Southern Gas Association eLink
July/August 2012

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INDUSTRY UPDATES

The Power of Partnerships
The SGA Executive Council recently sponsored a webinar featuring Jonathan Tisch talking about the Power of Partnerships. Jonathan is Co-Chairman of the Board and a member of the Office of the President of Loews Corporation, one of the largest diversified financial holding companies in the U.S., and is also Chairman of its subsidiary, Loews Hotels. His company is 66% owners of Boardwalk Pipelines and 100% owners of Diamond Offshore Drilling – so he knows our industry. Jonathan shared nuggets from his book, “The Power of We – Succeeding Through Partnerships” and built some links to the natural gas industry. Click here to see an outline of Jonathan's presentation. To access the re-play of the webinar, click here.

PHMSA Indicates Single Quality Record Acceptable for Verifying Pipeline MAOP
At a recent DOT Technical Advisory Committee meeting, PHMSA publicly indicated that a single quality record would be acceptable and sufficient in verifying a pipeline’s MAOP. AGA had submitted a request for interpretation to the advisory bulletin issued by PHMSA on May 7, 2012 on verification of records for MAOP. AGA still expects a written response from PHMSA. AGA contact: Christina Sames. Published with permission from AGA.

Accelerated Main Replacement Programs
Based on interest, the Distribution Construction Operations & Maintenance Committee is sponsoring a one-day workshop in St. Louis, July 19th, hosted by Laclede Gas Company (see more details below). The Committee sees accelerated main replacement programs as an on-going topic of interest and will include this topic in the agenda for their roundtable at the Operating Conference. As lessons learned and best practices are identified, webinars to share information may be scheduled this fall. Contact: Randy Randolph or Kent Hobart.

NGV Operations Interest Group Update
This interest group’s focus is on natural gas fleet operations: dedicated vs. duel fueled, outsourcing, integration with traditional fleet, tank design, CNG operations/maintenance, service life, operating costs, and cylinder/tank inspectors. The interest group has scheduled their next open meeting to be held September 20-21, 2012 in Tulsa. Click here for more information and to register. Contact Randy Randolph for more information.

2012 Management Conference
The Management Conference attracted nearly 300 gas industry directors and vice presidents to Austin in April. One key note presentation included a focus on “What do World Class Innovators do that Others Don’t?” by Jim Carroll. This conference also featured nine topical roundtables providing a format for peer to peer discussions. Make plans to attend the 2013 Management Conference in New Orleans (April 3-5).

Celebrating Our Volunteers
Southern Gas Association has 375 volunteers serving on approximately 50 committees and interest groups. The goals and objectives of SGA are advanced by these volunteers. Each year, SGA bestows Service Awards to its volunteers. The following individuals were recognized at the 2012 Management Conference:

- Chris Akers, EQT Midstream - Midstream Committee and Transmission Operations & Engineering Section Managing Committee
- Michael Davidson, NiSource, Inc. - Customer Experience Section Managing Committee
- Chris Drescher, Southern Union Company - Engineering Management Committee
- Loree Elswick, Piedmont Natural Gas - Integrated Communications Committee
- Richard Gius, Atmos Energy Corporation - Information Technology Committee
- Gary Gregory, Atmos Energy, West Texas Division - 2012 Management Conference Planning Committee
- Kelley Grimes, Atmos Energy, West Texas Division - Sales & Marketing Section Managing Committee
- John McDill, Atmos Energy, Mississippi Division - Distribution Operations & Engineering Section Managing Committee
- Phillip Murdock, Atmos Energy, Mid-Texas Division - Distribution Integrity Management Committee
- Gary Gregory, Atmos Energy, West Texas Division - 2012 Management Conference Planning Committee
- Jon Noland, American Steel Pipe Division - Associate Members Committee
- Allen Nuttall, Piedmont Natural Gas - Spring Gas Conference & Expo Planning Committee
- John Paris, Atmos Energy Mid-Texas Division - 2012 Management Conference Planning Committee
- Mary Simon, Southern Union Company - Accounting and Finance Committee
- Jesus Soto, Jr., El Paso Corporation - Transmission Operations & Engineering Section Managing Committee
- Mark Waltermire, The Laclede Group - SGA Executive Council
- Ranelle Warfield, Piedmont Natural Gas - Customer Experience Section Managing Committee
- Bill Williams, Piedmont Natural Gas - Gas Supply Marketing and Transportation Services Section Managing Committee

Click here to see photos of the recipients.

**Executive Newsletter**

The purpose of the Executive Newsletter is to provide SGA Official Delegates, Accredited Representatives and other executives from member companies with a high level SGA update. Click here to read the most recent Executive Newsletter.

**Safety Culture Session Recorded**

Subject matter experts gathered at the Management Conference to discuss safety culture in the natural gas industry:

- Airline Industry - David Prewitt, retired CEO from Rotorcraft – safety culture in the airline industry and how that can apply to the natural gas industry
- PHMSA - Alan Mayberry, Deputy Associate Administrator, PHMSA – what are the key messages that PHMSA has for our industry, particularly related to safety culture
- National Transportation Safety Board - Chris Hart, Vice Chairman, NTSB - what are the key messages that NTSB has for our industry, particularly related to safety culture

This session was video-taped. View the trailer on the SGA homepage. To view the entire video, contact Farlene Powell in Member Services.

**TPAA Visits the Capitol**

The Texas Pipeline Awareness Alliance Executive Committee met in Austin, Texas on June 14, 2012. The committee met at the Capitol to discuss the 2012 TPAA campaign which raises public awareness for pipeline safety and damage prevention. Following the committee meeting, members went to the Texas Railroad Commission to meet with Polly McDonald and provide the Commission with an overview of TPAA activities. Email Nicole Reilley for more information about the Texas Pipeline Awareness Alliance or to learn how your company can become a member.

**Test Your Knowledge**

SGA recently asked attendees at its Introduction to the Natural Gas Industry course to submit questions. Gary Hines, SGA, provided attendees with answers to their questions. Below is one of the questions that Gary received.

**Q**) If a customer has an interruptible contract and there is no capacity to supply them, what happens?

**A**) In short, they do not have gas service. Companies typically manage this by issuing what is called an Operational Flow Order (OFO) – a dirty word in the pipeline industry. OFO’s come with penalty payments (typically 5 to 20 times the price of the
commodity) if they violate the rules of the OFO.

When I was in the industry, we lost a compressor at a station just outside of Kansas City during one of the coldest weeks in a 10-year history. We called an OFO and cut off any interruptible service. There was a high school that held interruptible service that had to cancel a swim meet one evening because they could not heat the water in their swimming pool. Their service had never been interrupted before so they were surprised to learn that they could not receive gas. It actually became a media hot potato.

Have a natural-gas-related question? Email Nicole Reilley. SGA will feature questions and answers in upcoming communications. Look for more soon!

**LNG-17**

In 2013, LNG 17 will be the largest global gas event in the world, and it will be the largest gas industry event in the United States since 1988. Some 5,000 attendees are expected for LNG 17, and the 200,000 square foot record setting exhibition will attract thousands more. SGA is a member of the LNG 17 National Advisory Committee. For more information about LNG 17 contact Jay Copan, AGA.

**SGA Blog**

The SGA Blog is a great way to stay up-to-date on the latest industry information. Click here to visit the SGA blog.

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**EVENT CALENDAR**

**Operating Conference & Exhibits**

July 23-25, 2012
Fort Worth, TX - Omni Hotel

More Information

The Operating Conference format is focused roundtable discussion. Attendees learn smart practices and lessons learned from their peers through 15 concurrent facilitated sessions. Breakout sessions with presentations from subject matter experts open the conference. Be sure to stop by the sold-out exhibit hall to see the latest products and services as well as the “811 Bike” and the “Chesapeake Chopper” - both are powered by natural gas. Look forward to a business mixer at the Rangers vs. Red Sox game at Texas Stadium. Questions: Member Services

2012 Breakouts
- Distribution Regulatory Compliance
- Transmission Integrity Management & Pipeline Construction, Operations & Maintenance
- Right of Way
- Safety Smart Practices
- Midstream
- Environmental Layman's Guide
- Underground Storage
- Chesapeake Barnett Shale Facility Tour
- Cross Bores

2012 Roundtables
- Distribution Construction, Operations and Maintenance
- Distribution Engineering
- Distribution Integrity Management
- Gas Control
- Legal
- LNG Operations
- Midstream
- Pipeline Construction, Operations & Maintenance
- Project Management
Planning to attend the business mixer at the Rangers vs. Red Sox game? There are a limited number of tickets. Click here to reserve your ticket now. Questions: Member Services

**MAOP Validation Roundtable: Part of the AGA/SGA Transmission Best Practices Program**
July 25 - 26, 2012
Fort Worth, TX - Omni Hotel
More Information

**Marketing & Customer Experience Conference**
August 13 - 15, 2012
Clearwater, FL - Hyatt Regency
More Information

The Marketing and Customer Experience Conference is ideal for professionals that work within the marketing or customer experience fields within a natural gas distribution company. This conference offers a unique opportunity to network and learn more about the residential, commercial and industrial markets, as well as the latest products, technologies, and solutions to issues facing today’s natural gas marketing professional. Those involved with contact centers, customer field service delivery, and meter to cash functions won’t want to miss this comprehensive program. Communications professionals will want to attend to learn best practices and discuss current challenges and innovative solutions. Click here to register.

**Natural Gas Fall Workshop**
September 10 - 13, 2012
Athens, AL - Leak City
More Information

**Fall Leadership Conference**
September 17 - 19, 2012
Clearwater, FL - Hyatt Regency
More information

2012 Roundtables
- Accounting & Finance
- Gas Forecasters
- Gas Supply Marketing
- LDC Rates, Regulatory, and Legislative Affairs
- Pipeline Rates, Regulatory, and Legislative Affairs

**Introduction to In-Line Inspection: Safely Managing the Lifecycles of Pipelines**
September 18 - 20, 2012
Tulsa, OK - T.D. Williamson
More information

**Transmission Pipeline Design Workshop**
November 6 - 9, 2012
Houston, TX - Williams Tower
More information

Register early! This workshop sells-out every year. Click here to download the registration form.
SGA Network Announces Newsletter

The SGA Network is pleased to announce the premier edition of the SGA Network Newsletter. It is full of information on continuous process improvement which is our focus for July. Inside you will find:

1. July broadcast information
2. Recommended reading
3. Network changes and updates
4. Learning trends

Click here to download your July newsletter. Click here to download your July broadcast packet.

We hope you enjoy all that this monthly newsletter has to offer and look forward to hearing your feedback. Be on the lookout for another SGA Network Newsletter next month. Have a question or want to send feedback? Please e-mail Farlene Powell.

SGA / APGA Utility Best Practices Webinars

One of the many member benefits offered through SGA is the sharing of utility best practices. In 2011, SGA featured award-winning entries from the SGA Marketing Best Practices Awards. This year, SGA / APGA are offering monthly webinars which will also include customer service and social media topics. The webinars are available at no additional charge to all SGA and APGA members.

The next webinar is scheduled for Thursday, July 26th, 9:30-10:30 a.m. CST / 10:30-11:30 a.m. EST. Chris Gent, Kissimmee Utility Authority, will present on “Crisis Management Marketing.” Click here to register for the July webinar – it’s quick and easy! Click here for the 2012 webinar calendar.

Become a Natural Gas Ambassador

Natural gas employees are one of the best tools for delivering important messages about natural gas. Hear from industry leaders on how employees can become natural gas ambassadors and learn how employees can engage their spheres of influence to understand the benefits natural gas can play in energy and in the future of America. Click here to login and begin viewing this program. Contact Farlene Powell for assistance.

SGA Network: Looking Ahead

SGA conducted fourteen SGA Network focus meetings over the first few months of this year. These meetings were very helpful in identifying areas for improvement for the Network. Areas include:

- **Governance**
  - Build a stronger committee governance structure
    - Distance Learning Committee
    - Network Programming Committee
    - Professional Development Committee
    - Technology Training Committee
    - HR Section Managing Committee

- **Communication**
  - How we communicate, what we communicate and to who
  - Develop a newsletter

- **Integration**
  - Competencies
    - Include Lominger model (more widely used by our members)
    - Convert across all professional development offered by SGA (Leadership Development program; on-line programs; Network programs)
    - Be consistent! (standardize)
  - Mapping content
    - Across all professional development programs offered by SGA (Leadership Development program; on-line programs; Network programs)
    - From our content to: 1) individual contributor; 2) supervisor; 3) manager; 4) high potential
  - Tip Sheets
- Help with application
- Integration with the SGA Committee Org Structure
  - Strengthen connection between SGA Committees and the Programming Committee
  - Better educate Committees about the Network as a resource

SGA is rapidly implementing these suggestions as staff and Network volunteers partner to deliver the rich content developed within SGA Committees, virtually through the Network. Look for more information in future newsletters. I welcome all feedback. - Mike Grubb

**Safety Shorts Video Program**
Each year, the Safety & Health Committee sponsors the Safety Shorts Video Program. This is an opportunity for SGA members to demonstrate one of their company's best safety practices. Participating companies will be recognized during the Safety & Health Roundtable that is a part of the 2012 Operating Conference & Exhibits. Click on a video to login to the SGA Network and begin viewing submissions from the 2012 SGA Safety Awards.

- Ergonomics - Williams
- Take Safety Home - Williams
- 360 Walk Around - Williams
- Vehicle Ergonomics - Dominion
- Snap Decisions, Short Cuts & Compliance - Dominion
- Abnormal Operating Conditions - Dominion
- Driving School: Ask Ken - Dominion
- Natural Gas Properties - CenterPoint
- Race to Zero Incidents - LG&E and KU
- Top 10 in Safety - PSNC
- Always Safe - Washington Gas
- Safe Driving 1 - SU (ETE)
- Safety Short 2 - SU (ETE)

*The SGA Network is a subsidiary of SGA.*

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**GAS MACHINERY RESEARCH COUNCIL TRAINING**

**Engine Analyzer and Reliability Workshop**
July 17-19, 2012
Fort Worth, TX
More information

**Gas Machinery Conference**
September 30 - October 3, 2012
Austin, TX
More information

The GMRC Gas Machinery Conference will include three days of technical training and presentations, presented by the industry's leading subject matter experts. The 2012 program will offer 13 short courses, 38 technical papers and 13 new technology updates. The conference includes a vendor exhibit with over 100 companies showcasing the latest equipment, technology and services. Click here for more information and to register.

*GMRC is a subsidiary of SGA. View all GMRC events.*