The Learning & Development Committee met in September to identify topics for 2015. Check out the 2015 calendar.

YOUR BENEFITS

• Access to relevant and timely natural gas programs

LEARNING & DEVELOPMENT

Enhancing-Your-Learning-Roadmap

Recorded webinar available starting January 8th

Panelists:
Veronica Garza, SGA Network
Doug Hinkle, SGA Network
Francenia Johnson, MLGW University

Target Audience:
All employees

Program Information:
The SGA Network website is MOVING to the SGA Campus. Learn how to navigate the site to enhance your learning opportunities.

Topics Addressed:
• Getting the most out of the SGA Network & the Campus
• Designing your learning organization for success: A case study from MLGW University

If you're looking for additional learning opportunities to help you and/or your employees align with your organization's need in achieving developmental goals, the SGA Network can help. Through industry volunteers the Network delivers high-quality, cost effective natural gas centric professional development distance learning programs and on-line training.

Understanding Natural Gas Regulations

Video available starting January 16th

PHMSA, OPS, DOT, CFR Part 192. Just like any other industry, the natural gas industry is full of acronyms – especially when it comes to the regulatory environment.

This short video will give you an overview of regulatory compliance within the natural gas industry. Learn the basics; including the history of regulation of natural gas pipelines in the US and the entities involved in regulating natural gas and their jurisdictions

Handling-Difficult-Conversations

Video Available Starting February 26

YOUR BENEFITS

• Access to relevant and timely natural gas programs
With the use of video scenarios, the team at Harmony Crew will introduce a unique new way to handle difficult conversations through effective communications created, with positive and open intentions, thoughts, and language.

See more at: harmonycrew.com

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<th>MARKETING &amp; CUSTOMER EXPERIENCE PROGRAM</th>
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<tr>
<td>Why Should Gas Utilities Care About End Use Codes and Standards?</td>
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<td>Webinar – Thursday, February 5, 2015 (9:30 a.m. CT)</td>
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With all of the issues facing natural gas utilities, end use codes and standards are often at the bottom of the list in importance. This is a critical mistake.

The gas industry has a primary interest in appliance installation codes and in standards affecting building efficiency and ventilation, appliance efficiency, and appliance safety. Codes may facilitate or restrict entry of gas products into the market. Codes and standards activities play a key role in preserving today's natural gas option and ensuring tomorrow's market for gas appliances. Codes and standards that treat natural gas equipment equitably can mean access to new markets, retention of current markets, an increased number of burner tips, and more gas usage per customer. The gas customer often saves money and realizes improved product performance and reduced exposure to risks...

Join the SGA (Building) Codes & Standards Committee and AGA to learn more about how codes and standards can promote the end use of natural gas and help you in your job.

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<th>OPERATIONS &amp; ENGINEERING PROGRAM</th>
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<tr>
<td>Successful Training Programs for Emergency Responders (webinar)</td>
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<td>January 20, 1:30 to 2:30 CT</td>
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Does your first responder training program have room for improvement? Do you ever wonder how best to get your message out to this important group?

John Hansen, former deputy Chief of the Oklahoma City Fire Department and current Executive Director of the Oklahoma Council on Firefighter training will share his insights on what first responders need and the best ways for operators to reach them. Andy Wells, Public Safety Supervisor with PG&E will provide an overview of PG&E's communications program for first responders and will share his company's best practices and lessons learned.

Sponsored by the Emergency Management Committee

Note: SGA Network Plus member companies can register at no additional charge.

Geohazard Threats to Pipelines
Part of the Safely Managing the Lifecycle of Pipelines Series
February 2 - 23, 2015
Why should we better understand geohazard threats to pipelines?
Per ASME B31.8S = Article 2.2 Integrity Threat Classification.

One of the 21 threats that must be managed is "earth movements." Another is "heavy rains and floods." In both cases, pipeline movement may occur. Such movement may result in stresses being developed in the pipeline other than the normal hoop stress which is due to the internal pressure in the pipeline.

Participate in this webinar series to learn from subject matter experts how to mitigate these threats.

Note: SGA Network Plus member companies can register at no additional charge.

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**Connect@SGA**

SGA is pleased to offer Connect@SGA to its members. This is a private social media tool to use to connect with each other and allow SGA to serve its membership in new and exciting ways. Our goal is to encompass the collaborative aspects of SGA by extending the social interaction and networking that happens at our conferences, workshops and roundtables beyond the events themselves. Learn more through this two page overview -- or start connecting today!

This newsletter custom developed for the following:
Name: <> <> <>
Company: <>
Title: <>
Address: <>
Phone: <>

To update your personal profile, visit mySGA. Users may also modify their user name & password.