Access an electronic copy of this report: visit the SGA Network panel on the SGA homepage - www.southerngas.org.
• The **purpose** of the SGA Network is to support the development of employees in the natural gas industry; and to communicate timely industry information across SGA’s member companies. Success is a user engaged as a result of the learning.

• The SGA Network **fills the gaps** in training and education for natural gas employees by creating customized and unique learning opportunities tailored for our industry.

• All **member driven** Network Subscription Series programs are developed and produced by the Network Programming Committee made up of a cross functional team of professionals from Network member companies.

• The SGA Network is also aligned with other SGA committees and Interest Groups to keep current on industry needs.
• Anytime Learning
• Accessible Anywhere
• Value Added, Relevant Natural Gas Programs
• Monthly Competency Based Newsletters
• Mapping Tools
• Customizable (Derivative Courses)
• Aligned with SGA
2013 Highlights

- Produced and delivered relevant content to the Natural Gas industry (44 virtual events).
- Aligned the Network virtual program with the SGA Committee structure so that all programs are developed by industry professionals serving on SGA Committees (adding depth to content).
- Developed tools to personalize the learning experiences by mapping content to competencies (Supervisor Development Tools).
- Enhanced communications to users with a monthly newsletter.
- Implemented new trends in training & delivery methods:
  - Introduced a new delivery method with a live video webcast from the SGA Operating Conference.
  - Produced our 1st animated short program, "The Business of Natural Gas".
  - The Network showcased a multi-cast live Q&A production of the documentary “Switch”. Over 1,500 members from 38 member companies participated in this live multi-cast and gave it a 95% satisfaction rating.
### 2013 Programs

#### 12 New Video Programs

- Dean Fox
- Frank Starkey
- Jeff Havens
- Alan Beaulieu
- Animated Short
- Panel of Industry Executives
- Industry Leaders
- Andrew Urich
- Brad Kamph
- Michael Hoffman
- Michael Hoffman

#### 10 Live, Interactive Webinars

- Charlie Helm
- Bill Carver
- Mike Grubb
- SGA Industry Panel
- Les Myers
- Richard Hawk
- Industry Panelist
- SGA Industry Panel
- SGA Industry Panel
- Industry Panelist

<table>
<thead>
<tr>
<th>Program</th>
<th>Presenter(s)</th>
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<tbody>
<tr>
<td>Cyber Security: A CEO’s Friend or Foe</td>
<td>SGA network</td>
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<td>Facilitation Skills</td>
<td>SGA network</td>
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<td>Got Ethics?</td>
<td>SGA network</td>
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<td>Economic Insight</td>
<td>SGA network</td>
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<td>The Business of Natural Gas</td>
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<td>A View from the Top</td>
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<td>Your Future in Natural Gas</td>
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<tr>
<td>Critical Thinking: Leading Innovation and Value Creation</td>
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<td>Knowledge Management</td>
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<td>Managing a Remote Team</td>
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<td>Flexibility &amp; Adaptability</td>
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<td>Regulatory Compliance: A Review and a Look Ahead</td>
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<tr>
<td>Regulatory Compliance: Focus on LNG</td>
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<td>Improve Your Personal Internet Security</td>
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<td>How to Plan and Facilitate an Effective Meeting</td>
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<td>Culture of Compliance in the Natural Gas Industry</td>
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<td>Planning for Retirement</td>
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<td>Creativity &amp; Innovation Workshop</td>
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<td>Training Best Practices Roundtable Discussion “E-luctance”</td>
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<td>Capturing Knowledge in the Natural Gas Industry</td>
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<td>Working Remotely</td>
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<td>Mergers and Acquisitions</td>
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<tr>
<td>Natural Gas as a Transportation Fuel: Building the NGV Market</td>
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<td>Tracking and Traceability - Knowing Your System</td>
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<td>SWITCH on the Network</td>
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<td>Joint Session Roundtable “Creating a culture of safety”</td>
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<td>Panel on Safety Culture Implementation Part 1 – Nuclear Power Industry</td>
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<td>Part 2 – Petrochemical Industry</td>
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<td>Part 3 – Airline Industry</td>
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<td>SGA April 2013 Update &amp; SGA Management Conference Awards</td>
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<td>Integrity Management Continuous Improvement (IMCI) Session 1</td>
<td>SGA network</td>
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<tr>
<td>(IMCI) Session 2-4</td>
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<tr>
<td>Accelerated Replacement Programs (ARP) Session 1</td>
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<tr>
<td>(ARP) Session 2-5</td>
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<td>Kids KNOW that Natural Gas is Good!</td>
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<td>Secret to Happiness</td>
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<tr>
<td>NGV Update: Natural Gas As A Transportation Fuel</td>
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<tr>
<td>Lessons Learned in Response to the PG&amp;E Incident in San Bruno</td>
<td>SGA network</td>
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#### All programs rated 4.1 or above out of 5 Star rating!
HR Section Managing Committee

- Provides strategic leadership & support to the Committees within their Section; including the SGA Learning & Development Committee

SGA Learning & Development Committee

- Provide SGA member companies with multiple, resource-efficient, opportunities for learning and development initiatives through a variety of delivery channels.

SGA Operations & Engineering Section Committees

- Develop and facilitate virtual program(s) designed to improve system design and operations with a focus on best practices, safety, and compliance.

SGA Customer Experience and Marketing Committees

- Develop and facilitate virtual program(s) designed to provide examples of effective community service and other communications and public awareness programs, as well as focus on smart practices and innovative ideas for growing load through end-use programs.
# 2014 Strategy for Delivering SGA Programs Virtually

## SGA Network

### Operations & Engineering

<table>
<thead>
<tr>
<th>Transmission</th>
<th>Distribution</th>
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<tbody>
<tr>
<td>• Integrity Management Web Series (April/May 2014)</td>
<td>• Accelerated Replacement Web Series</td>
</tr>
<tr>
<td>• Regulatory Compliance Update Webinar</td>
<td>• Construction Inspection Virtual Roundtable Webinar</td>
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<tr>
<td>• L&amp;G Webinar</td>
<td>• Operating Conference “Live Webcast”</td>
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<tr>
<td>• Operating Conference “Live Webcast”</td>
<td>• Web Workshop</td>
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</table>

**Est. 8 deliverables**

**Est. 6 deliverables**

### Marketing & Customer Experience

- Marketing / Utility Best Practices Web Series (monthly)
- Community Service Programs Webinar
- Architects & Engineers Virtual Conference

**Est. 13 deliverables**

### Learning & Development

- 20 video &/or webinar Industry Specific content from a professional development perspective
- Mapping documents linking the Video library of over 300 archived, on-demand learning & development programs to job skills and topics

**Est. 20 deliverables**

### Web Based Training

- Knowledge measurement throughout modules
- Main areas of topical information:
  - Industry Introduction
  - Ratemaking
  - Transmission System Overview
  - Distribution System Overview
  - DOT Compliance

**Est. 4 deliverables**

### Additional BONUS Programs

(Produced Throughout the Year)

- Timely BONUS programs Ex. Documentary **Switch**
- Various Conference Keynote Speakers & Other Presenters
- Management Conference 2014:
  - The Dynamics of the PR Battle
  - Customer Growth-Business Perspective
  - Getting to “Yes”

**Est. 3 deliverables**

---

All programs are available on the SGA Campus
Visit the SGA *Campus* to access all of SGA's distance learning programs & online training – on demand.

Available starting Q2-2014

Transforming Learning from Passive to Active
Connect@SGA

An effective way to connect with your peers in the natural gas industry.

- Network with peers
- Engage in discussions on industry-related topics
- Share best practices

HOW TO ACCESS CONNECT:

2. Login (using the same credentials you use to register for SGA events; or create one)
3. Select “Communities” in the menu tab and select “All Communities.”
4. Find the communities that interest you and join in on the conversation.
# Learning and Development

SGA Network, produces and delivers video broadcast, webcast and webinars for the Natural Gas Industry.

<table>
<thead>
<tr>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
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<tbody>
<tr>
<td>22nd</td>
<td>13th - About Our Industry A Natural Gas Ambassador Q1 (Quarterly Series)</td>
<td>24th - Conflict Management Anti Bullying/ Sensitivity Training</td>
<td>10th - How to be successful in a Behavior Interview: As an interviewee, learn what you can expect &amp; how you can be successful in an behavior-based interview.</td>
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<td></td>
<td>This quarterly series will highlight hot topics in the natural gas industry and what it means for employees.</td>
<td>Are you a closet bully? What is sensitivity training? Learn how to stop hazing in the workplace.</td>
<td>24th - Leveraging the Power of Generations: Q2 (Quarterly series)</td>
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<tr>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
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<tr>
<td>1st - Managing &amp; Supporting Change</td>
<td>1st - Embracing Technology (Part 2 of a 3 Course Series)</td>
<td>10th - Leveraging the Power of Generations: Q3 (Quarterly series)</td>
<td>1st - Business of Natural Gas: Learn how we make money in the Natural Gas business Understand the regulators roles. What is O&amp;G vs. Capital?</td>
</tr>
<tr>
<td>Perspectives from a panel of industry leaders focusing on managing &amp; supporting change in today’s natural gas operating environment.</td>
<td>12th - About Our Industry A Natural Gas Ambassador Q2 (Quarterly Series)</td>
<td>22nd - Accountability &amp; Personal Ownership: Understand personal accountability, “What can I do to contribute?” and “How can I make a difference?”</td>
<td>7th - Embracing Technology (Part 3 of a 3 Course Series):</td>
</tr>
<tr>
<td>1st - SGA Management Conference Update: Timely topics from the SGA Management Conference</td>
<td>8th - Embracing Technology (Part 1 of a 3 Course Series): How can we embrace ALL the many technological advances in our world? In this series learn tips and tools for success.</td>
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<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
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<tr>
<td>18th -</td>
<td>2nd - Necessary Endings: It’s Time we Embrace Quitting (A 4 week Webcast Series on Conflict Ming): In this 4 week series learn how and why we should sometimes embrace quitting to attain success.</td>
<td>1st - Necessary Endings (Pt. 4)</td>
<td>11th - About Our Industry A Natural Gas Ambassador Q4 (Quarterly Series)</td>
</tr>
<tr>
<td>About Our Industry A Natural Gas Ambassador Q3 (Quarterly Series)</td>
<td>9th - Necessary Endings (Pt. 2)</td>
<td>1st - Personal Branding: These videos will help employees define and manage their brand, as well as how to use and communicate their brand for success in the industry.</td>
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<tr>
<td>23rd - How to be a good meeting participant: In this webinar, explore the habits of effective meeting participants including assertiveness skills, meeting etiquette, &amp; pre-work.</td>
<td>23rd - Necessary Endings (Pt. 3)</td>
<td>13th - Leveraging the Power of Generations: Q4 (Quarterly series)</td>
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</table>
Members

Alabama Gas/Energen Corp. +
Arkansas Oklahoma Gas Corporation
Atmos Energy Corporation +
Boardwalk Pipeline
Cameron Valves & Measurement
CenterPoint Energy Corp. +
Chester County Natural Gas Authority +
Clearwater Gas +
Concentric Energy Advisors
Custom Alloy Corporation
Delta Natural Gas +
Dominion Resources +
Enbridge Energy
Energy Transfer/Southern Union
Enogex / Enable Midstream Partners
EQT Inc./Equitable Resources, Inc. +
Excelerate Energy
Florida PUC
Heath Consultants Inc.
HDR, Inc.
Jacobs Consultancy, Inc.
Laclede Gas Company
Louisville Gas & Electric
Memphis Light, Gas & Water Division +
Mobile Gas Service Corporation +
Municipal Gas Authority of Georgia +
Natural Resource Group, LLC
New Century Software, Inc
NiSource Inc. +
Northwestern Energy
Oceaneering International, Inc.
Okaloosa Gas District +
ONEOK, Inc. +
PAA Natural Gas Storage
Piedmont Natural Gas +
Power Plan Consultants
Questar Gas Company +
Roanoke Gas
SCANA Corporation +
SGC Engineering
Southern Star Central Gas Pipeline
Spectra Energy
TECO Peoples Gas +
Tenaska Marketing Ventures +
Ubisence
Vulcan
Washington Gas
Williams
Wood Group Mustang, Inc

As of 11-Mar-14
## Contacts

### Network Member Services
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### Learning & Development Program
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Veronica Garza: veronica@southerngas.org

### Distribution Operations & Engineering Program
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### Transmission Operations & Engineering Program
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### Event Production Manager
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### Learning & Development Manager (including Campus questions)
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