



# 2016 Spring Operations Conference

*Presented by the following NGA Committees*  
Customer Service / Utilization  
Safety and Health  
Workforce Management  
Construction and Maintenance

**April 7-8, 2016**

**Sheraton Stamford Hotel**

**Stamford, CT**



**Thursday, April 7, 2016 4:30-6:00 PM**

New 2016 Spring Conference: Reception immediately following the conclusion of  
Thursday's Sessions Hosted by:

**Celerity Consulting Group and Storti Quality Services, LLC**



**2016 Spring Operations Conference**  
*Visit Our Exhibiting Companies*

**A.G.I. Construction, Inc.**  
**Celerity Consulting Group**  
**CHI Engineering Services, Inc.**  
**ENECON Northeast APS, Inc.**  
**Heath Consultants Incorporated**  
**Henkels & McCoy, Inc.**  
**J.F. Kiely Service Co., LLC**  
**Kerr Engineered Sales Co.**  
**Mulcare Pipeline Solutions, Inc.**  
**Performance Pipe, CP Chem**  
**Precision Pipeline Solutions, LLC**  
**R.W. Lyall & Co., Inc.**

**Reception Immediately Following the  
Conclusion of Thursday's Session Hosted By:  
Celerity Consulting Group and Storti Quality Services, LLC**

## Program at-a-Glance

<b>Tracks</b>	Track A CS/Utilization	Track B Safety & Health	Track C Workforce Management	Track D Construction & Maintenance
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Day 1, April 7, 2016

### GENERAL SESSION

10:00 - 11:00

Welcome - Opening Remarks - Exhibitor Presentations

### BREAKOUT SESSIONS

<b>Session 1</b> 11:00- 11:15	Paul Pirro Public Service E&G Committee Chair	Nicole Colby Unitil Committee Chair	Tony Pezzulo South Jersey Gas Committee Chair	Bill Snyder National Fuel Committee Chair
<b>Session 2</b> 11:15- 12:15	Expect the Unexpected - Responding to a Critical Event	Operator Ergonomics Training Program	Supervisory Training	Contractor Training On Operator O&M Procedures
12:15- 1:30	LUNCH	LUNCH	LUNCH	LUNCH
<b>Session 3</b> 1:30- 2:15	Products and Applications for Vent- less Regulators	Update On Driver Training Programs Utilized by Operators and Contractors	Enhancing a Pipeline Safety Culture In the Workplace	Automating Leak Surveys and Reporting
<b>Session 4</b> 2:15- 3:15	High Efficiency Natural Gas Conversion Burner System	Creating Safe, High Performance Work Teams	Creating Safe, High Performance Work Teams	Addressing Permitting and Restoration Challenges
3:15- 3:30	BREAK	BREAK	BREAK	BREAK
<b>Session 5</b> 3:30- 4:30	What Are Your Leak Investigation Barholing Practices?	What Are Your Policies For Working In Confined or Hazardous Spaces?	How Do You Engage and Retain High Performance Employees?	How Detailed Is Your Operation and Maintenance (O&M) Plan?

Day 2, April 8, 2016

<b>Session 1</b> 8:30- 9:15	Advances in Automatic Meter Shut-Off Devices	PPE Policies for Working In a Live Gas Environment	Field Force Succession Planning	Using Robotics For Distribution Pipeline Inspections
<b>Session 2</b> 9:15- 10:00	Methane and Carbon Monoxide Sensing and Automatic Shut-Off Systems	AC Mitigation Techniques During Pipeline Maintenance	Case Study On the Redesign of A Contractor Training Program and Facility	Mobile Technology For Real-Time Project Oversight
10:00- 10:15	BREAK	BREAK	BREAK	BREAK
<b>Session 3</b> 10:15- 11:15	What's New in Ergonomic Tools and Practices	What's New in Ergonomic Tools and Practices	Update on Industry/ Community College New Hire Training Programs	Are You Ready for PHMSA's Construction Inspection Rule in 2017?
<b>Session 4</b> 11:15- 12:00	Wrap -up	Wrap- up	Wrap-up	Wrap-up

**Day 1 - April 7, 2016**

**9:00—10:00 Registration and Continental Breakfast**

<b>10:00-11:00</b>	<b>GENERAL SESSION</b> <ul style="list-style-type: none"> <li>• <b>Opening Remarks</b></li> <li>• <b>Exhibitor Presentations</b></li> </ul>
<b>Session 1</b> <b>11:00—11:15</b>	<b>WELCOME</b> <b>Chair, Paul Pirro, Public Service Electric &amp; Gas</b>
<b>Session 2</b> <b>11:15—12:15</b>	<b>EXPECT THE UNEXPECTED- RESPONDING TO A CRITICAL EVENT</b> <b>Alice Burns, Celerity Consulting</b> <p>With the rise of media coverage on incidents, it is increasingly risky for utilities and operators to go without a tested protocol for responding to regulatory investigations and potential claims following a critical event. Find out what goes into your response play book, including a typical event roadmap, how to identify key data sources, engage stakeholders, and effectively test the plan.</p>
<b>12:15-1:30</b>	<b>LUNCH</b>
<b>Session 3</b> <b>1:30—2:15</b>	<b>PRODUCTS AND APPLICATIONS FOR VENT-LESS REGULATORS</b> <b>Jason Rosen, Follin Flo</b> <p>Vent-less regulator applications can be the answer for situations where placing a regulator vent is difficult. The optimum applications and product choices to be discussed.</p>
<b>Session 4</b> <b>2:15—3:15</b>	<b>HIGH EFFICIENCY NATURAL GAS CONVERSION BURNER SYSTEM</b> <b>Bruce Graham, Carlin Combustion</b> <p>Improved, high efficiency conversion burners are available that can make converting from oil to gas simpler and less costly. The performance of the product and the proper applications will be discussed.</p>
<b>3:15-3:30</b>	<b>BREAK</b>
<b>Session 5</b> <b>3:30 —4:30</b>	<b>WHAT ARE YOUR LEAK INVESTIGATION BARHOLING PRACTICES?</b> <p>Participants will discuss their procedures to effectively locate leaks while mitigating the risk of damage to gas and other underground lines.</p>

**Day 2 - April 8, 2016**

**7:30—8:30 Registration and Continental Breakfast**

<b>Session 1</b> <b>8:30—9:15</b>	<b>ADVANCES IN AUTOMATIC METER SHUT-OFF DEVICES</b> <p>A panel of gas meter suppliers will present on new products that can shut-off gas at the meter for safety and non-payment issues.</p>
<b>Session 2</b> <b>9:15—10:00</b>	<b>METHANE AND CARBON MONOXIDE SENSING AND AUTOMATIC SHUT-OFF SYSTEMS</b> <b>Ray Wood, QMI Manufacturing</b> <p>New products that can sense gas leaks, water leaks, and carbon monoxide, as well as shut-off gas and water supplies to protect a home or business, will be discussed.</p>
<b>10:00– 10:15</b>	<b>BREAK</b>
<b>Session 3</b> <b>10:15—11:15</b>	<b>WHAT'S NEW IN ERGONOMIC TOOLS AND PRACTICES</b> <b>Bruce Campbell, Campbell Associates</b> <p>A variety of ergonomic tools for gas operators have been introduced over the last several years. The presentation will cover the results of field trials and discuss what have been successfully commercialized, what have not succeeded, and provide updates on those in development.</p>
<b>Session 4</b>	<b>WRAP -UP</b>

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10:00-11:00	<b>GENERAL SESSION</b> <ul style="list-style-type: none"> <li>• Opening Remarks</li> <li>• Exhibitor Presentations</li> </ul>
Session 1 11:00—11:15	<b>WELCOME</b> Chair, Nicole Colby, Unitil
Session 2 11:15—12:15	<b>OPERATOR ERGONOMICS TRAINING PROGRAM</b> A panel of operator representatives will share information on programs designed to mitigate injuries through training on the proper use of tools, body positioning and overall wellness.
12:15-1:30	<b>LUNCH</b>
Session 3 1:30—2:15	<b>UPDATE ON DRIVER TRAINING PROGRAMS UTILITZED BY OPERATORS AND CONTRACTORS</b> A panel of LDC and Contractor representatives will discuss the driver training programs they employ and their impact on reducing vehicle related accidents.
Session 4 2:15—3:15	<b>CREATING SAFE, HIGH PERFORMANCE WORK TEAMS</b> <i>Bruce Bolger, Eversource</i> Bruce will cover this highly interactive program designed to identify and eliminate potential blind spots to those behaviors that could sabotage performance and create dysfunction impacting safety, quality and productivity. Personal stories and videos are used to drive home key points.
3:15-3:30	<b>BREAK</b>
Session 5 3:30 —4:30	<b>WHAT ARE YOUR POLICIES FOR WORKING IN CONFINED OR HAZARDOUS SPACES?</b> Participants are encouraged to share their policies on working safely in confined spaces, or where hazardous materials, such as asbestos are present.

### Day 2 - April 8, 2016

7:30—8:30 Registration and Continental Breakfast

Session 1 8:30—9:15	<b>PPE POLICIES FOR WORKING IN A LIVE GAS ENVIRONMENT</b> <i>Ed Pagani, Eversource</i> Ed will share current policies implemented to protect employees working on live gas and the rationale behind them.
Session 2 9:15—10:00	<b>AC MITIGATION TECHNIQUES DURING PIPELINE MAINTENANCE</b> <i>Nicole Colby, Unitil</i> Nicole will discuss Unitil's efforts to develop procedures to test for and mitigate the adverse impacts of stray currents during pipeline maintenance.
10:00– 10:15	<b>BREAK</b>
Session 3 10:15—11:15	<b>WHAT'S NEW IN ERGONOMIC TOOLS AND PRACTICES</b> <i>Bruce Campbell, Campbell Associates</i> A variety of ergonomic tools for gas operators have been introduced over the last several years. The presentation will cover the results of field trials and discuss what have been successfully commercialized, what have not succeeded, and provide updates on those in development.
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<b>Session 1</b> 11:00—11:15	<b>WELCOME</b> Chair, Tony Pezzulo, South Jersey Gas Company
<b>Session 2</b> 11:15—12:15	<b>SUPERVISORY TRAINING</b> <i>Roger Adank, SBC Global</i> The speaker will present how a comprehensive program to assist supervisors in addressing performance management for both bargaining and non bargaining employees can be utilized by focusing on employee/employer responsibility, accountability and support. Specific tools are taught to enhance the supervisors role and give them the confidence to act.
12:15-1:30	<b>LUNCH</b>
<b>Session 3</b> 1:30—2:15	<b>ENHANCING A PIPELINE SAFETY CULTURE IN THE WORKPLACE</b> <i>J.R. McGee, X-Stream Leadership Group, LLC</i> The importance of process improvements and how supervisors can be taught to apply LEAN Six Sigma fundamentals to their everyday business problems will be presented. J.R. will also discuss how to set up a quality group including the skill sets that are needed. Examples of culture change initiatives that improve safety will also be discussed.
<b>Session 4</b> 2:15—3:15	<b>CREATING SAFE, HIGH PERFORMANCE WORK TEAMS</b> <i>Bruce Bolger, Eversource</i> Bruce will cover this highly interactive program designed to identify and eliminate potential blind spots to those behaviors that could sabotage performance and create dysfunction, impacting safety, quality and productivity. Personal stories and videos are used to drive home key points.
3:15-3:30	<b>BREAK</b>
<b>Session 5</b> 3:30 —4:30	<b>HOW DO YOU ENGAGE AND RETAIN HIGH PERFORMANCE EMPLOYEES?</b> Participants are encouraged to share their challenges and the strategies they employ to retain highly productive employees in a competitive environment.

### Day 2 - April 8, 2016

#### 7:30—8:30 Registration and Continental Breakfast

<b>Session 1</b> 8:30—9:15	<b>FILED FORCE SUCCESSION PLANNING</b> A panel of HR representatives will discuss their planning efforts to prepare for vacancies that will eventually occur due to the retirement of long-term field employees.
<b>Session 2</b> 9:15—10:00	<b>CASE STUDY ON THE REDESIGN OF A CONTRACTOR TRAINING PROGRAM AND FACILITY</b> <i>Stu Buhrendorf, Hallen Contractors</i> Stu will discuss the major investment made in developing a new training facility and redesigning training programs that will prepare them to meet increased work load demands.
10:00– 10:15	<b>BREAK</b>
<b>Session 3</b> 10:15—11:15	<b>UPDATE ON INDUSTRY/COMMUNITY COLLEGE NEW HIRE TRAINING PROGRAMS</b> <i>Bill Egan, Feeney Brothers and Bunker Hill CC/Bill Gorman, Precision Pipeline services &amp; Orange County CC</i> The panel will discuss how their partnerships with educational institutions have helped them attain promising new hires.
<b>Session 4</b>	<b>WRAP -UP</b>

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Session 1 11:00—11:15	<b>WELCOME</b> Chair, William Snyder, National Fuel
Session 2 11:15—12:15	<b>CONTRACTOR TRAINING ON OPERATOR O&amp;M PROCEDURES</b> <i>Stanley Kastanas, Northeast Gas Association</i> Stan will moderate a discussion on how LDC's are preparing contractors to perform work on their systems, including technology used and level of training hours. How LDC's address violations for not following procedures will also be discussed.
12:15-1:30	<b>LUNCH</b>
Session 3 1:30—2:15	<b>AUTOMATING LEAK SURVEYS AND REPORTING</b> <i>Bob Drete, Bytronics</i> The newest applications for automating surveys and reporting will be discussed, including use of GPS and mapping to track surveys.
Session 4 2:15—3:15	<b>ADDRESSING PERMITTING AND RESTORATION CHALLENGES</b> A panel of LDC's will discuss strategies they have found effective in working with municipalities to reduce costs.
3:15-3:30	<b>BREAK</b>
Session 5 3:30 —4:30	<b>HOW DETAILED IS YOUR OPERATION AND MAINTENANCE (O&amp;M) PLAN?</b> A panel of LDC representatives will discuss key elements of their company's O&M procedures. Participants are encouraged to share what their plans do and do not include.

### Day 2 - April 8, 2016

Session 1 8:30—9:15	<b>USING ROBOTICS FOR DISTRIBUTION PIPELINE INSPECTIONS</b> <i>Nathan King, ULC Robotics</i> ULC will present their findings on evaluating the effectiveness of robotic inspection for distribution pipelines based upon field experience.
Session 2 9:15—10:00	<b>MOBILE TECHNOLOGY FOR REAL-TIME PROJECT OVERSIGHT</b> <i>Alicia Farag, LocusView</i> Mobile technology increases visibility and decreases the amount of time required to get project data from the field into enterprise systems such as GIS, asset management, and accounting. Paper as-builts and manual reports take time to process and can create delays in making project information available. Operators are using LocusMap to not only capture information for mapping and engineering, but also for real-time project management reporting and oversight.
10:00– 10:15	<b>BREAK</b>
Session 3 10:15—11:15	<b>ARE YOU READY FOR PHMSA'S CONSTRUCTION INSPECTION RULE IN 2017?</b> A panel of Operators and Contractors will share how they currently use inspectors and how they are preparing for anticipated regulatory change.
Session 4	<b>WRAP -UP</b>



# 2016 NGA Spring Operations Conference GENERAL INFORMATION

**April 7 and 8, 2016**  
**Sheraton Stamford Hotel, Stamford, CT**

## Who Should Attend

NGA's 2016 Spring conference is open to natural gas distribution company operations personnel with interests in construction, maintenance, measurement, customer service, utilization, workforce management and environment; members of the regulatory community as well as NGA trade allies

## Conference Contact:

If you have questions regarding the conference, including the exhibit, please contact:

Eileen Sitte at 781-455-6800 x117, [esitte@northeastgas.org](mailto:esitte@northeastgas.org)  
Dan Dessanti at 973-265-1900 x216, [dessanti@northeastgas.org](mailto:dessanti@northeastgas.org)

## Registration—[Click HERE to Register](#)

Online registration is available on NGA's website [www.northeastgas.org](http://www.northeastgas.org).

**Member Rate: \$295.00**

**Non-Member Rate: \$525.00**

**Registration Deadline:** April 1, 2016

**Cancellation Policy:** Due to contractual obligations, cancellations received 15 business days prior to the program will receive a full refund. Cancellations received 6 to 14 business days prior to the event will receive a refund, less a \$100 administrative fee. No shows and last minute cancellations, 5 business days prior to the event or less, will be responsible for the full registration fee. Substitutions from your organization for the same event are always welcome.

## Basic Exhibit

One 6 foot draped table, no backdrop; 1 or 2 chairs, electricity on a need basis only, signage, and company recognition. The exhibit will be placed in the conference room where all meals will be held. Tables will be arranged around the perimeter of the room. The Exhibit Registration Fee includes the basic exhibit and one individual; and includes meals and breaks. You are also invited to attend the sessions. Additional company representatives can register at the conference rate (\$295.00/\$525.00)

**Sold Out**

## NGA's New Event App Available for Download

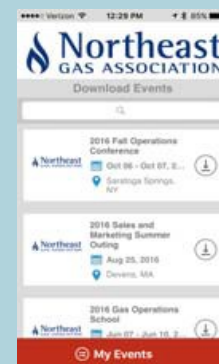
NGA is pleased to announce that its new mobile app is available for download. The app will let you access the latest info on all of NGA's conferences and events—from agendas to attendee lists to venue details, etc.

**The app is available at 3 venues:**

**App Store URL:** <https://itunes.apple.com/us/app/northeast-gas/id1072271568?mt=8>

**Play Store URL:** <https://play.google.com/store/apps/details?id=com.avodigy.nga>

**Web App URL:** <http://nga.eventpedia.us>



**Sheraton Stamford Hotel**  
700 East Main Street  
Stamford, CT 06901  
203-358-8400

## Hotel Accommodations

Overnight accommodations are the responsibility of each individual. NGA has secured a block of rooms with a rate of \$145.00 per night. To make your reservation, call the hotel at 800-325-3535 or online ([www.sheratonstamford.com](http://www.sheratonstamford.com)) To receive the group rate, please be sure to mention Northeast Gas Association. Cut-off date is March 23, 2016.

## Travel Directions

Personalized travel directions can be obtained by visiting the Sheraton Stamford website - [www.sheratonstamford.com](http://www.sheratonstamford.com)

Northeast Gas Association—75 second Avenue, Suite 510, Needham, MA 02494