspx?sm=x64oD5gS88mDhqyMe81NyQ_3d_3d
Respondents will receive the results of this survey. Contact: Kent Hobart
2013 COMMUNITY SERVICE AWARDS
New Orleans, LA - April 4, 2012 - The Southern Gas Association Integrated Communications Committee announced the 2013 Community Service Award recipient. This Year we had two categories, with a first place winner for each one. For the Community Service Project Award, the winner was Atmos Energy with "Project Pipeline." For the Corporate Community Service Campaign Award, the winner was Mobile Gas with "Employee Volunteer Future Program." Announced at the Management Conference Customer Experience Roundtable.

Click Here to view the full article
Contact: Randy Randolph

NEW REVENUE PROTECTION INTEREST GROUP FORMING
Would your company like to share ideas and best practices with other SGA members in an interest group focused on Revenue Protection or minimizing the theft of gas service? If you or someone else in your company is interested in being part of this new group, please contact Kent Hobart.

UPS RAMPS UP NATURAL GAS INVESTMENT
UPS (NYSE: UPS) today announced the accelerated growth of its alternative vehicle fleet with plans to purchase approximately 700 liquefied natural gas (LNG) vehicles and to build four refueling stations by the end of 2014. Once completed, the LNG private fleet will be one of the most extensive in the U.S.

ATLANTA - Pivotal LNG, a wholly owned subsidiary of AGL Resources (NYSE: GAS), announced that it has entered into an agreement with United Parcel Service Inc. (NYSE: UPS) to provide liquefied natural gas (LNG) for UPS fleet operations in Nashville and Knoxville, Tenn. Click Here for more information.

FRITO LAY OPENS CNG FILLING STATION
Frito-Lay North America opened its first CNG fill station last week in Wisconsin and announced it will break ground on 7 other stations in the US. The 7 stations will provide CNG to a fleet of 208 trucks which represents 20% of Frito-Lays fleet. This will eliminate 7863 metric tons of carbon emissions.

According to the EPA transportation accounts for 1.8 billion metric tons of carbon dioxide equivalent annually second to electric generation which is 2.21 billion metric tons.

EVENT CALENDAR

UTILITY BEST PRACTICES WEBINARS - What's up in July!
With a booming housing market and rapidly growing Austin population, Texas Gas Service recognized the increased need to educate major building industry groups that influence home buyers' decisions to purchase or retain natural gas appliances in their homes. Texas Gas Service already has well-established natural gas appliance education outreach programs with builders, plumbers and appliance retailers in Austin; however, they realized there was a need to educate Realtors® on natural gas appliance selling points since they work with thousands of new residents flooding into Austin every year. Texas Gas Service conducted focus group research and used the
specific feedback to launch the Realtor® Resource Program in 2012. To find out the elements of the program and how it has been successful, click here to register to hear the presentation via webinar - July 25th, 9:30 - 10:30 a.m. CST / 10:30 - 11:30 a.m. EST.

Click Here for more information on SGA / APGA Utility Best Practices Webinars and to view past webinars.

**MARKETING & CUSTOMER EXPERIENCE CONFERENCE**

August 12-14, 2013 - The Roosevelt New Orleans, LA

Conference Chair - Clay Erwin, Alagasco

It's that time again for natural gas sales, marketing and customer experience professionals to join for a unique opportunity to learn, share best practices and discuss current challenges and innovative solutions to issues facing today's natural gas professional.

Just a few highlights...


Facts Around Hydraulic Fracturing, Mark Boling, Southwestern Energy Company, President of V+ Development Solutions

**Roundtables/Breakout Sessions**

- Commercial Industrial Sales & Marketing
- Contact Center Operations
- Customer Service Field Delivery
- Integrated Communications
- Meter to Cash
- Residential Sales & Marketing

**Hotel Information**

The Roosevelt New Orleans, A Waldorf Astoria Hotel

- 123 Baronne Street, New Orleans, LA 70112
- Deluxe King, Queen or 2 Queens at $141
- Cut-off rate for SGA - July 22, 2013
- Reservations - (504) 648 - 1200 (Ask for SGA or Southern Gas Association rate)

**Registration Fee**

Member: $655
Non-member: $875

Click Here to register and for more information
TRAINING WEEK I & II - Fundamentals & Leadership Programs

Around 22 industry organizations participated in SGA Training Week I at the Charles K. Vaughan Center in Plano, Texas, May 14-16, 2013. Thank you to Atmos Energy for hosting the event at their facilities, and for all of their help throughout the week.

If you missed Training Week I or the opportunity to take a specific course while at Training Week I, take a look at the Training Week II webpage and register for one or two courses. "Round two" will be held at CenterPoint's office in Houston, Texas, September 17-19, 2013.

Training Week 2 includes the following workshops:

- **Introduction to the Natural Gas Industry**
  - Registration fee - Member: $395, Non-member: $595
- **The Ratemaking Process**
  - Registration fee - Member: $395, Non-member: $595
- **How Natural Gas Is Bought and Sold**
  - Registration fee - Member: $395, Non-member: $595
- **Introduction to Regulated Natural Gas Accounting**
  - Registration fee - Member: $395, Non-member: $595
- **Project Planning and Management Workshop**
  - Registration fee - Member: $595, Non-member: $725

Contact: Jake Wagner or Veronica Garza

2013 SGA ARCHITECTS AND ENGINEERS VIRTUAL CONFERENCE
Join SGA, ESC and several utility companies, as we partner as an industry to build stronger relationships with architects, engineers, builders and key customers. On November 5, 2013, 1:00 - 4:00 p.m. CST we will air a live webcast to deliver an update on the natural gas industry, the benefits of implementing natural gas into commercial projects, as well as other hot topics, peaking the interest of architects, engineers, builders or decision makers.

Potential topics include:

- ABC’s of retrofitting for natural gas. Step by Step approach and can you actually guarantee a payback analysis?
- Working towards a common goal of energy intensity reduction - Young architects and engineers - How to work with each other?
- LEED vs Green Globes (GBI)
- Hydraulic Fracturing
- EPACT 2005 - Tax Credit for being energy efficient

How it works: It is recommended that each participating company hosts a luncheon, reception and/or dinner for their guests, where their local management will have the opportunity to interact with the architects, engineers, builders or key customers, in their respective markets.

Companies organize their group(s) in one or more location to view the webcast on a large screen. The virtual conference will include Q & A time, conducted by a moderator, live from the broadcast studio.

The benefits of this format include:

- Ability to invite higher level of participation by local architects, engineers, key customers
- Ability to offer at division or regional level at one low cost per company
- Participants receive 3 Learning Units, through SGA, AIA/CES Registered
- Receive the recorded webcast
- More than one connection per company available

Current Participating Companies:

Alagasco, Atmos, CenterPoint, ESC (sponsor), FPU, Laclede & Piedmont

Registration
$1,500 - per company webcast connection with unlimited amount of locations

Contact Veronica Garza regarding The SGA Virtual Conference for Architects and Engineers.

Still shot of platform used for the interactive virtual conference
SGA is pleased to announce an exciting new space at SGA called Connect@SGA. This is a social media tool for our members to use to connect with each other and allow SGA to serve its membership in new and exciting ways. Our goal is to extend the collaborative aspects of SGA by extending the social interaction and networking that happens at our conferences, workshops and roundtables beyond the events themselves. This new tool provides individuals the opportunity to:

1. **Connect with others:** SGA has over 150 member organizations with over 15,000 individual employees. Connect@SGA will allow these individuals to identify and communicate with peers in other organizations. The system will be able to identify those with like interests and demographics.

2. **Learn from each other:** Since so much of what we learn comes from collaboration with others, we plan to extend our workshops and webinar series by setting up communities with discussion threads and the ability to share documents with each other. All content is
searchable so eventually, Connect@SGA will become a tremendous knowledge repository.

3. **Extend our events**: Connect@SGA provides a great way to extend our "events" so attendees can continue learning about topics of interest well beyond the date of the actual event. We will post session documents for members to download, list links to relevant sites and establish discussions focusing on topics discussed during the event.

4. **Congregate into communities of like interests**: Connect@SGA is designed around discussion forums. Members will be able to gain access to different communities and even create new communities that focus on specific interests. To begin with, we will have all of our committees, interest groups and certain events established as communities. If additional communities are needed to support a specific area of interest, project or group, we will add them as needed based on feedback from membership.

5. **Share Ideas**: Ultimately, we will use Connect@SGA as a way to share ideas. With the ability to manage discussions, share documents and search the system, individuals will have a powerful tool that should assist their ability to connect, learn, and share.

To get started, go to [http://connect.southerngas.org](http://connect.southerngas.org) and login. If you do not have an account already, you can create one. Please keep in mind that your account is tied to your email address so that you receive communications and up to date ideas and requests from other membership individuals.

Contact: [Doug Hinkle](mailto:doug.hinkle@sga.org) and [Gary Hines](mailto:gary.hines@sga.org)

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**SGA NETWORK**

**NETWORK NEWS - JULY ISSUE**

The SGA Network is pleased to release your monthly newsletter. It is packed full of information on Accounting & Finance which is this month's focus.

Inside you will find:

- [Critical thinking: Leading Innovation and Value Creation](#)
- Creativity and Innovation Workshop - Interactive web conference to help you think creatively
- Programming Committee Meeting Reminder - September 11-13, 2013 in Tulsa, OK
- Meet Clara Rodriguez

We hope you enjoy all that the newsletter has to offer and look forward to hearing your feedback. Be on the lookout for another SGA Network Newsletter next month.

[Click here](#) to view the full July Newsletter

**PAST MARKETING/SALES ORIENTED PROGRAMS**

[Click here](#) to view some videos that relate to sales and marketing. These videos are used as resources to enhance facilitation skills.
2013 - 2014 SGA MEMBERSHIP DIRECTORY

Looking to connect with other industry professionals/partners? Click here to view the SGA Membership Directory.

Like SGA on Facebook  Follow SGA on Twitter

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

Southern Gas Association
3030 LBJ Freeway, Suite 1300
Dallas, TX 75234
Phone: 972-620-8505
Fax: 972-620-1613
Email: memberservices@southerngas.org
Hours: 9:00 am - 5:00 pm CST

Forward this email

This email was sent to mgrubb@southerngas.org by veronica@southerngas.org | Update Profile/Email Address | Instant removal with SafeUnsubscribe™ | Privacy Policy.
Southern Gas Association | 3030 LBJ Frwy, Suite 1300 | Dallas | TX | 75234