



Southwest Gas

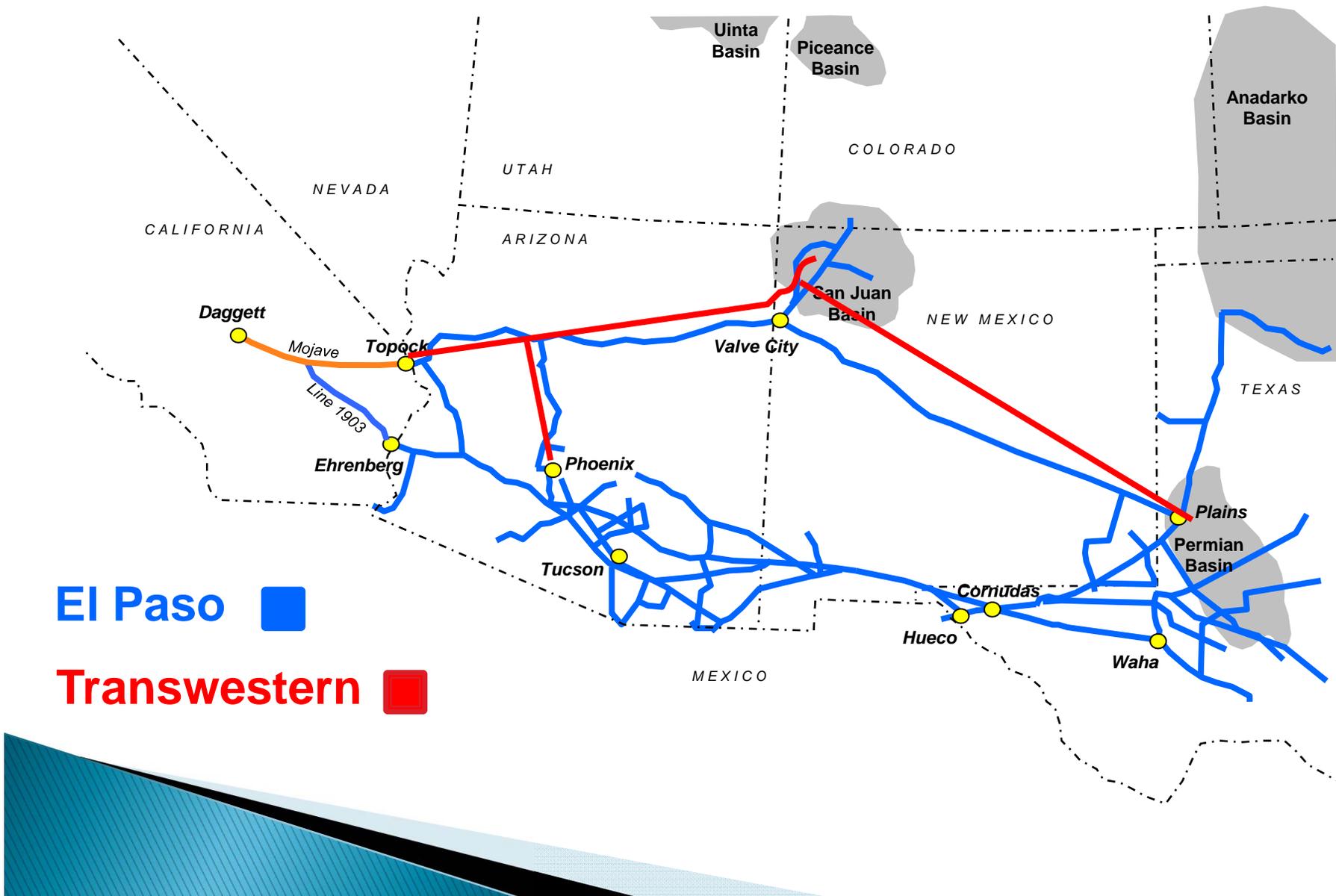
2011-2012 Winter Preparedness



2011-2012 Gas Supply

- ▶ Interstate Capacity
- ▶ Supply Portfolio Structure
- ▶ Market Pricing Trends
- ▶ Customer Rates





El Paso ■

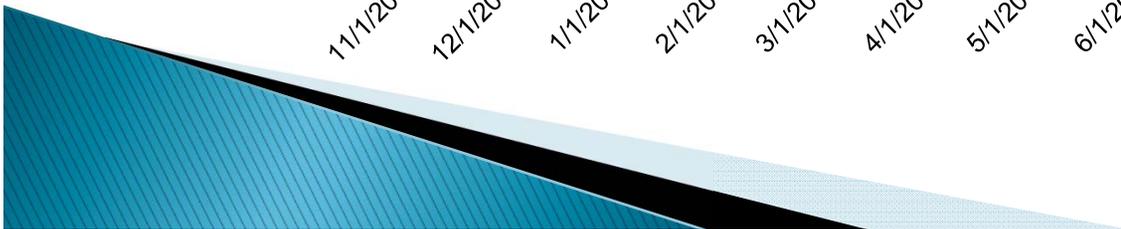
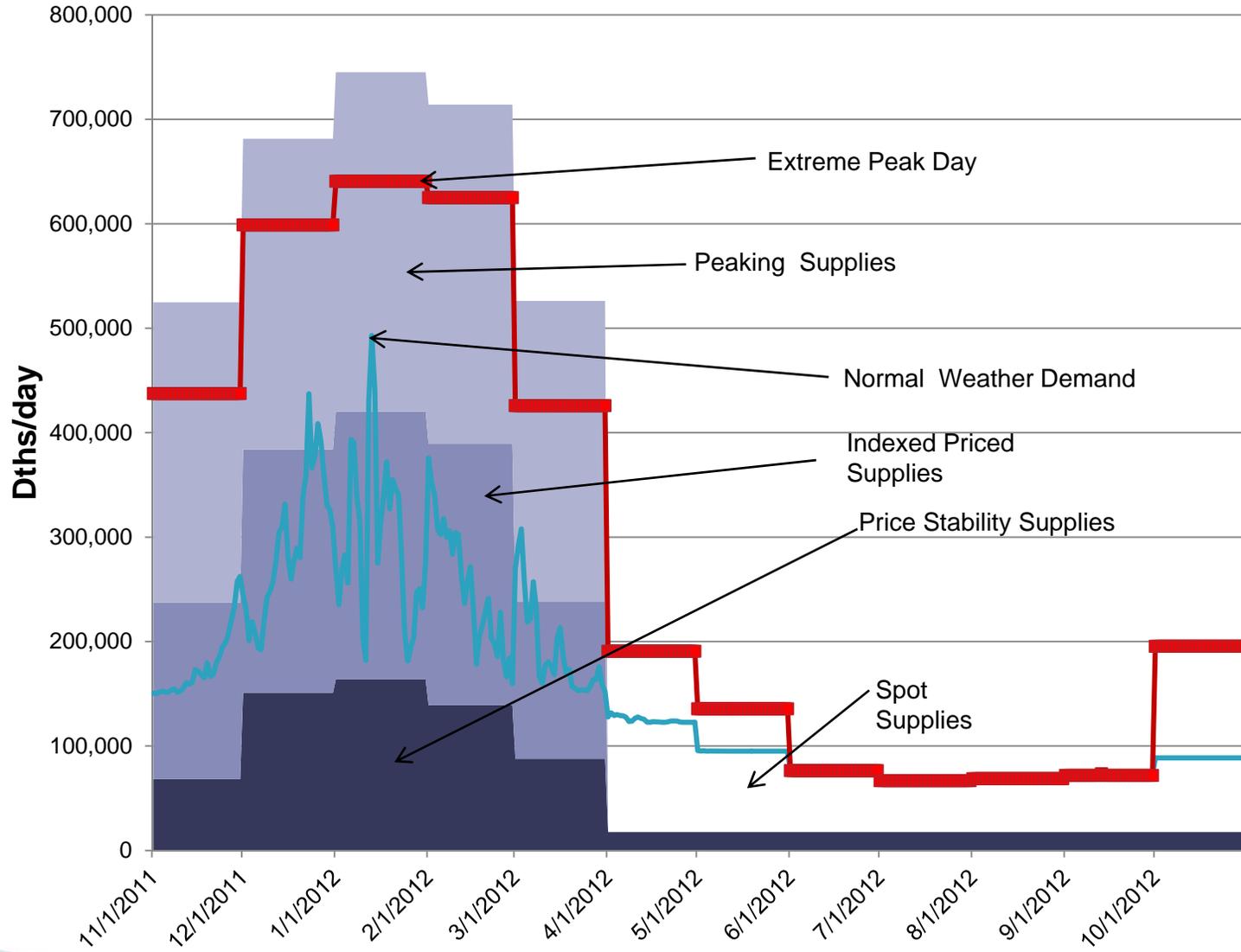
Transwestern ■

2011-2012 Portfolio Summary

- ▶ Firm contracts for both capacity and gas supply to meet design peak day
- ▶ 33% of normal load purchased at fixed price
 - Purchased 6 to 18 months in advance
 - Go to market every 4 to 6 weeks
- ▶ Remainder is firm market index contracts
- ▶ Capacity purchase as a result of new February peak day
- ▶ **2011/2012 portfolio complete**



Arizona Supply Demand Balance



Arizona Price Stability Program

	2008/2009	2009/2010	2010/2011	2011/2012
Winter (\$/Dth)	8.78	6.53	6.02	5.07
2011/2012 Winter Forecast (approximate)				3.65

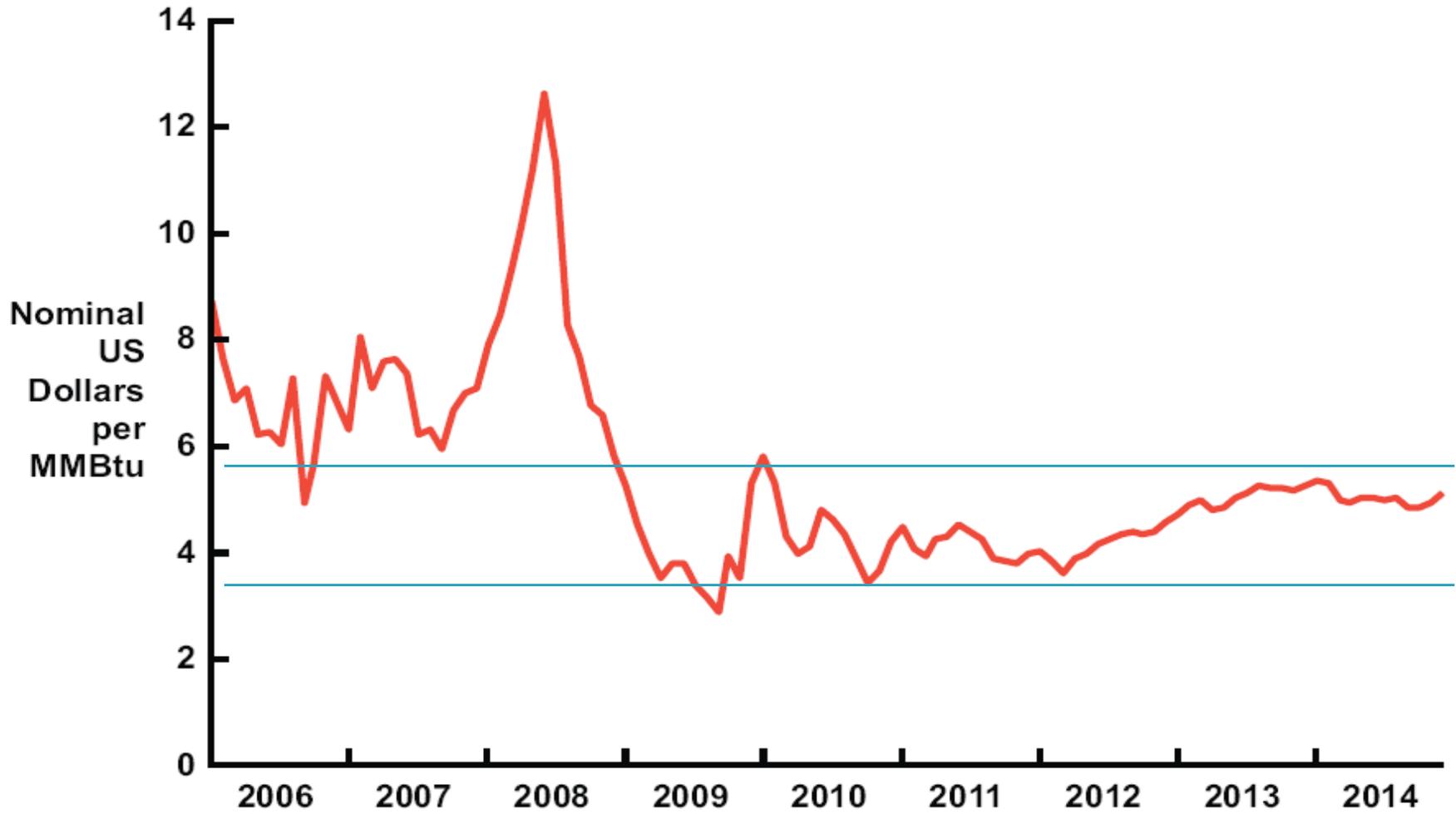


Market Pricing Trends

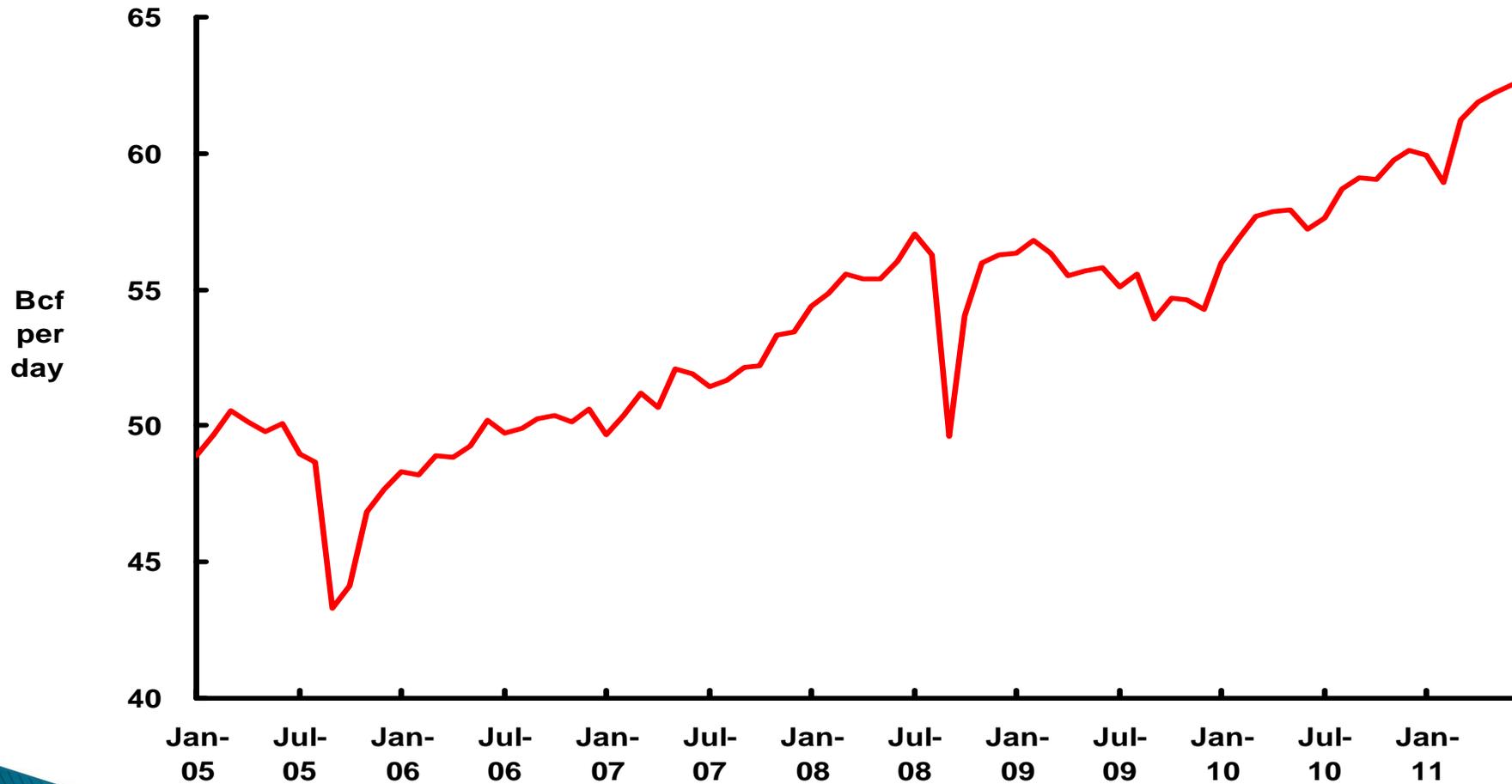
- ▶ Recession continues
- ▶ Robust gas supply
- ▶ Market flat
- ▶ Shale is the major player



Henry Hub Price Outlook

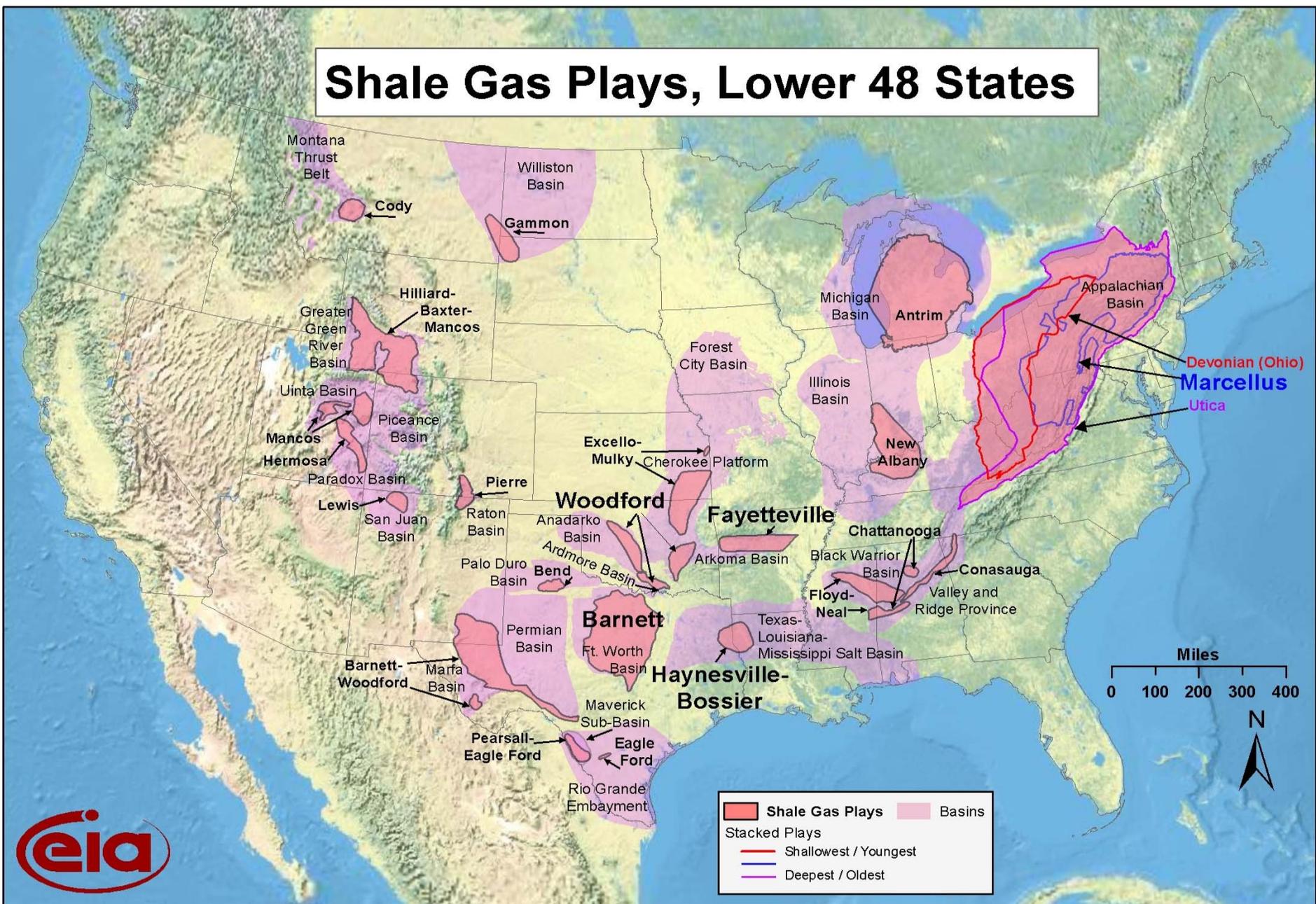


Unconventional Gas Increases in the US Lower 48



Source: US Energy Information Administration

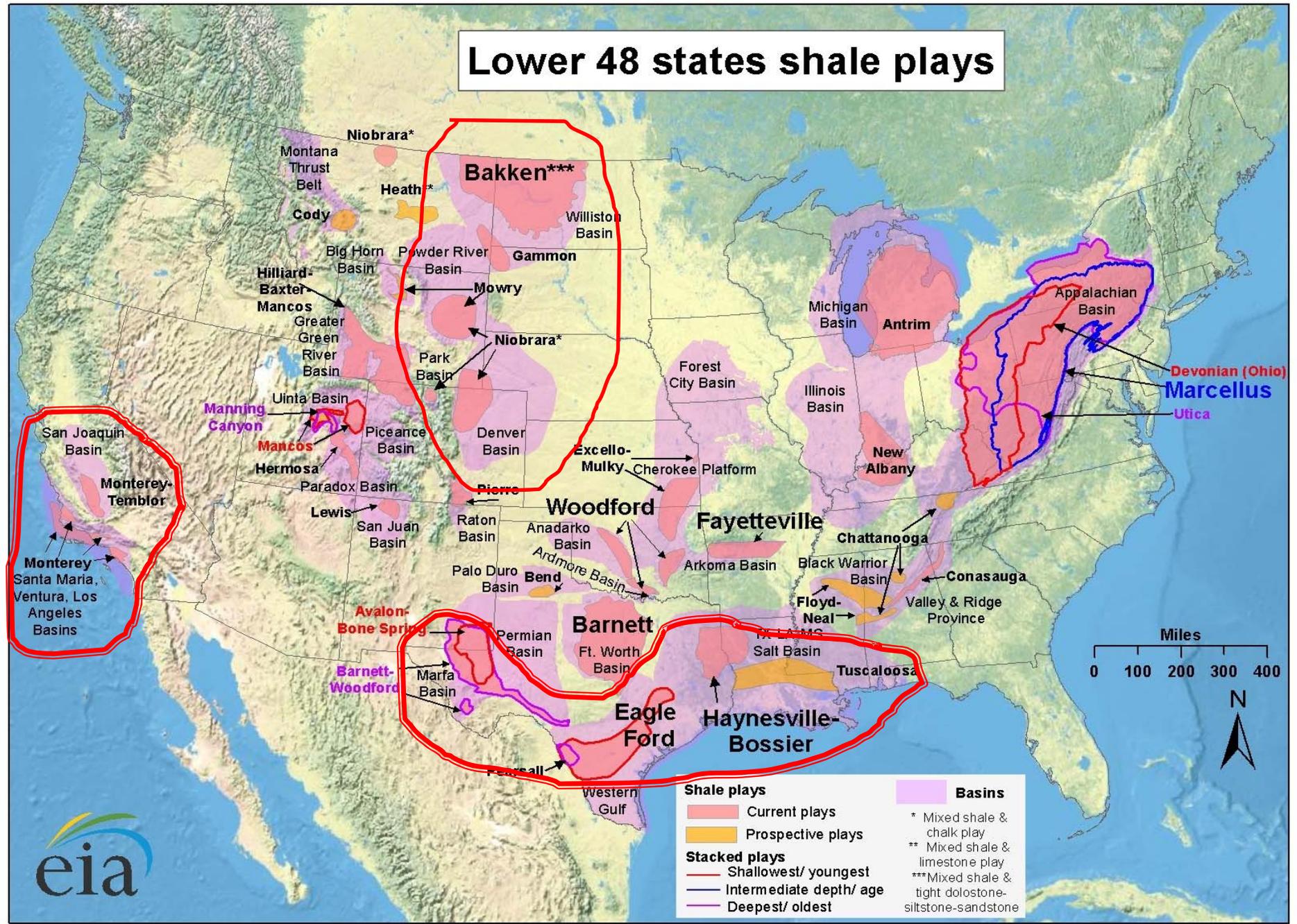
Shale Gas Plays, Lower 48 States



Source: Energy Information Administration based on data from various published studies.
 Updated: March 10, 2010



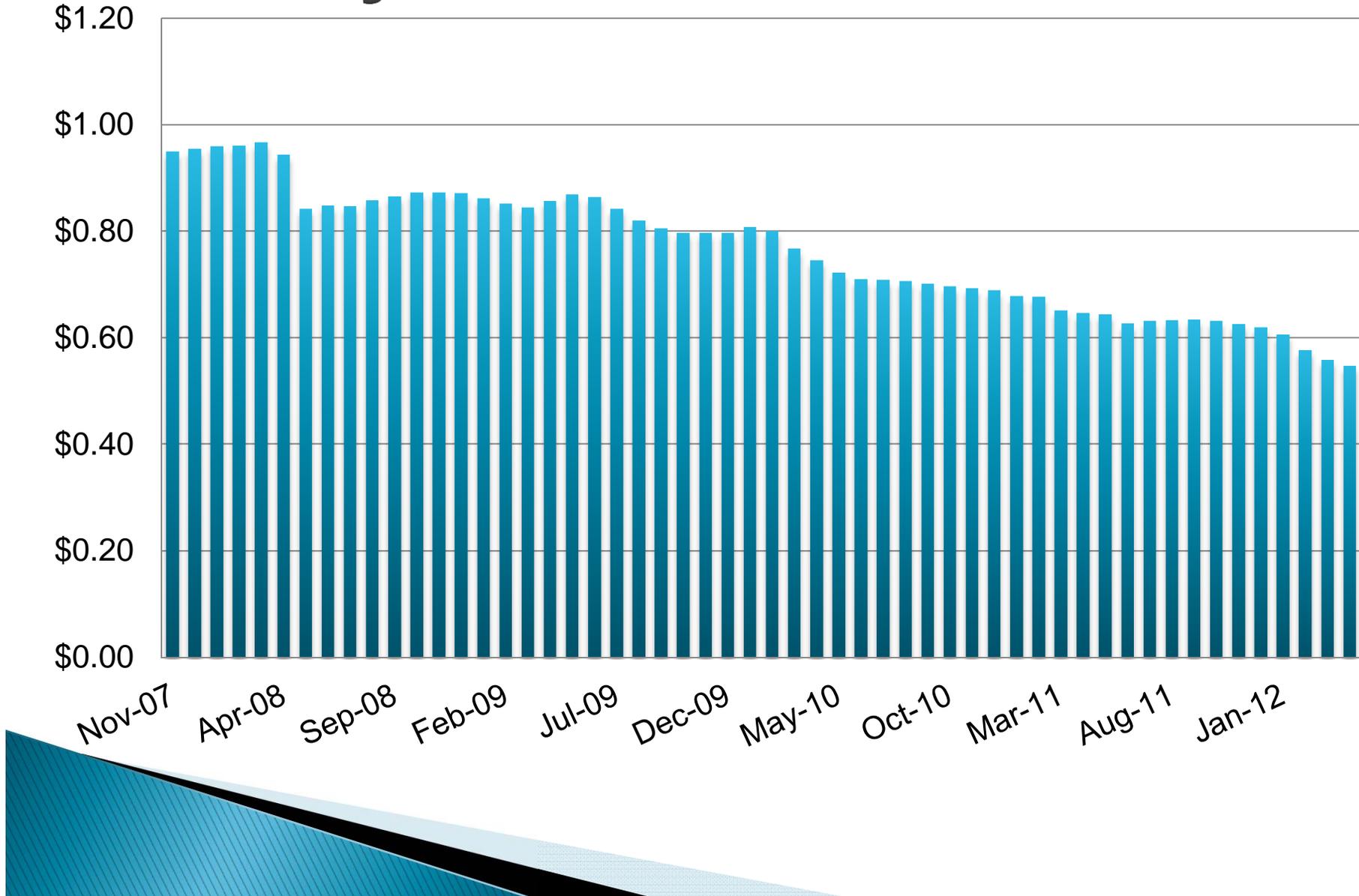
Lower 48 states shale plays



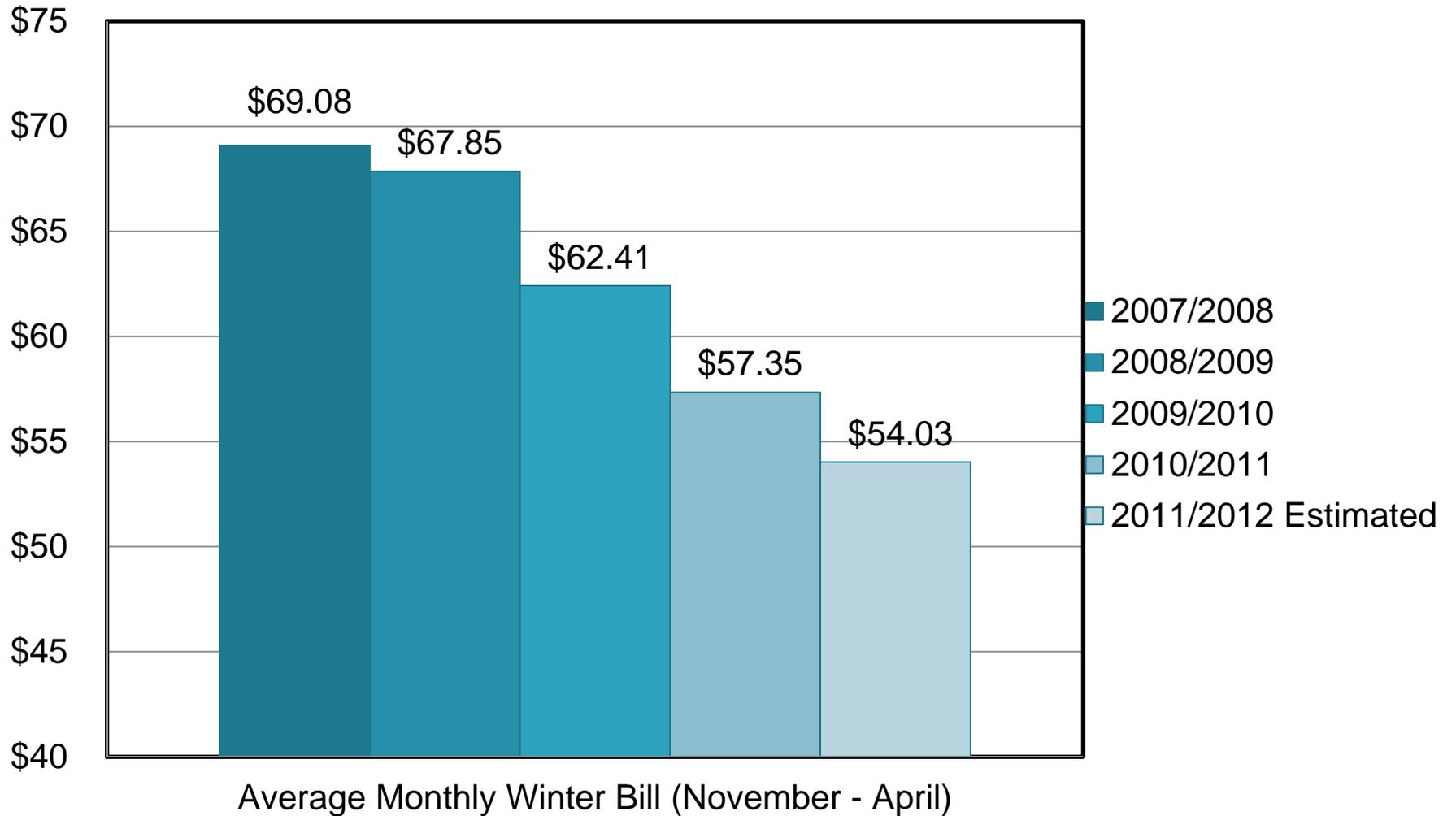
Source: Energy Information Administration based on data from various published studies. Updated: May 9, 2011



Monthly Gas Cost Rate



Average Winter Bill

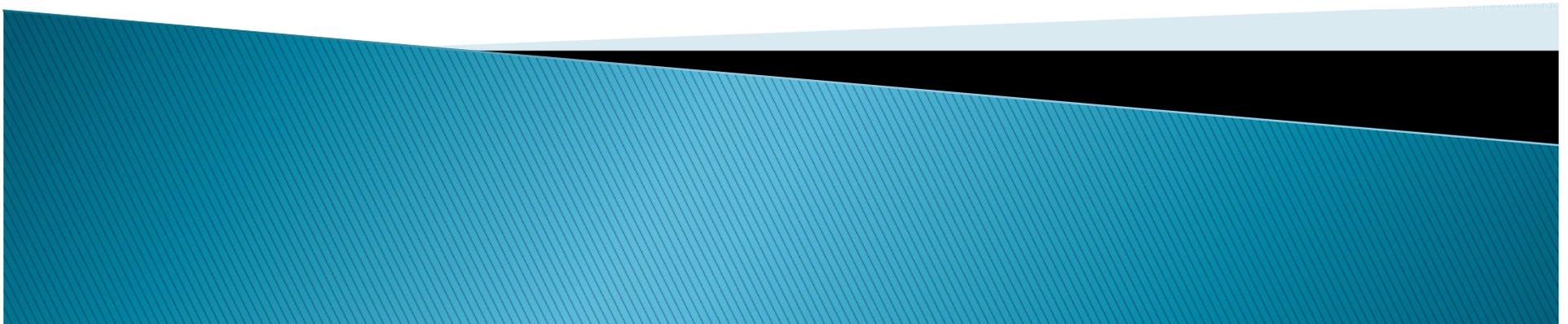


Southwest Gas Corporation



Gary Clark

Vice President/Southern Arizona Division



Operations Overview

- ▶ System Reinforcement Projects
 - Central Arizona Division
 - Southern Arizona Division
- ▶ Enhanced Customer Communications



System Reinforcement Projects

- ▶ Brief Overview of Process
 - Extensive year-long system modeling
 - Pressure monitoring points established by system modeling data
 - Review of supply taps and regulator station facilities to determine upgrades
 - Coordination with partners
- ▶ Availability of personnel after hours for necessary winter response



System Reinforcement Projects

▶ Central Arizona

- 3,400 ft. of distribution system reinforcement installed
- 6.95 miles of high-pressure system reinforcement installed

▶ Southern Arizona

- 12 miles of system reinforcements installed
- Additional delivery point
- Regulator installations & upgrades



Enhanced Customer Communications

- ▶ Webpage News Bulletins



Webpage News Bulletin

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News Bulletins Current News Bulletins

News

If you have an emergency, [click here](#).

Breaking News

[Sierra Vista, AZ Monument Fire Update - June 21, 2011, 10:15 am, PST](#)

Sierra Vista, AZ Monument Fire Update - June 21, 2011, 10:15 am, PST

UPDATE: Southwest Gas continues to closely monitor the Monument Fire. Service remains shut off to some of our customers as we have previously noted. Please continue to check this site for further updates.

Update on June 19, 2011 at 12:35pm, PST: Upon the advice of Monument Fire Command, Southwest Gas has shut off natural gas service to an additional 200 customers in the area bordered by Ramsey Road on the north, East Calle de la Palmera on the south, South Mesquite Tree Lane on the west, and Calle Lima on the east. Additionally, gas has been shut off to an undeveloped and unoccupied subdivision immediately to the west of that area, bordered by Ramsey Road on the north, East Calle de la Palmera on the south, Highway 92 on the west, and South Wild Rose Road on the east.

57 customers were shut off Thursday, June 16, in the area immediately south of this, and service to these customers remains off. Service has been RESTORED to 2100 customers who were temporarily shut off on Friday in response to the Antelope fire on Ft. Huachuca.

This action is part of a plan Southwest Gas developed to isolate natural gas facilities in stages, in order to protect public safety as the fire progresses.

The affected area may be viewed on the outage map. Once the fire has been contained and it is safe to restore service, details will be available on the map as well.

[View a map of the affected area.](#)

[For more information, please click here to visit the Incident Information System](#)

Update on June 18 at 6:02 pm

In response to the Monument Fire south of Sierra Vista, Arizona, Southwest Gas has implemented an isolation plan that will leave approximately 60 customers without natural gas service. Because of the rapid response required, Southwest Gas personnel will not be able to make individual contact with affected customers when service is shut off. Should your natural gas service be shut off, please continue to refer to this website for updates. Service restoration cannot take place until the fire is contained.

[For more information, please click here to visit the Incident Information System](#)

[View a map of the affected area.](#)

▶ Updates appear on the SWGas.com website starting with the most recent.

▶ Link to map of the Outage/Restoration areas.

▶ Links to more information provided.

Enhanced Customer Communications

- ▶ Webpage News Bulletins
- ▶ Outage Mapping System



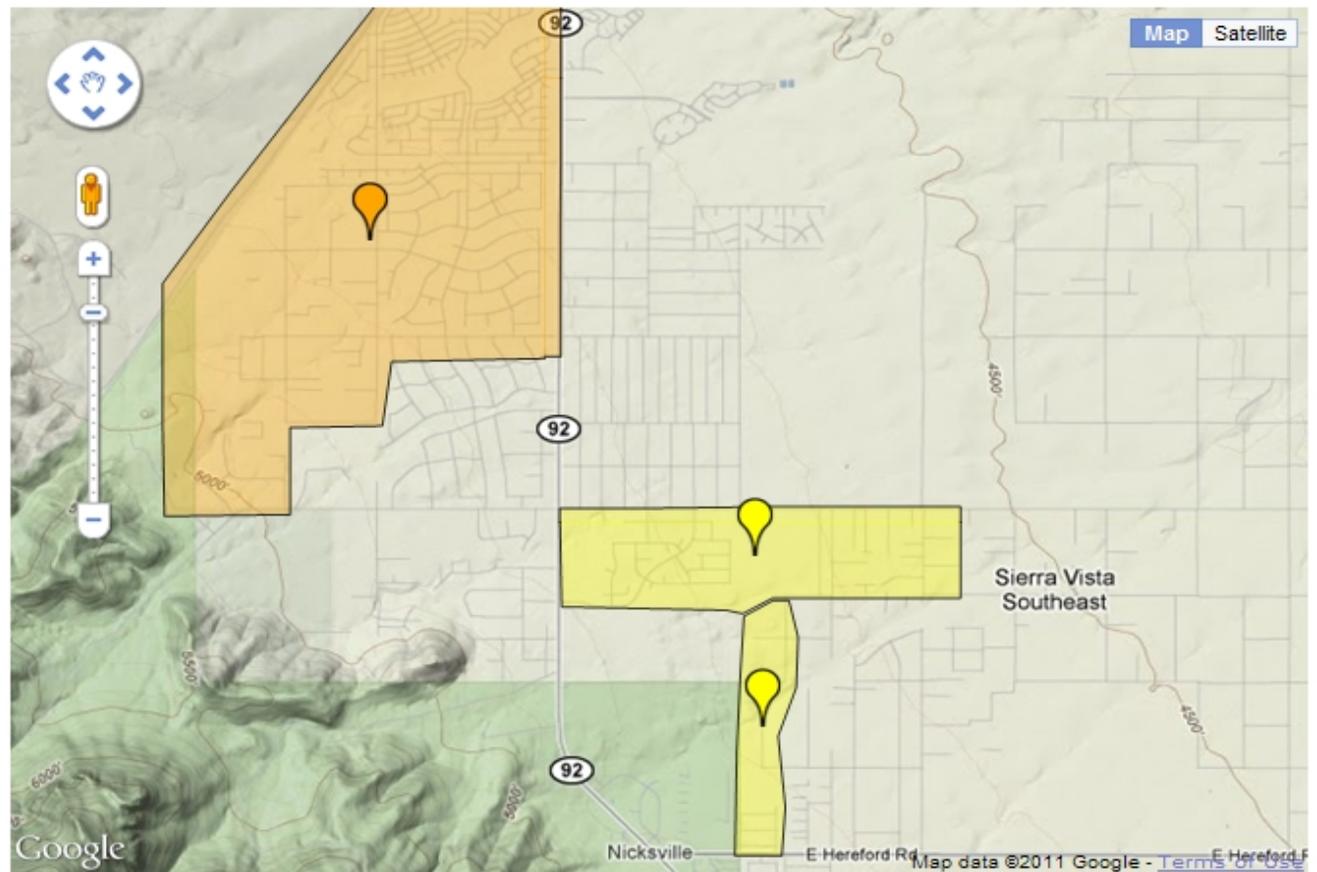
Login To MyAccount

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[Forgot Password?](#)[Forgot Email?](#)[Create MyAccount](#)**Southwest Gas Outage Map**

The map below shows current outages in our service territory. For details about an outage, including the cause and estimated time of restoration of service, please click on the color-coded icon associated with a given outage.



Approximate number of affected customers:

 1-49	 50-499	 500-4999	 5000+	 service restoration area
------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------

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► Start / Stop / Move

► Rate Discounts

Energy Share

Outage Map



Southwest Gas Outage Map

The map below shows current outages in our service territory. For details about an outage, including the cause and estimated time of restoration of service, please click on the color-coded icon associated with a given outage.

Antelope Fire 06.17.2011:
Southwest Gas has just turned off natural gas service to an additional 2,100 customers in Sierra Vista in response to a fire at the U.S. Air Force Aerostat site on Ft. Huachuca. This affects all customers south of Buffalo Soldier Trail and west of Highway 92. No additional shut offs on the east side of Highway 92 have occurred since yesterday. We will continue to provide updates as available.
Approximate Customers Affected: 2115
Start Time: Fri 06/17/2011 03:00PM
Last Updated: Fri 06/17/2011 04:06PM

Updates:
Fri 06/17/2011 06:09PM - Service has been restored to the 2100 customers evacuated due to the recent Ft. Huachuca fire.
Please click the 'Toggle service restoration areas' box at the bottom of the

Approximate number of affected customers:
■ 1-49 ■ 50-499 ■ 500-4999 ■ 5000+ ■ service restoration area

Toggle service restoration areas

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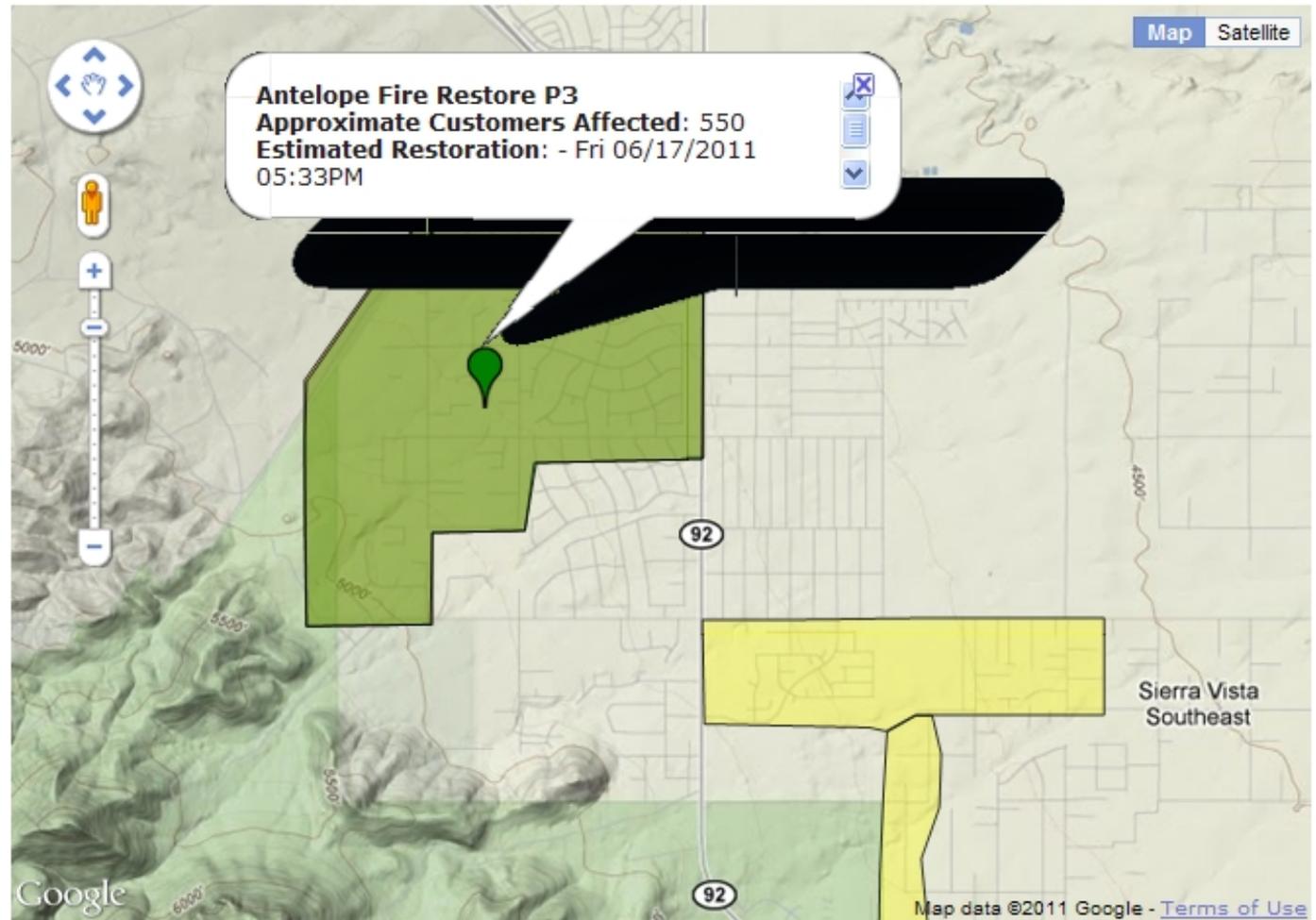
Energy Share

Outage Map



Southwest Gas Outage Map

The map below shows current outages in our service territory. For details about an outage, including the cause and estimated time of restoration of service, please click on the color-coded icon associated with a given outage.



Approximate number of affected customers:

1-49 50-499 500-4999 5000+ service restoration area

Toggle service restoration areas

Enhanced Customer Communications

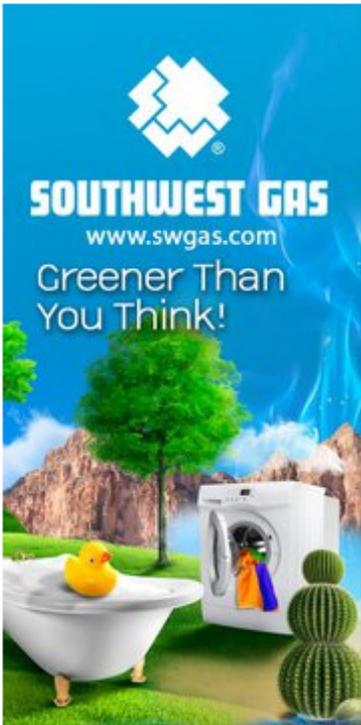
- ▶ Webpage News Bulletins
- ▶ Outage Mapping System
- ▶ Automated outbound calls to customers



Enhanced Customer Communications

- ▶ Webpage News Bulletins
- ▶ Outage Mapping System
- ▶ Automated outbound calls to customers
- ▶ Social Media





- Wall
- Info
- Photos

About
 Southwest Gas provides natural gas service to more than 1.8 million customers...
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- Monument fire az

Southwest Gas Corporation Like

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Wall Southwest Gas Corporation · Most Recent ▾

Southwest Gas Corporation ×
 Southwest Gas continues to closely monitor the Monument Fire. Service remains shut off to some of our customers in the area. Please visit us at www.swgas.com for additional updates in response to the situation.



20 hours ago · Share

Southwest Gas Corporation
 Upon the advice of Monument Fire Command, Southwest Gas has shut off natural gas service to an additional 200 customers in the Sierra Vista area. To access the latest fire related updates and maps delineating gas outages and restorations, please visit our website at www.swgas.com. If you smell natural gas or experience a natural gas emergency, call 911 immediately.



Sunday at 12:16pm · Share

Southwest Gas Corporation
 Our normal office hours are Mon-Fri, 8am-5pm. In light of the current Arizona fires, we will be monitoring FB sporadically throughout this weekend. If you smell natural gas or experience a natural gas emergency, call 911 immediately. Should your natural gas service be shut off, or to access the latest fire related updates pertaining to our Southwest Gas customers, please visit our website at www.swgas.com

June 17 at 6:09pm · Share

Like Joanna Blockey likes this.

Southwest Gas Corporation
 Service has been restored to the 2100 customers evacuated due to the recent Ft. Huachuca fire. Because the system had not yet lost pressure, we were able to restore service without having to do manual relights. To access the latest fire related updates pertaining to our Southwest Gas customers, please visit our

You and Southwest Gas Corporation

- Like Selva Montoya likes this.
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**SWGas** Southwest Gas Corp

Normal office hours are Mon-Fri. We'll be back on Mon. Enjoy the weekend! For emergencies, call 911 or Southwest Gas (bit.ly/pB0GWZ).

16 Sep

**SWGas** Southwest Gas Corp

Households can reduce greenhouse gases by using electronic billing. Go green and sign up for [#Paperless](#) Billing today! bit.ly/olu5Rk

15 Sep

**SWGas** Southwest Gas Corp

Restaurateurs & chefs: [@swgas](#) offers free online Foodservice Equipment catalog by [@GFEN](#) on 600+ models. Check it out! goo.gl/oL6n8

14 Sep

**SWGas** Southwest Gas Corp

We're off for the weekend and we'll be back next week Mon-Fri. For emergencies, call 911 or Southwest Gas (bit.ly/pB0GWZ).

9 Sep

**SWGas** Southwest Gas Corp

SWG offers rebate to qualifying Nevada customers who install solar water heating systems with a natural gas back up. bit.ly/pid08L

8 Sep

Enhanced Customer Communications

- ▶ Webpage News Bulletins
- ▶ Outage Mapping System
- ▶ Automated outbound calls to customers
- ▶ Social Media
- ▶ MyAccount



MyAccount

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News:

► [Monument Fire Update - June 21, 2011, 10:15 am, PST \(read more\)](#)

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Enhanced Customer Communications

- ▶ Webpage News Bulletins
- ▶ Outage Mapping System
- ▶ Automated outbound calls to customers
- ▶ Social Media
- ▶ MyAccount
- ▶ Potential text messaging opportunities



Enhanced Customer Communications

- ▶ Monument fire provided a good opportunity to test enhanced communication tools
 - Provided an opportunity to QC the process under live conditions
- ▶ Great collaboration opportunity with internal and external stakeholders

