








# Gas Operations “See Our Progress”

In 2013, Gas Operations employees went above and beyond to accomplish an unprecedented amount of work on our system. Our achievements last year compared to 2010 demonstrate our commitment to becoming the safest, most reliable gas company in the country.

	2010	2013
 <b>GAS ODOR RESPONSE TIMES<sup>1</sup></b>		
Average response time in minutes	33.3	21.3
Percent response within 60 minutes	94.4%	99.3%
 <b>SCADA VISIBILITY AND CONTROL POINTS<sup>2</sup></b>		
Transmission pressures and flows	1,306	1,809
Distribution pressures and flows	293	735
 <b>GAS TRANSMISSION<sup>3</sup></b>		
Miles of pipeline replaced	1	69
Miles of pipeline hydrotested	0	199
Miles of pipeline made piggable	131	157
Automated valves installed	0	75
Percent of system with GPS center line data	0%	96.2%
 <b>GAS DISTRIBUTION</b>		
Miles of main replaced <sup>3</sup>	27	69
Open Grade 2 and 2+ leak indications <sup>4</sup>	12,203	151
 <b>GAS MAPPING CYCLES<sup>1</sup></b> (construction complete to mapping complete)		
Average duration to update maps (days)	75 <sup>5</sup>	34
Percent of jobs mapped within 90 days	16% <sup>5</sup>	97%
<b>OTHER<sup>3</sup></b>		
Pressure Exceedances	774 <sup>5</sup>	31

<sup>1</sup>Data represents year-to-date average  
<sup>2</sup>Data represents year-end cumulative  
<sup>3</sup>Data represents total for specified year  
<sup>4</sup>Data represents total remaining at year end  
<sup>5</sup>Data as of 2011

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