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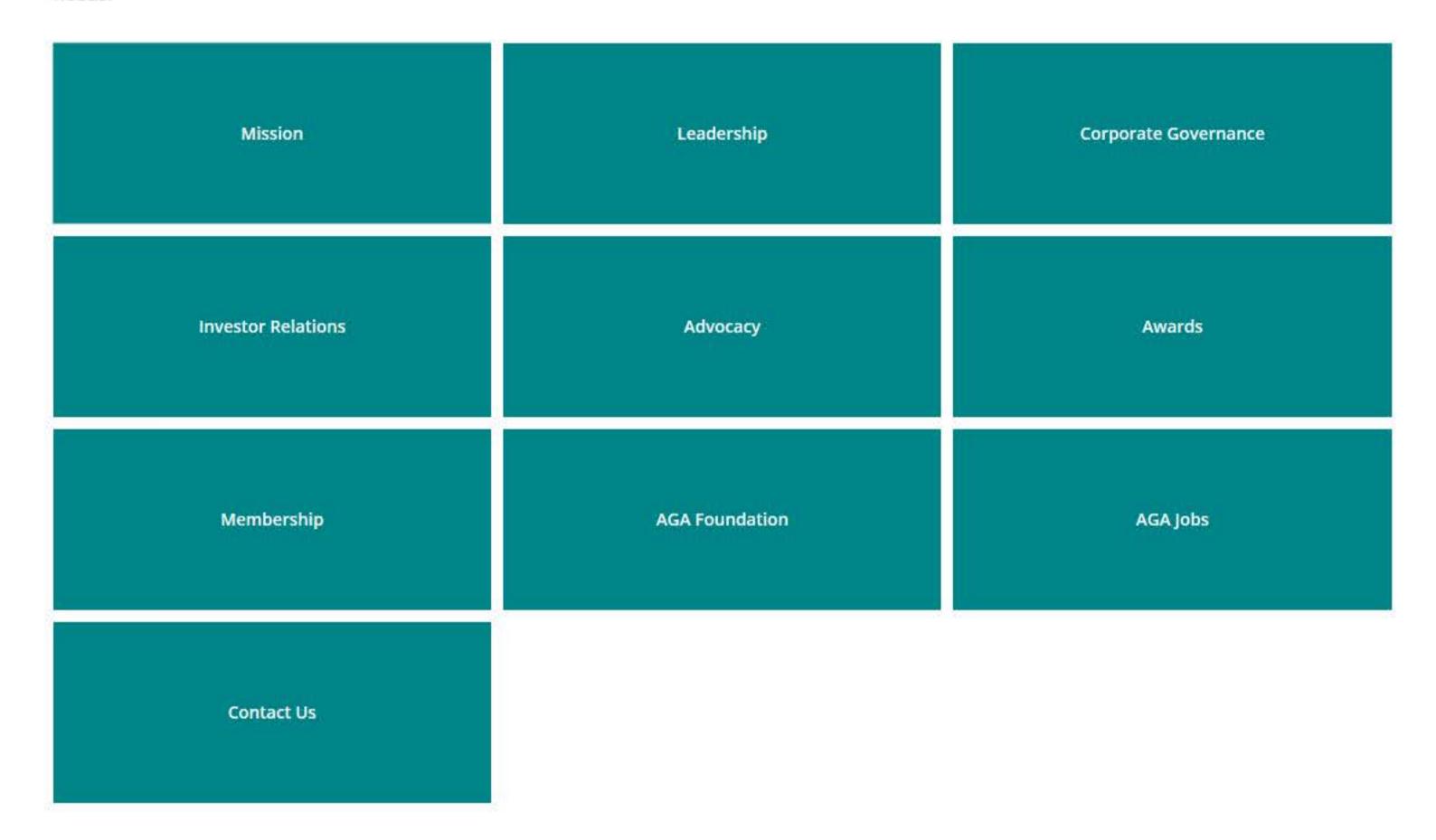
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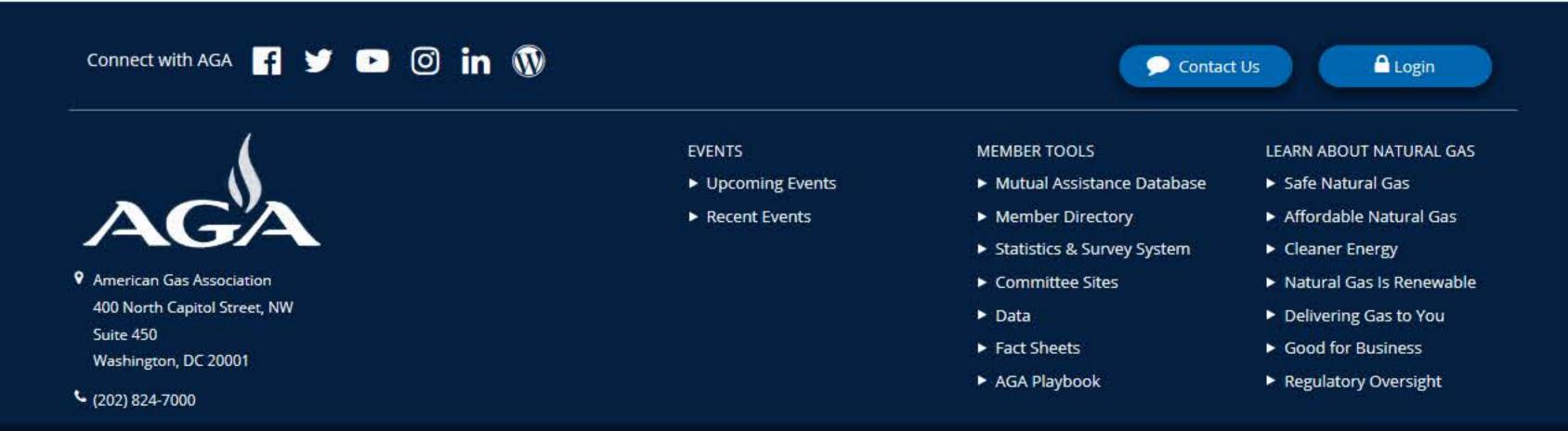
The American Gas Association, founded in 1918, represents more than 200 local energy companies that deliver clean natural gas throughout the United States. There are more than 76 million residential, commercial and industrial natural gas customers in the U.S., of which 95 percent — more than 72 million customers — receive their gas from AGA members. Today, natural gas meets more than thirty percent of the United States' energy needs.



Careers at AGA

AGA is a six-time winner of The Washington Post's Top Workplace award and World At Work's Seal of Distinction in 2017. Find out more about career opportunities and joining our winning team.

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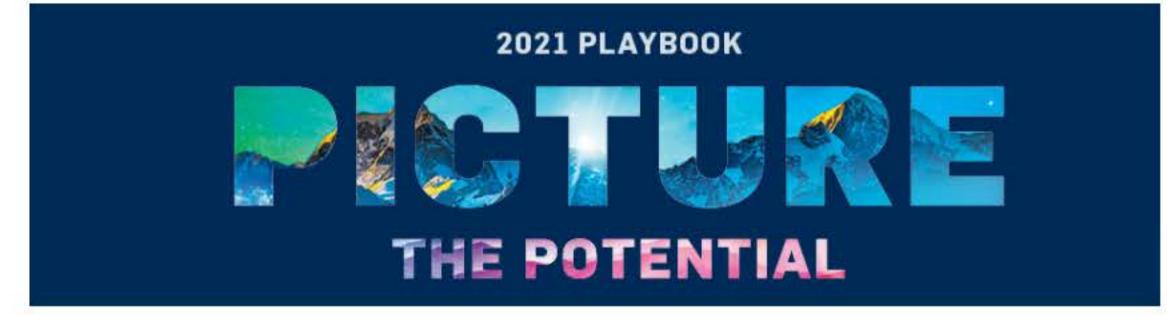
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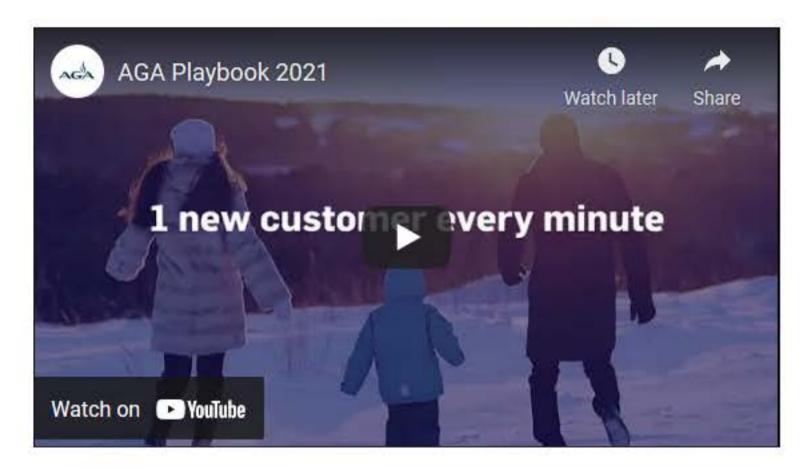
AGA Playbook AGA Playbook



The <u>2021 AGA Playbook</u> invites everyone to "Picture The Potential" as we reimagine the industry for the future, innovating, cultivating a diverse and inclusive workforce and exceeding customer expectations.

Take a deep dive into the Playbook, share its data and messages about how the industry is working to deliver the natural gas that Americans love while increasing our efforts to further reduce carbon emissions with your colleagues, customers, policymakers and other relevant stakeholders.

Please contact **Sherri Hamm** regarding the availability of printed copies.



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Terri Oliva Joins AGA as Chief Financial Officer June 29, 2021

AGA Named Top Workplace by The Washington Post for Seventh Consecutive Year June 17, 2021

AGA Supports Intent of TSA Cybersecurity Regulations May 27, 2021

AGA Board of Directors Takes Step to Advance Cybersecurity, Safety, & Environmental Stewardship May 18, 2021

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Distribution Pipe by Company Annual Data (2016)

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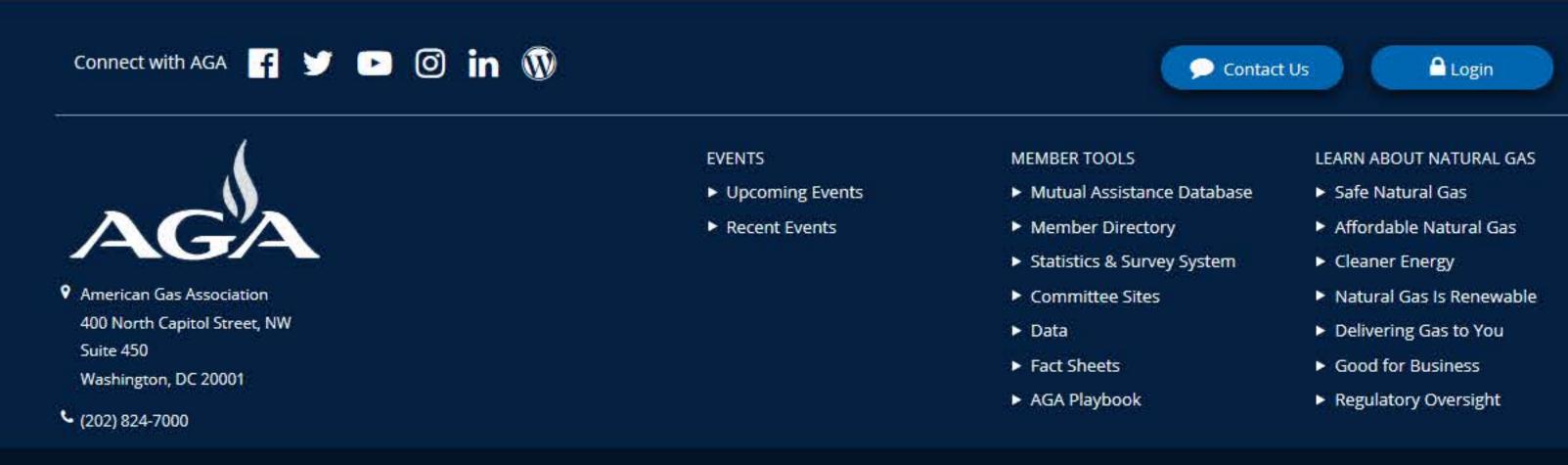




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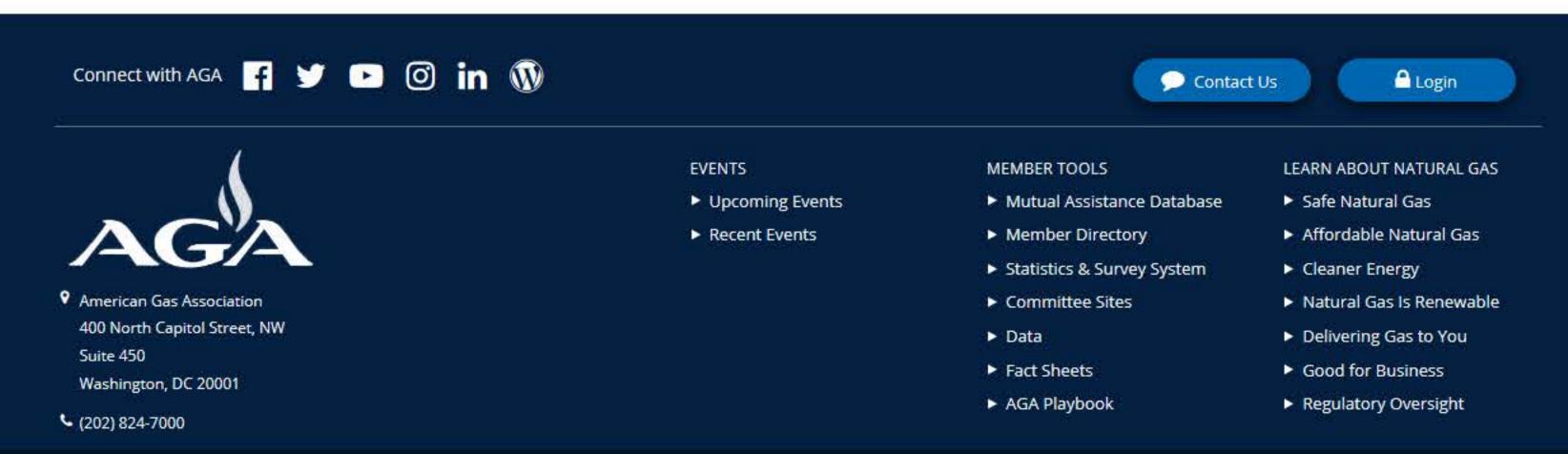
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(2002-2019)

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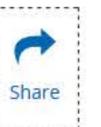
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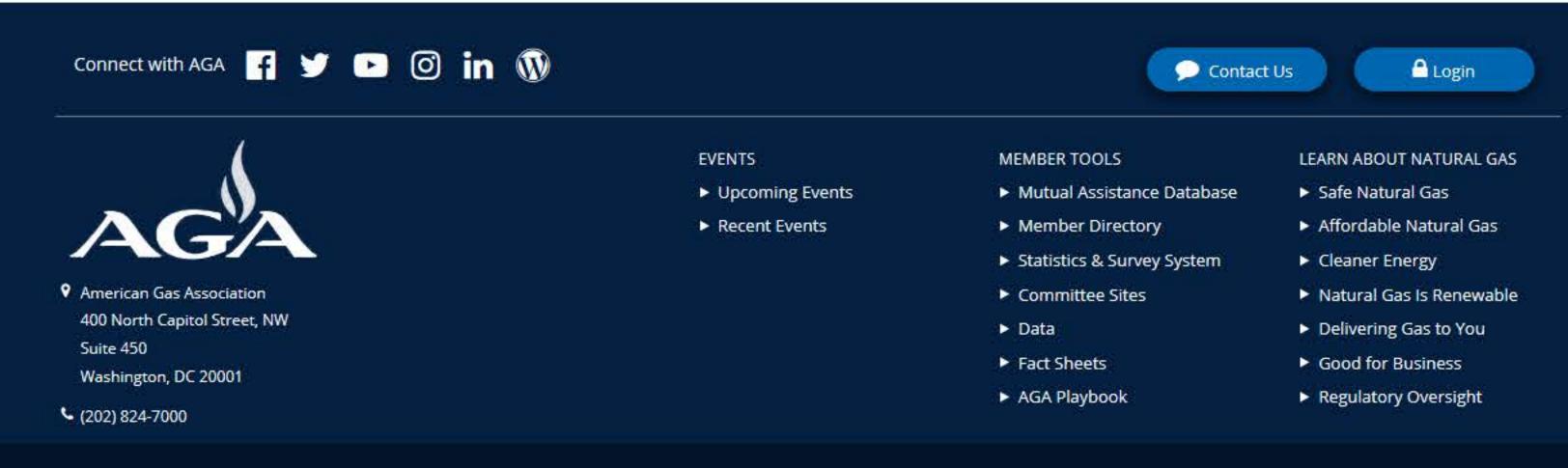
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necessary pipeline pressure, helping to keep them operating efficiently.

America's Record Natural Gas Resources

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Federal

Federal Regulatory Issues and Advocacy

AGA advocates on behalf of its member natural gas distribution utilities before Federal agencies in the area of energy market regulation. The Federal Energy Regulatory Commission (FERC) regulates wholesales sales, transportation and storage of natural gas in interstate commerce. AGA members purchase these services from interstate pipelines regulated by FERC, and some AGA members provide interstate services and are directly regulated by FERC for part of their operations. The Commodity Futures Trading Commission regulates commodity exchanges and financial and derivative transactions related to commodities, including natural gas. Many AGA members use financial transactions, both exchange-traded and over-the-counter, to hedge volatility in the cost of providing natural gas service. The AGA FERC Regulatory Committee implements the AGA's policy priorities in the area of energy market regulation, including formulating responses to FERC and CFTC regulatory initiatives.

- FERC Filings
- Visit the AGA FERC Committee
- CFTC Filings

Review AGA Policy positions

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Natural Gas and Electric Interdependence

With the restructuring of the electric industry to a more competitive, non-vertically integrated energy market and the growing number of gas-fired electric power generation plants, the U.S. natural gas and electricity markets have become increasingly interdependent. Growing attention is being paid by regulators and industry to the gaselectric integration issue and to concerns over the reliability of energy delivery.

Learn more about Interdependence

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Natural gas energizes business

Commercial entities that are natural gas customers represent a diverse mix of energy users comprised of many different end-uses. The more than 5.4 million commercial customers that use natural gas for space and water heating include businesses and buildings that we use every day such as schools, hospitals, police and fire stations, offices, restaurants, grocery stores, retail outlets and public halls. They are core to the U.S. energy economy and fundamental to our daily lives. Small businesses and the jobs and families they support are America's economic engine and they depend on natural gas. Local distribution companies stand ready to deliver. Read more about how Natural Gas Energizes the Commercial Market.

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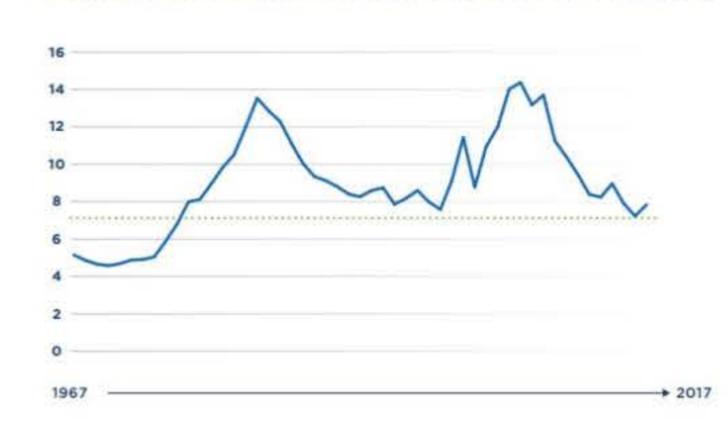
Characteristics of Commercial Buildings

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- Commercial buildings account for one-fifth of total US energy use, of which natural gas accounts for 18 percent. Retail space, offices, healthcare, and educational facilities constitute the majority of energy used within the commercial sector, and most of the commercial sector's energy is needed for lighting, space heating, ventilation, and cooling.
- Natural gas use in the commercial building sector has grown 10 percent (weather-adjusted) during the last decade, a result of growth in the overall commercial market. Natural gas consumption in the US commercial sector exceeded 3.5 trillion cubic feet in 2014.

Natural Gas Prices to Commercial Customers





Inflation-adjusted natural gas prices to commercial customers are the lowest since 1976

- The amount that customers spend on energy has also declined. For example, the average real price commercial customers paid for natural gas in 2016 dropped to the lowest level since 1975, a result of low commodity prices for gas that have been driven downward by the growth in US natural gas production and increased levels of available and affordable domestic supplies.
- The share of buildings that use natural gas has remained relatively constant across the entire commercial building fleet. This suggests commercial natural gas growth has reflected an expansion of the entire market.
- Most commercial buildings are relatively small. There is more than 87 billion square feet of commercial floorspace in 5.6 million buildings in the United States (including vacant). Commercial floor space increased 23 percent overall from 2003 to 2012. The number of buildings increased by 14 percent.
- Half of all commercial buildings constitutes only 10 percent of all floorspace. The median size of a commercial building is 5,000 square feet, though the average is 15,700 square feet. The largest buildings are offices, warehouses and storage, mercantile establishments, and educational facilities.
- The US building stock is aging. Half of the commercial buildings were built before 1980, and 20 percent of buildings were constructed since 2000.
- There are many buildings that generate electricity on-site but that do not use natural gas, despite it being used for another application in the building. This represents a key growth opportunity for expanding natural gas use in buildings where service is already present.

Economic Implications

- Natural gas utility commercial customers have benefited from a reliable lower cost of service. In 2015, commercial customers' utility bills reached a new low of \$405 on average, the lowest since AGA began collecting data in 2003.
- Commercial customers are a core part of local distribution company (LDC) revenue. In 2013, commercial customers accounted for approximately 22 percent of total revenues for natural gas utilities. Total natural gas utility revenue in 2013 was \$101.1 billion while commercial customers accounted for \$21.4 billion.

Appliance and Building Codes and Standards

- Codes and Standards play a critical role helping ensure that natural gas applications in the commercial sector are installed and operated safely and reliably. Each state, and often local governments within each state, determine which codes and standards apply to their commercial occupancies.
- Building efficiency standards affect how a structure is designed and built, and its lifetime energy usage. While there are various state commercial building construction efficiency regulations in use around the country, ASHRAE Standard 90.1, Energy Standard for Buildings Except Low-Rise Residential Buildings, is the most widely adopted minimum.

The Look Ahead

- EIA projects commercial floor space to continue a long-term increase while total energy consumption intensity declines. However, purchased natural gas for commercial consumption is projected to increase through 2040.
- In the near term, there are clear opportunities to expand natural gas service to commercial customers:
- Leverage natural gas as a tool for economic growth.
- Promote new technologies to improve energy services, lower costs, and reduce emissions.
- Replace heating oil with natural gas, especially in the northeastern US.
- Leverage existing efficiency programs to comply with broader economic or environmental policy goals.

More Information

- Report: Uncovering the US Natural Gas Commercial Sector: Energy Analysis & Standards (January 2017)
- Presentation: Uncovering the US Natural Gas Commercial Sector: Energy Analysis & Standards

ANSI Public Reviews Policy

Natural Gas Market Performance During the February 2021 Cold Weather Event (EA 2021-01) Report

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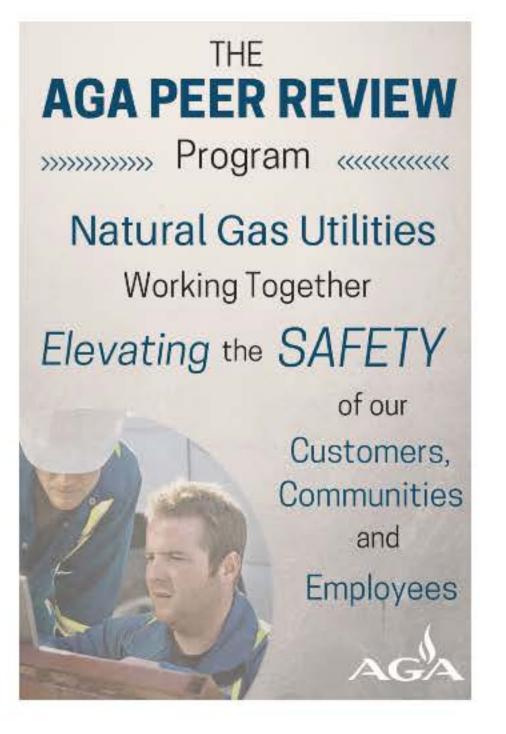
Peer Review Program

The American Gas Association Peer Review Program is a voluntary peer-to-peer safety and operational practices review program that will allow local natural gas utilities throughout the nation to observe their peers, share leading practices and identify opportunities to better serve customers and communities.

Safety is a core value for America's natural gas utilities, and this groundbreaking nationwide industry effort will help further enhance the safe and reliable delivery of natural gas to homes and businesses.

Learn More

- AGA Peer Review Program 2018 Summary
- AGA Peer Review Program 2016 Summary
- AGA Peer Review Program Overview
- Article: Building Critical Connections



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AGA Administered ANSI Committees

Security

Physical and cyber infrastructure security issues are top advocacy priorities for AGA's members. AGA and its members are taking the necessary actions to protect our Nation's natural gas delivery system into the future and have adopted the AGA Commitment to Cyber and Physical Security, demonstrating our dedication to ensuring that natural gas pipeline infrastructure remains resilient to growing and dynamic cyber and physical security threats.

Security Topics

- Physical and Cybersecurity
- Physical Security
- Cybersecurity
- Workplace Violence Prevention
- Field Worker Assault Prevention Initiative Resources

More Information

- To find out more about AGA security activities, visit About AGA Security Efforts.
- Also, see our Pipeline Resilience and Cyber One Pager to learn more about the reliability and resilience of the natural gas subsector.

Report pipeline security incidents to the Transportation Security Operation Center (TSOC) - 703-563-3236

TSOC.ST@dhs.gov

Report industrial control system cybersecurity incidents to the Industrial Control Systems Cyber Emergency Response Team (ICS-CERT) - 877-776-7585

ics-cert@hq.dhs.gov

Contact Kimberly Denbow

SOS Infrastructure Planning-January 2021

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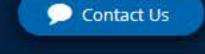
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What Is Natural Gas?

Natural gas is the earth's cleanest fossil fuel and is colorless and odorless in its natural state. It is composed of four hydrocarbon atoms and one carbon atom (CH4 or methane).

Origins

Much of the natural gas we find and use today began as microscopic plants and animals living in shallow marine environments millions of years ago. As living organisms, they absorbed energy from the sun, which was stored as carbon molecules in their bodies. When they died, they sank to the bottom of the sea and were covered by layer after layer of sediment. As this organic feedstock became buried deeper in the earth, heat, combined with the pressure of compaction, converted some of the biomaterial into natural gas.

Migration

Once natural gas has been generated in nature, it tends to migrate within the sediments and rocks in which it was created, using the pore space, fractures and fissures that occur naturally in the subsurface. Some natural gas actually makes it to the surface and shows up in seeps, while other gas molecules travel until they are trapped or impeded by impermeable layers of rock, shale, salt or clay. These trapped deposits are the reservoirs where we find natural gas today.

The Earth's Cleanest Fossil Fuel

Natural gas is composed of four hydrogen atoms and one carbon atom (CH4 or methane). Colorless and odorless in its natural state, natural gas is the cleanest burning fossil fuel. When it burns, natural gas produces mostly carbon dioxide, water vapor and small amounts of nitrogen oxides.

Where Do We Find It?

Technological advances, an accessible and abundant domestic resource, and the world's most extensive and reliable delivery infrastructure have created a fundamental shift in the natural gas marketplace, providing an opportunity to satisfy significant new demand at affordable prices well into the future. In 2017, the Potential Gas Committee (Colorado School of Mines) in coordination with the American Gas Association (AGA), released a yearend 2016 biennial report: Potential Gas Supply of Natural Gas in the United States, which found that the United States possesses a technically recoverable natural gas resource base of 2,817 trillion cubic feet (Tcf) yet to be discovered. This is the highest resource evaluation in the Committee's 52-year history—a 12 percent increase from the previous high assessment from year-end 2014.

A Long History of Many Uses

The first use of gas energy in the United States occurred in 1816, when gaslights illuminated the streets of Baltimore, Md. By 1900, natural gas had been discovered in 17 states. During the years following World War II, expansion of the extensive interstate pipeline network occurred, bringing natural gas service to customers all over the country.

Today, natural gas is used extensively in residential, commercial and industrial applications. It is the main energy used for home heating: slightly more than half of American homes use gas. Increasingly, natural gas is being used for electric power generation as well.

A Little Goes a Long Way

Natural gas, like other forms of heat energy, is measured in British thermal units or Btu. One Btu is equivalent to the heat needed to raise the temperature of one pound of water by one degree Fahrenheit. A cubic foot of natural gas holds a lot of power, about 1,032 Btu. The unit you see on your heating bill holds even more power: most natural gas bills measure gas in therms, which is a unit of heating equal to 103,200 Btu. That's a lot of hot water! In fact, a therm is enough to provide almost 2.5 days of hot water for your household; and two therms can warm your home for a day.

Ten therms of natural gas is about enough to meet the natural gas needs of an average home — space heating, water heating, cooking, etc. — for five days.

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