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UPDATES AND INFORMATION

MANAGEMENT CONFERENCE – Update

The eight roundtable agendas are all complete. The opening general session will feature a panel discussion of CEO’s (Kim Cocklin, President & CEO, Atmos Energy; Caren Lawhorn, Sr. Vice President-Commercial, ONEOK; and Greg Rizzo, Group VP, Spectra Energy - are confirmed) providing their perspective on today’s natural gas operating environment. A panel discussion on “Safety Culture Implementation” is a follow up to last year’s hugely popular safety panel. Dean Fox, URS Corporation was a big hit at our Executive Conference last November and he returns to help us get focused on cyber security. And...the Conference dinner this year is an evening at the U.S. Freedom Pavilion at the National WWII Museum.

OPEN SEASON ON NEW OFFERINGS FROM SGA

Effective Crisis Communications for Communications Professionals

The Emergency Management and the Integrated Communications committees are considering hosting a workshop for natural gas communication professionals to develop skills for effective crisis communications. Attached is the draft agenda for this one day workshop. Registration would be approximately $595 and the workshop would take place in Houston. The committees are seeking feedback to measure interest. Contact Gary Hines.

Advanced Transmission Pipeline Design

The Transmission Technical Training Committee has sponsored the Transmission Pipeline Design Workshop several times each year since 2003 and are currently considering offering an advanced pipeline design workshop. Attached is the list of potential topics. The length and price for this workshop will depend on topics to be covered. The committee is seeking feedback to measure interest. Contact Gary Hines.
THE DOCUMENTARY - SWITCH
Make plans to participate in this unique opportunity. On April 19 (9-11 am CT), the SGA Network will broadcast the documentary, Switch. Dr. Scott Tinker, the author and narrator, will join the broadcast and answer questions following the program. Participants will be able to text in their questions throughout the movie. This is available to all SGA members.

About Switch
Every energy resource - fossil, nuclear and renewable - is undergoing profound changes. And overall, we're gradually shifting from coal and oil to the energies of tomorrow. This sweeping transition is the subject of Switch. Switch is also about a changing energy conversation. Today, it's polarized and unproductive. Switch focuses on practical realities and encourages a balanced understanding.

- Filmed in 11 countries
- 53 expert interviews
- 24 renewable energy experts and 19 fossil energy specialists including SGA program regular, Dr. Michael Economides and Barry Smitherman, Chairman, Public Utility Commission of Texas.
- Dr. Tinker has given over 450 invited lectures in the past 10 years
- Switch is Harry Lynch's 6th documentary

Play the trailer for Switch
Fee: Network Member Plus - no fee; Network Member - $250; Non-Network Member (must be SGA member) - $1,000. For up to 5 connections.

SGA Contacts: Gary Hines

ENVIRONMENTAL, SAFETY & HEALTH, AND TRAINING CONFERENCE
The Conference Planning Committee met in late February. Topics identified include: Environmental (greenhouse gas, EPA’s oil and gas sector rule and Eco database, public relations, abandonment projects); and Safety & Health (Contractor Safety Management, New OSHA Crane Standards, Leading and Lagging Indicators/ Incentive Programs, Lessons Learned From Super Storm Sandy); Training (OQ, e-luctance, on-boarding new employees).

MARKETING - CUSTOMER EXPERIENCE CONFERENCE
The Conference Planning Committee met in early March. Topics identified include: Commercial / Industrial Marketing (multi-family, tankless water heaters, NGVs); Residential Marketing (national key accounts, marketing excellence best practices); Contact Center (IVR Best Practices, Disaster Recovery/ Business Continuity, Technology Implementation); Customer Field Service Delivery (Performance Management and Metrics, New System Implementation/ Change Management, Enterprise Knowledge Transfer, Mutual Aid Response to Super Storm Sandy); Meter to Cash (Taking Credit Card Payments in the Field, Performance Metrics, Business Continuity Planning, CIS Replacements); Integrated Communications (Social Media Today, Crisis Management and Media Relations Safety Communication Best Practices, Public Awareness Communication Metrics.)

OPERATING CONFERENCE
A preliminary list of topics identified by some of the committees sponsoring roundtables at the Operating Conference (July 22-24; Houston) can be accessed here - More Info

UTILITY BEST PRACTICES WEBINAR SERIES
This series is co-sponsored with American Public Gas Association. The January webinar focused on Effective Realtor Programs presented by Marsha Barber, Atmos Energy. Contact Veronica Garza for more information about upcoming webinars.

LEARNING AND DEVELOPMENT BEST PRACTICES WEBINAR SERIES
On April 24th (9:30 to 10:30 CT), Memphis Light Gas & Water will present a case study, "Designing Your Learning Organization for Success". Contact: Veronica Garza.

GAS FORECASTERS AND SUPPLY PLANNING PRACTICES - BENCHMARKING SURVEY
This survey is updated approximately every five years and includes information about: forecasting daily requirements; winter design day; daily forecasting accuracy; seasonal contract entitlement level of supply; operations. This survey is currently being updated by the Gas Forecasters Committee with New Mexico Gas Company taking providing the leadership for this project. Contact: Pat Downey.
COMING SOON: CONNECT @ SGA
We often hear from our members they would like to stay connected with their peers after a conference, workshop or other SGA meeting. So SGA is implementing a virtual platform called Connect@SGA to facilitate the exchange of information. Highlights of the new system:

- No limit to the number of communities you can join
- Connect with other member company employees based on your interests and preferences
- Share resources (reference material, other documents) through the online resource library
- Receive updates via email of dialogue and discussion in communities of your choice

If you are interested in being a champion and helping to shape this new system, please contact Doug Hinkle. More information will be available in late March or early April, so stay tuned!

UPCOMING EVENTS

ACCELERATED REPLACEMENT PROGRAM - WEB SERIES
March 28 - June 6, 2013 - Online

INTEGRITY MANAGEMENT CONTINUOUS IMPROVEMENT WEB SERIES
April 1 - May 13, 2013 - Online

MANAGEMENT CONFERENCE
April 3-5, 2013 - New Orleans, LA

ADVANCED COMMERCIAL MARKETING FOODSERVICE WORKSHOP
April 9-11, 2013 - Birmingham, AL

MUTUAL ASSISTANCE & EMERGENCY MANAGEMENT WORKSHOP
April 24-26, 2013 - Clearwater Beach, FL

PRACTICAL IN-LINE INSPECTION WORKSHOP
May 7-9, 2013 - Tulsa, OK

TRAINING WEEK
May 14-16, 2013 - Atmos' Charles K. Vaughan Training Center - Plano, TX

Training Week 1 includes the following workshops:

- Introduction to the Natural Gas Industry
- The Ratemaking Process
- How Natural Gas Is Bought and Sold
- The Level Headed Leader: Understanding Yourself before Leading Others
- Introduction to Regulated Natural Gas Accounting
- Team Engagement

PIPELINE REPAIR METHODS
May 21-24, 2013 - Houston, TX

INTEGRITY MANAGEMENT FOR GAS TRANSMISSION PIPELINES
May 29-31, 2013 - Houston, TX

ADVANCED IN-LINE INSPECTION WORKSHOP
June 4-6, 2013 - Dublin (Columbus), OH

ENVIRONMENTAL, SAFETY & HEALTH, AND TRAINING CONFERENCE
June 4-6, 2013 - St. Louis, MO
Not seeing a workshop you are interested in or would like to bring one of our workshops to your location? Check out our full list of onsite workshops to indicate your interests.

SGA NETWORK

NETWORK NEWS - MARCH ISSUE
Click here to access the March issue, full of ideas on ways to use the Network in your organization, as well as information about upcoming events. Featured articles:

- "Got Ethics? Learn the How-To's and Why-Not's" - available starting March 14
- "Culture of Compliance in the Natural Gas Industry" - live webinar - March 26
- Update on the new "Supervisor Development Mapping Tools" - an easy to develop supervisory skills using video programs in the Network library (self-paced, self-directed)

GAS MACHINERY RESEARCH COUNCIL

GMRC/SGA TRAINING WEEK - April 16-19, 2013 - Pittsburgh, PA
Click on a class for information and registration:
- Project Planning and Management (NEW) - April 16-17
- Field Operations Maintenance Training (NEW) - April 16-19
- Factors in Compressor Station Design - April 17-19
- Compressor Station Vibration: Impact on Cost, Performance, & Reliability - April 17-19

BLOG HIGHLIGHTS

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

- AGA’s Playbook
- Thank You to our Committee Volunteers
- Thank You to our Spring Gas Conference & Expo Sponsors
- Thank You to our Environmental Technical Conference Sponsors
- Thank You to our Supply Chain Management Conference Sponsors

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