Please excuse the different look to our newsletter - we are in the process of implementing a new Association Management System that will help us better serve our members, and they are working on new templates for all our SGA newsletters (we produce 5). So the Network News will look like this for a few months.

**LEARNING AND DEVELOPMENT PROGRAM**

**FEBRUARY PROGRAM**

"*About Our Industry: Hydraulic Fracturing*" is part of a quarterly series that will highlight hot topics in the natural gas industry, and how as employees we can continue to build our industry ambassador skills. This February course takes a look at hydraulic fracturing and the key issues that surround shale gas.

Available starting February 20.

[Link to more information.]

**MARCH PROGRAM**

"*Conflict Management: Anti Bullying.*" Although the setting for bullying has changed from the playground at recess, the dynamics are much the same. Bullies in the workplace exert their power to intimidate, exclude and/or belittle their targets. In this roundtable discussion, HR consultant *Tish Times*, uses her keen ability to address free-flowing dialogue and help groups grow past their own obstacles to develop tools for success in the workplace environment.

- How to handle bullying in the workplace
- Am I the bully?
- Constant and unfair criticism
- Insults and behind the back put-downs/Malicious gossiping

**COMPANION PROGRAMS AVAILABLE NOW IN THE SGA NETWORK LIBRARY**

**Hydraulic Fracturing: The Plain Facts...Hold the Hysteria!**

George King, Apache Corp

- Facts of frequency and environmental impact
- What are the odds?
- Reasons behind the anti-frac hysteria
The Business of Natural Gas
Learn how we make money in the Natural Gas business through this five minute animated video short.

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 the Customer Experience Sections plan to develop 3-4 webinars in 2014 around topics relevant to customer care and growth. If your company is a Member Plus+ member, you have access to these programs at no additional charge. What's on the drawing board for March:

Customer Growth through Successful Multi-Family Programs
We featured information about this program in the January Network News. Just added is a presentation by Atlanta Gas Light - "Success in the High Rise Market."

Contact: Veronica Garza

OPERATIONS AND ENGINEERING PROGRAM

This program is offered as a series. The Operations & Engineering Section developed this 4 webinar series. If your company is a Member Plus+ member, you have access to these programs at no additional charge. Starting in March:

Operations & Engineering Spring Web Conference Series
This series of web conferences is intended to promote discussion, learning and knowledge about issues and potential improvements to integrity management of the nation's natural gas pipeline infrastructure. This 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)

Link to more information and to register

WELCOME NEW MEMBERS

HDR Inc.

Natural Resource Group
SGA CAMPUS UPDATE

Over the coming months, we will be rolling out a number of valuable changes to how we manage distance learning at SGA. We will soon have new ways to access all of our distance learning opportunities and new ways to participate. The Campus@SGA will merge SGA Network videos with our SGAonline web based training material into one system. There will also be new ways for members to access our content. More to come...

OTHER INFORMATION

NETWORK WEBSITE QUICK START GUIDE
Click here for an easy user guide.

EVOLUTION OF THE SGA NETWORK
The Network has evolved and now offers opportunity in the areas of operations & engineering (transmission and distribution), marketing and customer experience. Companies now have the option to purchase “a la carte,” or subscribe to a bundled “Network Member+PLUS,” all inclusive subscription.

For over 20 years, the SGA Network has produced valuable content for the natural gas industry. This content is delivered through technology and is produced and developed by your peers. Programs developed by the Network have been utilized to educate, motivate and communicate to leaders and employees. The Network was strictly a company subscription and focused on leadership and professional development. However, to meet the growing needs of industry professionals, SGA started delivering more virtual training programs to include technical content to help maintain a safe and reliable pipeline system. SGA and industry volunteers will continue to deliver timely and relevant programs to you and your employees!

TRAINING PROFESSIONAL ROUNDTABLE

- June 24-26
- Tampa Florida
- More:

Several topics have been identified including the growing use of mobile devices for learning, remote troubleshooting and performance support. Make plans to attend!

LONG TIME NETWORK SUPPORTER - JEAN LOWRY - RETIRES

Jean Lowry, recent retiree of Energen (Alagasco), has dedicated almost 30 years to the natural gas industry as a professional leader, motivator and dear friend! As of December 31, 2013, she has retired and will be missed by many!

It was the late 80s when SGA first met Jean Lowry at an SGA Communications Roundtable in New Orleans. However, Jean’s journey in the industry began at Energen in the Communications Department 29 ½ years ago. She was responsible for the communications function of Energen's non-utility subsidiaries (oil and gas production, well drilling, intrastate pipeline, etc.). In 1991, Jean moved to HR / Training and worked with personal, professional, leadership, and organizational development as Director,
Employee Development, until 2008. The next chapter in Jean's journey was on an IT Project Team to assume training responsibilities for an extensive / intensive SAP customer service implementation that impacted all utility customers and almost half of Alagasco's employees. When the project ended, Jean stayed in IT to create a technology training department, which Energen's leadership justified based on their current and planned investment in technology. She explains "the department's function is to train current and new employees to use the technologies necessary to perform their jobs and accomplish corporate objectives. The department's staff is an advocate for end-users, developing training content that translates IT capabilities and corporate objectives to employee's in a manner that supports their success individually and collectively". Jean retired as Manager -- Information Technology Training.

After moving to training in '91, Jean became involved with the SGA Network Program Committee (CTN at that time) and later served as its chair leading up to the transition from satellite- to web-based delivery and the addition of webinars and web conferences to the curriculum. In the mid-1990s she became a member of the Professional Development Committee and served a term as its chair. "When my role changed to technology training, I could not find any support groups among the system developers nor any academic institutions with this specialized curriculum. I turned to SGA, and they approved my proposal to create a Technology Training Committee with the dual purpose of supporting technology trainers and teaching all trainers to use learning technologies for developing / delivering their courses. I was honored to serve as the Committee's first chair, and I'm excited about its plans for 2014 -- especially for the Training Professional Roundtable in Tampa June 24-26," explains Jean.

What will Jean miss most about working in the industry, including SGA? “That's easy -- the people. As an Energen trainer, I was blessed to interact with employees by supporting their personal and professional development, encouraging them to accomplish tasks they didn't think possible (especially when many operations employees had to learn to use a PC in order to perform their jobs), and observing their sense of accomplishment, pride, and self-confidence when they succeeded in using their new knowledge and skills. As a member of SGA, the staff and the network of trainers from other SGA companies supported my professional development and corporate responsibilities / objectives. The exchange of information and experiences, successes and failures, was an invaluable resource ... in addition, we created and shared resources that provided efficiencies, timeliness, and quality to all of our programs,” says Jean.

Jean and husband Len are still adjusting to retirement, but "we're loving it!" They are exploring new ministry opportunities at church -- things they couldn't do while working. "We are blessed that our family lives nearby, and we are enjoying being more involved with our grandchildren (ages 12 months through 8 years). Len and I love to travel, so don't be surprised if we drop in for dinner at a future Roundtable on our way to ???."

"Jean is a true learning professional, and has added great value to the Learning and Development Committee, and SGA Network across the years by freely sharing her knowledge and insights. She was never afraid to try something new and always asked, 'Why can't we ...?', instead of 'We can't ....' Jean will be missed!" - Judy Cook, PSNC Energy / SGA Learning & Development Committee.

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