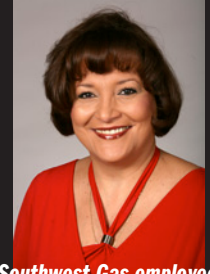
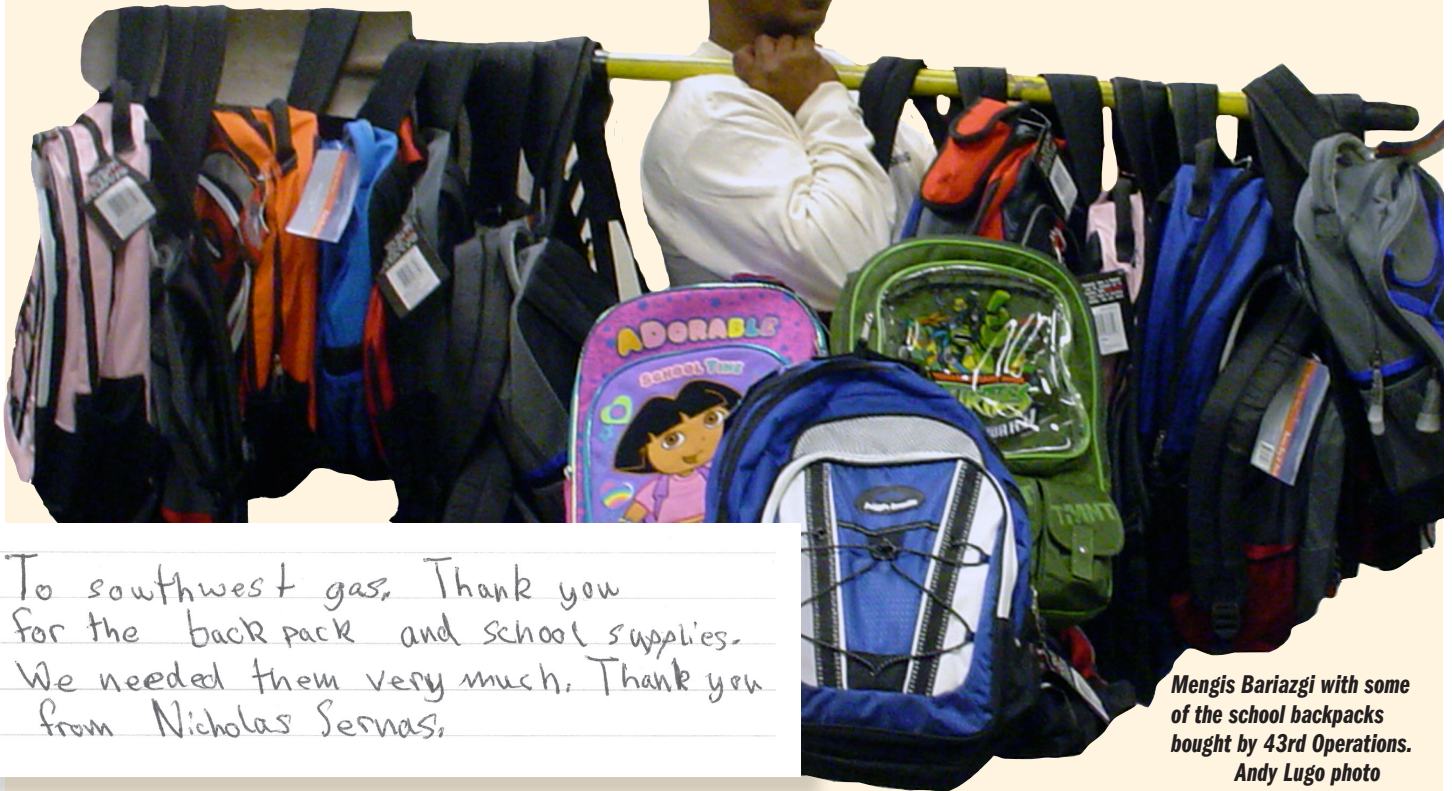


August 2007

SandTracks



Division news for Southwest Gas employees like Customer Specialist Maria Demeny, above



To southwest gas, Thank you for the back pack and school supplies. We needed them very much, Thank you from Nicholas Sernas,

Mengis Bariazgi with some of the school backpacks bought by 43rd Operations. Andy Lugo photo

Southwesters earn high marks for “Pack to School” donations

Some new things are scary for youngsters heading off to school—new teachers, new friends, new routines. Their jitters might be calmed a little if they feel prepared with a cool new backpack and supplies.

Dozens of Valley children will get that help through donations by Southwesters. In a record-breaking drive, the division donated money or supplies that resulted in 66 backpacks and almost 1800 supplies, like paper and notebooks, to fill them.

The lucky recipients were children selected by the Salvation Army and Glendale Family Development Center.

Sponsored by the Employee Volunteer Team, the drive was coordinated by members Kae Espinoza and Laurie Cleland. The Team sent special recognition to Central Support Inspector Mengis Bariazgi, who challenged his

coworkers to participate. As a result, 43rd Construction and Central Support donated \$405.

Representative Patti Kellums shopped for the group, and was able to buy and fill 39 backpacks. When combined with other departments' donations and the people who volunteered to shop, Southwesters earned an A+.

The division collected hundreds of back-to-school items to benefit Valley children.



Standard workweek has deep roots at SWG

Worn out after weekends, some people wonder if an extra day off would solve their woes. Even stress-free folks can envy a Wednesday without work.

"Ever since I was the HR manager here in the '80s, people have asked about a four-day workweek," says CAZ Sr. VP Chris Palacios.

"Many people, including Jim Kane and Jeff Shaw, reviewed the concept and decided it's not something we're going to do. But I think the question deserves an explanation."

It's not that flextime can't be done—it can. It's whether or not it makes business sense to do it at Southwest Gas.

On the plus side is the feeling that some employees might like it. On the negative side is the consensus that administering four ten-hour days, or any of the many flextime variations, is a complicated and costly headache.



Sr. VP Chris Palacios

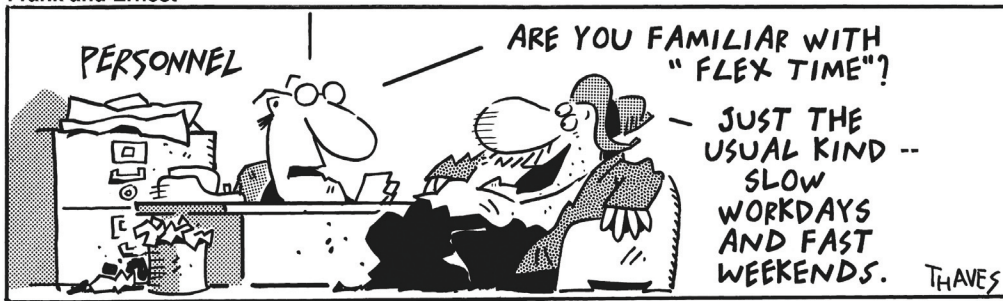
"Over the years we've looked at all the angles—like our standards for emergency response, the labor-intensive house calls that gas utilities make, and our commitment to consistent policies for all locations and employee groups. We came to the conclusion that changing the standard workweek simply wouldn't help our business," adds Palacios.

Companies that offer flextime do so when it solves an issue for their business. It has especially been successful with firms such as software development, where work can be performed independently. Some utilities schedule alternative work hours. But they only offer it to certain groups in order to solve a business need.

"While we don't have formal flextime, Southwest Gas does offer flexibility to do outside activities during the week through makeup time, personal days and scheduled hours off," she notes.

"We're pretty progressive when it comes to new technology and problem-solving. But we're also smart enough to stick with tried and true systems that work. The regular five-day workweek works for us."

Frank and Ernest



© 1999 Thaves. Reprinted with permission. Newspaper dist. by NEA, Inc.

Calendar Note:



The division's 2007 Service Awards Banquet will be held Friday, September 28 at the Orange Tree Golf Resort.

SandTracks

Published monthly by the Central Arizona Division Communications Dept; Southwest Gas Corporation (Southwest, SWG, Southwest Gas). Linda Taylor ABC, editor, P.O. Box 52075, Phoenix, AZ 85072-2075. (602) 395-4089. linda.taylor@swgas.com. Member, International Association of Business Communicators. © 2007 Southwest Gas Corporation

Pioneer
your SWG
Career

Engineering Job Fair open to all

A first-ever internal job fair is scheduled for late September at 43rd, Mt. View, Tempe and the Grove.

"We'd like to provide an opportunity for interested Southwesterners to learn about a career in the Engineering workgroups, such as Franchise or Special Projects," says Supervisor/Engineering Claudia Fisher.

Another Engineering supervisor, Hengameh Najafi, adds, "We're hoping a career fair will provide an opportunity for applicants to meet with Engineering supervisors to shed some light on the pre-bid and interview processes, as well as field ride opportunities."

Interested Southwesterners may sign up for a time slot during which they can visit informational booths sponsored by Franchise, Special Projects, New Business Projects, Mapping, Code Compliance, Cathodic Protection and System Planning. Human Resources will also offer bid and salary information.

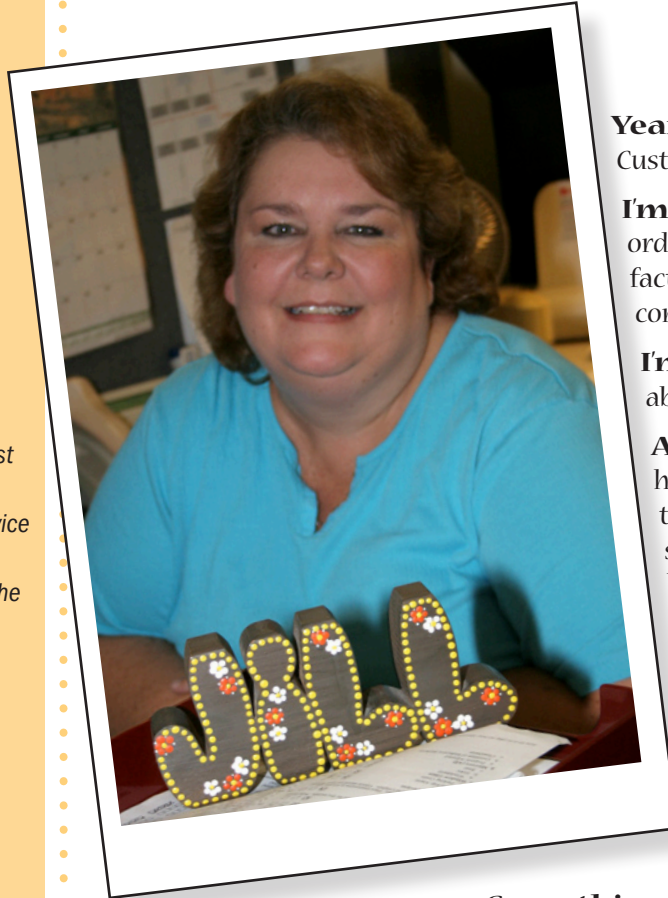
Signup sheets are available from supervisors.

AWESOME!

The CAZ AWESome Employee Award applauds Attitude, Work Performance and Excellence among Central Arizona Southwesters

Representative **Jill Cordero**

After completing just her second year in a new department, Jill was honored for having become a valuable and respected member of the team. She's quick to produce spreadsheets, lists, charts, calendars and reports to keep the Customer Service northwest group organized. But when you get down to it, the service techs in her area sum it by saying, "She's wonderful. She takes care of us all!"



For being selected, Jill received a \$50 gift card, four hours off, a certificate of award signed by Jeff Shaw and Chris Palacios, her name listed on an annual recognition plaque, and an invitation to the division's Service Awards dinner.

Each nominee also received a gift, and the people who nominated Jill received \$5 gift cards. All employees who submit a nomination will be entered into a semi-annual drawing for \$50.

Years of service: 11, beginning in Customer Assistance.

I'm impressed by: the number of orders our service techs handle and the fact that most seem like they really enjoy coming to work.

I'm not impressed by: technicians' ability to clean up after themselves.

A great part of my job is: helping to organize work processes and trying to figure out what John (Goss, superintendent/C.Svc) is going to need before he asks for it.

At home, I'm different in that: I'm far less organized. I collect clutter. This is my alter-ego at SWG.

Family: husband Ken, two dogs and two birds. Out of us all, the one in charge is Sneakers, the Doberman we got from *Pets on Parade*.

Something new at our house is: a small camping trailer. We've been trying it out on weekend trips to the Heber area.

If we like it enough we may eventually get a toy hauler so we can take our motorcycles along.

I'm looking forward to: going to Las Vegas in September for our 15th wedding anniversary.

One of my favorite things to do in Phoenix is: go to baseball games. I'm a lifelong White Sox fan, but while here I'll cheer for the Diamondbacks.

I like being on the Annual Event committee because: others on the committee are fun to work with and I like to be in the mix of coordinating things. The registration table at the event is fun because I can visit and put faces with names.

I love what I'm doing; however a dream job would be: working with animals.

On the right **Track**

individual news and announcements

Applause

Customers or members of the community recently praised work by these employees:

Brock Armstrong
Ken Brandenberger
Stella Cooke
Richard De La Garza
Kim Driver
Sharaleen Finnell
Laura Flores-Garland
Juanita Flynn
Weldon George
Sherri Hill
Delia Perez
Kalé Pittman
Rafael Rivera
Ronald Rocha
Sherry Stevens
Inez Swanson
Jeff Welker
Coworkers sent applause to:
Brenda Beckham
Kyle Freed
Jeff Goodson

Volunteer Opportunity

Consumer and Community Affairs Administrator Adrienne Howell shares the following volunteer opportunity, noting, "This group is really in need of mentor volunteers for children whose families are homeless."

PALS—Positive Adult Leader in Society—a mentoring program sponsored by Phoenix Youth at Risk.

The program goal is to provide one-on-one mentoring with a positive role model to kids who live in homeless transitional shelters with their families. These children, ages 5-15, sign up for the program on a strictly voluntary basis. They are matched with a volunteer mentor, and for one year they agree to spend at least one hour a week together.

For more information, contact Sylvia Brekke, 602-258-1012 or by e-mail at sylvia.brekke@phoenixyouthatrisk.org

Service Awards

Celebrating a service anniversary during August were:

5 Years
Ryan Hambright
Wendy Soto
Kerry Teran-Benner
David Fogo
Marcus Gable

20 Years
Clay Combs

25 Years
Janell O'Mara
Rita Simpson

30 Years
Cody McDermott

35 Years
Lisa Waddell

Congratulations

Winners in the last Trip Reduction Drawing are: \$100 gift card/Frank Celis; \$50 High Pollution Advisory gift card/Tracy Collier; \$25 Walmart gift cards/Dominic Espitia, Lydia Almanza, Susan Bielby and Gale Browning; Diamondbacks tickets/Howard Warren, Susan Bracamonte, Shirley Nash, Shane Berke and Kathy Nolte. Mark Wahl drew the winning names.

We'd like to thank everyone at SWG-Grove for a fantastic blood drive. The drive was an overwhelming success! 44 people gave blood, and of the 44, 35 made a whole blood donation and 9 made a power red donation. These donations are being processed and will go out to Arizona hospitals over the next few weeks. Because of your generosity and willingness to make a difference, approximately 115 lives will be saved or enhanced.

Your drive was the most successful SWG-Grove blood drive...EVER! We hope everyone is proud of their contributions. Thank you for giving blood.

—United Blood Services

All donors were automatically entered to win a 2007 Saturn. For questions, log on to www.unitedbloodservices.org/Arizona or call 1-877-448-4483 (GIVE).

Safety

From the Neighborhood Watch Program...

Put your car keys beside your bed at night. If you hear someone trying to get in your house, just press the panic button on the car remote. The alarm will be set off, and the horn will continue to sound until either you turn it off or the car battery dies.



Fall Clothing Drive

Look for the bin!

Sept 4 – Sept 28

Clean out your closets and drawers! Slightly used adult and children's apparel needed!

An Employee Volunteer Team Event to benefit Valle del Sol agency