



2017 Spring Operations Conference

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

April 6-7, 2017

Saratoga Hilton

Saratoga Springs, NY



Thursday, April 6, 2017 4:30-6:00 PM

2017 Spring Conference: Reception immediately following the conclusion of
Thursday's Sessions Hosted by:

Celerity Consulting Group and Henkels & McCoy



2017 Spring Operations Conference
Visit Our Exhibiting Companies

Celerity Consulting Group
CHI Engineering Services, Inc.
Davey Resource Group
ENECON Northeast APS, Inc.
Heath Consultants Incorporated
Kerr Engineered Sales Co.
Mosaic
Mulcare Pipeline Solutions, Inc.
Oxford Plastics USA
Precision Pipeline Solutions, LLC
SENSIT Technologies
Transcor Information Technologies

Reception Immediately Following the
Conclusion of Thursday's Session Hosted By:
Celerity Consulting Group and Henkels & McCoy

2017 Spring Operations Conference

Program at-a-Glance

Tracks	CS/Utilization	Safety & Health	Workforce Management	Construction & Maintenance
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Day 1, April 6, 2017

GENERAL SESSION

10:00 - 11:00

Welcome - NGA OQ Program Update - Exhibitor Presentations

BREAKOUT SESSIONS

Session 1 11:00- 11:15	Paul Pirro Public Service E&G Committee Chair	Nicole Colby Unitol Committee Chair	Committee Chair	Bill Snyder National Fuel Committee Chair
Session 2 11:15- 12:15	Using Mobile Applications to collect Regulator Data and meet Compliance Requirements	Safety Incident Investigation Techniques	Update on Industry/ Community College New Hire Training Programs	Integrating Traceable, Verifiable and Complete into your Existing Process
12:15- 1:30	LUNCH	LUNCH	LUNCH	LUNCH
Session 3 1:30- 2:15	Changes in Excess Flow Valve Requirements	Quality Assurance for Maintaining Safe Worksite Practices- Panel Discussion	Automating Workforce Scheduling and Tracking	Vacuum Excavation Applications and Best Practices
Session 4 2:15- 3:15	NGA's New First Responder Online Training Program	What's New in Driver Training and Deploying Vehicle Accident Avoidance Technology	Implementing Pipeline Safety Management Systems	Working with Municipalities on Road Opening Permits and Paving/Backfilling Best Practices
3:15- 3:30	BREAK	BREAK	BREAK	BREAK
Session 5 3:30- 4:30	Roundtable	Roundtable	Roundtable	Roundtable: How are you changing your Excess Flow Valve Program to meet New Regulations?

Day 2, April 7, 2017

Session 1 8:30- 9:15	Methane and Carbon Monoxide Gas Sensing and Leak Detection Systems	Human Performance and its Role in Operational and Safety Excellence	Planning and Modelling Future Workforce Needs	Effective Requirements Planning for Developing a Field Data Capture and Reporting Solution
Session 2 9:15- 10:00	Indoor Leak Detection Practices	Safe 4 the right Reasons, Wyle Davidson, DivalSafety	What Should an LDC and contractor training program include?	Solutions for Corrosion and Water Ingress Problems in Underground Vault Systems
10:00- 10:15	BREAK	BREAK	BREAK	BREAK
Session 3 10:15- 11:00	Inside Atmospheric Corrosion Program	New Ergonomic Tool Designs	Improving Shift Schedules to Increase Productivity and Reduce Employee Stress	What's New in Modular Road Plate Applications
Session 4 11:15- 12:00	Wrap-up	Wrap-up	Wrap-up	Wrap-up

Day 1 - April 6, 2017

9:00—10:00 Registration and Continental Breakfast

10:00-11:00	<p>GENERAL SESSION</p> <ul style="list-style-type: none"> • Opening Remarks • NGA OQ Program Update, Paul Armstrong, Northeast Gas Association • Exhibitor Presentations
Session 1 11:00—11:15	<p>WELCOME</p> <p>Chair, Paul Pirro, Public Service Electric & Gas</p>
Session 2 11:15—12:15	<p>USING MOBILE APPLICATIONS TO COLLECT REGULATOR DATA AND MEET COMPLIANCE REQUIREMENTS</p> <p><i>Bill Brandt, Central Hudson and Alice Burns, Celerity</i></p> <p>Central Hudson has initiated a new program to capture data on its field installed regulators using a mobile based application with Celerity's support. Bill and Alice will present on the program's objectives and how the program was developed .</p>
12:15-1:30	<p>LUNCH</p>
Session 3 1:30—2:15	<p>CHANGES IN EXCESS FLOW VALVE REQUIREMENTS</p> <p><i>Stanley Kastanas, Northeast Gas Association</i></p> <p>Stanley will discuss how the gas industry is responding to regulatory changes to expand the use of EFVs, including outreach efforts to customers to communicate their options.</p>
Session 4 2:15—3:15	<p>NGA'S NEW FIRST RESPONDER ONLINE GAS SAFETY TRAINING PROGRAM</p> <p><i>Dan Dessanti, Northeast Gas Association</i></p> <p>NGA is rolling out an on-line gas safety training program for its participating members to use as a first responder gas safety training tool. This program was developed by the Culver Company based upon the program first developed for National Grid. The presenter will review how the program works.</p>
3:15-3:30	<p>BREAK</p>
Session 5 3:30 —4:30	<p>ROUNDTABLE DISCUSSION</p> <p>Join us for an open discussion on programs your company has implemented and lessons learned. Come prepared with questions and leave with suggestions from industry experts.</p>

Day 2 - April 7, 2017

7:30—8:30 Registration and Continental Breakfast

Session 1 8:30—9:15	<p>METHANE AND CARBON MONOXIDE GAS SENSING AND LEAK DETECTION SYSTEMS</p> <p><i>John Sullivan, Sensit</i></p> <p>Presence of Methane (Natural Gas) or Carbon Monoxide is determined in different ways depending on why you need to be aware. An overview of personal monitors, gas detectors, survey instruments and fixed-point monitors and how they satisfy many needs and requirements will be provided.</p>
Session 2 9:15—10:00	<p>INDOOR LEAK DETECTION PRACTICES</p> <p><i>Mark Baldovin, Con Edison and Bill Brandt, Central Hudson</i></p> <p>LDC best practices for detecting, grading and repairing indoor leaks will be discussed.</p>
10:00- 10:15	<p>BREAK</p>
Session 3 10:15—11:15	<p>INSIDE ATMOSPHERIC CORROSION PROGRAM</p> <p><i>Bob Wilson, GTI</i></p>
Session 4	<p>WRAP -UP</p>

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Session 1 11:00—11:15	<p>WELCOME</p> <p>Chair, Nicole Colby, Unitil</p>
Session 2 11:15—12:15	<p>SAFETY INCIDENT INVESTIGATION TECHNIQUES PANEL DISCUSSION</p> <p><i>Nicole Colby, Unitil and Dave Attig, Vermont Gas</i></p> <p>Approaches for evaluating incidents that lead to actual or potential injuries and implementing corrective action will be discussed by a panel of LDC and contractor safety experts.</p>
12:15-1:30	LUNCH
Session 3 1:30—2:15	<p>QUALITY ASSURANCE FOR MAINTAINING SAFE WORKSITE PRACTICES</p> <p>Panel Discussion with John May, Hallen Construction and others</p>
Session 4 2:15—3:15	<p>WHAT'S NEW IN DRIVER TRAINING AND DEPLOYING VEHICLE ACCIDENT AVOIDANCE TECHNOLOGY</p> <p><i>Mark Gunsalus, Mulcare Pipeline Solutions, Inc.</i></p> <p>Mark will discuss how they have approached driver training and what new tools and technologies they have evaluated to improve driver safety.</p>
3:15-3:30	BREAK
Session 5 3:30 —4:30	<p>ROUNDTABLE</p> <p>Join us for an open discussion on programs your company has implemented and lessons learned. Come prepared with questions and leave with suggestions from industry experts.</p>

Day 2 - April 7, 2017

7:30—8:30 Registration and Continental Breakfast

Session 1 8:30—9:15	<p>HUMAN PERFORMANCE AND ITS ROLE IN OPERATIONAL AND SAFETY EXCELLENCE</p> <p><i>Bruce Bolger, Consultant</i></p> <p>Studies show that the likelihood of a serious event being linked to human performance is 90 – 95 % versus 5% equipment failure. Opportunities exist to significantly raise awareness in employees leading to behavior change. This program discusses how to raise awareness to those behaviors which put our employees , operations and the public at risk.</p>
Session 2 9:15—10:00	<p>SAFE 4 THE RIGHT REASONS</p> <p><i>Wyle Davidson, DivalSafety</i></p> <p>The presenter takes a basic look at our human nature and breaks down why we put ourselves at risk. The fact is, as humans we are not wired to be safe and that is why the conventional approach to employee safety often delivers meager results. Safe 4 the Right Reasons effectiveness is rooted in the fact that this message is personal for every attendee – and the only way to get employees to value their own safety is to make it about them! The use of humor, audience participation, real world situations are employed.</p>
10:00– 10:15	BREAK
Session 3 10:15—11:15	<p>NEW ERGONOMIC TOOL DESIGN</p> <p><i>Eric Six, Heath and other panelist</i></p>
Session 4	WRAP -UP

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Session 1 11:00—11:15	<p>WELCOME</p> <p>Chair,</p>
Session 2 11:15—12:15	<p>UPDATE ON INDUSTRY/ COMMUNITY COLLEGE NEW HIRE TRAINING PROGRAMS</p> <p><i>Bill Gorman, Precision Pipeline Solutions, Patty Kelly and Joe Mandara, Orange & Rockland</i></p> <p>A panel of LDCs, contractors and their community college partners will share their progress in developing training programs for potential new employees for the gas industry.</p>
12:15-1:30	LUNCH
Session 3 1:30—2:15	<p>AUTOMATING WORKFORCE SCHEDULING AND TRACKING</p> <p><i>Doris Burke, New Jersey Natural Gas</i></p> <p>The presenter will discuss how using an automated scheduling system has significantly improved scheduling efficiency and reduced scheduling errors.</p>
Session 4 2:15—3:15	<p>IMPLEMENTING PIPELINE SAFETY MANAGEMENT SYSTEMS</p> <p><i>Timothy Woycik, National Grid and Chris Martinez, Consolidated Edison</i></p> <p>The panel will discuss how their companies are implementing PSMS practices that have been developed in industry/regulator workshops sponsored by PHMSA and documented in API 1173.</p>
3:15-3:30	BREAK
Session 5 3:30 —4:30	<p>ROUNDTABLE</p> <p>Join us for an open discussion on programs your company has implemented and lessons learned. Come prepared with questions and leave with suggestions from industry experts.</p>

Day 2 - April 7, 2017

7:30—8:30 Registration and Continental Breakfast

Session 1 8:30—9:15	<p>PLANNING AND MODELLING FUTURE WORKFORCE NEEDS</p> <p><i>Gary Dionne, National Grid and Patty Kelly, Orange & Rockland</i></p> <p>Panelists will share how they are evaluating future workforce hiring needs and developing plans to meet those needs.</p>
Session 2 9:15—10:00	<p>WHAT SHOULD AN LDC AND CONTRACTOR TRAINING PROGRAM INCLUDE?</p> <p><i>Bob Wilson, GTI</i></p>
10:00– 10:15	BREAK
Session 3 10:15—11:15	<p>IMPROVING SHIFT SCHEDULES TO INCREASE PRODUCTIVITY AND REDUCE EMPLOYEE STRESS</p> <p><i>Hannah Camara, Unitil and Joe Mandara, Orange and Rockland</i></p> <p>Panel and roundtable discussion on what companies are doing to reduce employee fatigue, make the related work more attractive to employees, and address both employee and public safety.</p>
Session 4	WRAP -UP

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10:00-11:00	GENERAL SESSION <ul style="list-style-type: none"> • Opening Remarks • NGA OQ Program Update, Paul Armstrong, Northeast Gas Association • Exhibitor Presentations
Session 1 11:00—11:15	WELCOME Chair, William Snyder, National Fuel
Session 2 11:15—12:15	INTEGRATING TRACEABLE, VERIFIABLE AND COMPLETE INTO YOUR EXISTING PROCESS <i>Robert Brook, NOVARA GeoSolutions, A CHA Company and Philippe Mari, Gazomat</i> In a perfect world, records would be automatically integrated. You could trace equipment, create integrated capital and maintenance plans and support compliance programs. The world isn't perfect but integrating 'TVC' into your company does not have to overload you. Bob will demonstrate how to simply and inexpensively use existing solutions to add TVC to your current processes, and share the information with the rest of the company so you can make safe, informed decisions. Phil will focus on the integration of traceability software, mobile apps and integration with GIS platforms during leak survey and monitoring.
12:15-1:30	LUNCH
Session 3 1:30—2:15	VACUUM EXCAVATION APPLICATIONS AND BEST PRACTICES <i>Chris Mazerbo, National Fuel and Mike Flaherty, APC Vacuum Excavation</i> Proper application of non-destructive excavation methods near adjacent utilities will be discussed.
Session 4 2:15—3:15	WORKING WITH MUNICIPALITIES ON ROAD OPENING PERMITS AND PAVING/BACKFILLING BEST PRACTICES <i>Albert Dias, Eversource and a CNG/SCG Representative</i> A panel of LDC representatives will discuss the challenges of collaborating with municipalities to complete work on public roads, cost effectively.
3:15-3:30	BREAK
Session 5 3:30 —4:30	ROUNDTABLE Join us for an open discussion on programs your company has implemented and lessons learned. Come prepared with questions and leave with suggestions from industry experts.

Day 2 - April 7, 2017

7:30—8:30 Registration and Continental Breakfast

Session 1 8:30—9:15	EFFECTIVE REQUIREMENTS PLANNING FOR DEVELOPING A FIELD DATA CAPTURE AND REPORTING SOLUTION <i>Celerity Consulting</i> A "how-to" guide for developing a data capture and reporting solution, centered on the key questions to ask Regulatory, Business, User, and Technical/Security stakeholders to ensure a successful outcome.
Session 2 9:15—10:00	SOLUTIONS FOR CORROSION AND WATER INGRESS PROBLEMS IN UNDERGROUND VAULT SYSTEMS <i>Robert Barr, Enecon</i> National Grid has implemented various approaches to storm harden underground vaults. Enecon has developed a number of systems to help utilities address both corrosion and water ingress problems that they see in the underground vault systems for gas distribution. The presenters will discuss how LDCs can waterproof their concrete vaults, seal pipe penetrations, vault lids and access doors, and protect gas piping from corrosion.
10:00– 10:15	BREAK
Session 3 10:15—11:15	WHAT'S NEW IN MODULAR ROAD PLATE APPLICATIONS <i>David Sardinha, Oxford Plastics</i> The ease, flexibility and cost saving benefits of modular road plate applications will be discussed.
Session 4	WRAP -UP

2017 NGA Spring Operations Conference

GENERAL INFORMATION

April 6 - 7, 2017

General Information

Who Should Attend

's 2017 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's trade allies

Conference Contacts:

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

Eileen Sitte at 781-455-6800 x117, esitte@northeastgas.org

Dan Dessanti at 973-265-1900 x216, dessanti@northeastgas.org

The 2017 Spring Exhibit - *Sold Out* -

Registration—Click [HERE](#) to Register

Online registration is available on NGA's website

www.northeastgas.org

Member Rate: \$295.00

Non-Member Rate: \$525.00

Registration Deadline: April 1, 2017

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.

Registration

Online registration is available on NGA's website: www.northeastgas.org, then click on "Member Login" top left corner.

Online Registration (for those not entered in NGA's on-line system)

If you already have a username and password for the NGA site, you can register online right now. To log in go to NGA's website, www.northeastgas.org. After you login, click on the left side on the tab for "Online Store." You will be taken to the store, Look for the "2016 Fall Conference." Click on the "2017 Spring Conference Attendees" and continue registering from there.

Online Registration (for those not entered in NGA's on-line system)

If you are not yet registered with NGA for online access and would like to do so, you can complete the "Individual Database Profile Form" found on NGA's member log in screen. You can also email Eileen Sitte at esitte@northeastgas.org, and request a form be emailed to you. Please return the forms via email to Eileen Sitte at esitte@northeastgas.org. NGA will contact you once you are entered in our database with a username and password for future access.

Hotel Accommodations at The Saratoga Hilton

*The Saratoga Hotel, 534 Broadway
Saratoga Springs, NY 12866*

Overnight accommodations are the responsibility of each individual. NGA has secured a block of rooms with a rate of **\$129.00** per night. To make your reservation, call the hotel at **888-866-3596** or on-line: <https://aws.passkey.com/go/NEGasApril2017>

NGA's Event App, Download it Today!!

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>

