



# 2019 Fall Operations Conference

**New Track Format:**  
**Field Services/Measurement**  
**Damage Prevention**  
**Pipeline Safety Management**  
**Quality Management**

**October 17 - 18, 2019**

**Hartford, CT**



**Register Now**

**Thursday, October 17, 4:30-6:00 PM**

**2019 Fall Conference: Reception immediately following the conclusion  
of**

**Thursday's Sessions Hosted by:**

**TBD**



# **2019 Fall Operations Conference**

## *Visit Our Exhibiting Companies*

**Bascom-Turner Instruments, Inc.**

**Davey Resource Group**

**Eastcom Associates, Inc.**

**ENERGY Worldnet, Inc.**

**Heath Consultants**

**Kerr Engineered Sales Co.**

**Mulcare Pipeline Solutions, Inc.**

**PPI Gas Distribution Inc.**

**Precision Pipeline Solutions, LLC.**

**Progressive Pipeline Management**

**Southern Cross Corp.**

**TRC**

**Special Event Sponsors:**

**TBD**

## Program at-a-Glance

Tracks	Track A Field Services / Measurement	Track B Damage Prevention	Track C Pipeline Safety Management	Track D Quality Management
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Day 1, October 17, 2019

**Session 1- GENERAL SESSION: 10:00 - 11:00**

**Keynote Speaker**

### BREAKOUT SESSIONS

<b>Track Overview</b> 11:00- 11:15	Track Chairs- Paul Pirro Public Service Electric & Gas	Track Chair- Maria Diaz New Jersey Natural Gas	Track Chair- Vincent Pastore Consolidated Edison	Track Chair- Don Cordone National Grid
<b>Session 2</b> 11:15- 12:00	Are Slam Shut Regulators the Solution to Provide Pressure Protection for Low Pressure Systems?	Identifying, Targeting, and Managing Repeat Offender Third Party Excavators	A Case Study in Operationalizing Pipeline Safety Management Systems	Implementing a Digital Inspection Program
12:00- 1:30	LUNCH	LUNCH	LUNCH	LUNCH
<b>Session 3</b> 1:30- 2:15	Improving Field Service Employee Fitness and Wellness	Utilizing Social Media and Digital Tools to Effectively Increase Damage Prevention Awareness	Developing a Comprehensive Regulator Station Review Program	Using Mobile Training Applications Employing Videos and Digitally Stored Documents to Enhance Quality in the Field
<b>Session 4</b> 2:15- 3:15	Odor Call Forecasting	How do you Determine the Effectiveness of your Locating Program?	Lessons Learned from Recent Natural Gas Incidents	Operationalizing Pipeline Safety Management Through Implementing Quality Management
3:15- 3:30	BREAK	BREAK	BREAK	BREAK
<b>Session 5</b> 3:30- 4:30	Roundtable	Roundtable	Roundtable	Roundtable

Day 2, October 18, 2019

<b>Session 1</b> 8:30- 9:15	Enhancing Safety with Innovative Leak Detection Programs	How Will Changes to State Regulations Impact your Damage Prevention Program?	Preparing for a DIMP or TIMP Audit	QA/QC Auditor and inspector Training
<b>Session 2</b> 9:15- 10:00	Using an Alternative Communication Channel During an Emergency	Using Ticket Risk Analysis to Target Prevention Resources	Managing your Cast Iron/ Bare Steel Main Replacement Using Management Software	New Technologies and Tools to Enhance your Field Inspection Programs
10:00- 10:15	BREAK	BREAK	BREAK	BREAK
<b>Session 3</b> 10:15- 11:15	What's New in Meter Bypass Design	Damage Prevention Practices Employed by Gas Pipeline Construction Contractors	Are you Ready to Accept RNG in your System?	Employing Artificial Intelligence in your QM Program to Manage Risk
<b>Session 4</b> 11:15- 12:00	Wrap-up and Action Items	Wrap-up and Action Items	Wrap-up and Action Items	Wrap-up and Action Items

**Day 1 - October 17, 2019**

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

<b>Session 1</b> 10:00-11:00	<b>General Session: Welcome</b> <ul style="list-style-type: none"> <li>• Opening Remarks</li> <li>• Keynote Speaker-</li> <li>• Exhibitor Presentations</li> </ul>
<b>Track Overview</b> 11:00—11:15	<b>Track Chair</b> — Paul Pirro, Public Service Electric & Gas
<b>Session 2</b> 11:15—12:00	<b>Are Slam Shut Regulators the Solution to Provide Pressure Protection for Low Pressure Systems?</b> — LDC Representative Hear from an LDC representative and manufacturer who partnered to evaluate and implement this solution.
12:00-1:30	<b>LUNCH</b>
<b>Session 3</b> 1:30—2:15	<b>Improving Field Service Employee Fitness and Wellness</b> — Joshua O’Neill, Orange & Rockland Orange & Rockland’s Wellness Program for field services employees will be presented. The program focuses on assisting employees to achieve and maintain fitness levels required to perform their duties safely and effectively. This program is a 2019 Excellence in Safety Recognition Winner.
<b>Session 4</b> 2:15—3:15	<b>Odor Call Forecasting</b> — Mishal Thadani, Urbint and LDC Representative By leveraging external data and training artificial intelligence models, you can anticipate the volume of odor calls by geographic location and time of day to enhance LDC emergency response programs.
3:15-3:30	<b>BREAK</b>
<b>Session 5</b> 3:30 —4:30	<b>ROUNDTABLE:</b> Customer field service products and processes will be discussed. Please come prepared to discuss your experiences and lessons learned, such as gas meter bypass and purge solutions.

**Day 2 - October 18, 2019**

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

<b>Session 1</b> 8:30—9:15	<b>Enhancing Safety with Innovative Leak Detection Programs</b> — Mark Baldovin and Rick Trieste, Consolidated Edison Consolidated Edison’s implementation of AMI connected methane detectors and gas safety training for plumbing contractors to enhance gas safety will be presented. This program is a 2019 Excellence in Safety Recognition Winner.
<b>Session 2</b> 9:15—10:15	<b>Using an Alternative Communication Channel During an Emergency</b> — Keith Herreman, ONDAS What happens when your current traditional or wireless communications system becomes inoperable due to outside forces or unanticipated volume? How will you be able to transmit instructions and data? Alternative and back-up solutions will be presented.
10:15– 10:30	<b>Break</b>
<b>Session 3</b> 10:30—11:30	<b>What’s New in Meter Bypass Design</b> — Garland Isaacs, Georg Fischer, LDC Representative This presentation will focus on a new user-friendly bypass meter bar solution for 250, 425 and 800 meter sizes. A by-pass can be used on new or existing installations. Once installed, meters can be by-passed and serviced without gas supply interruption to the residence. Assembly includes a key for by-pass operation.
<b>Session 4</b>	<b>WRAP-UP AND ACTION ITEMS</b>

**Day 1 - October 17, 2019**

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

<b>Session 1</b> 10:00-11:00	<b>General Session: Welcome</b> <ul style="list-style-type: none"> <li>• Opening Remarks</li> <li>• Keynote Speaker-</li> <li>• Exhibitor Presentations</li> </ul>
<b>Track Overview</b> 11:00—11:15	<b>Track Chair</b> — Maria Diaz, New Jersey Natural Gas
<b>Session 2</b> 11:15—12:00	<b>Identifying, Targeting, and Managing Repeat Offender Third Party Excavators</b> — Maria Diaz, New Jersey Natural Gas An LDC panel will discuss how they manage repeat offenders through identification, communication and field patrols to reduce the risk of damages.
12:00-1:30	<b>LUNCH</b>
<b>Session 3</b> 1:30—2:15	<b>Utilizing Social Media and Digital Tools Effectively to Increase Damage Prevention Awareness</b> — Tim Sullivan, National Grid and Brian Riberio, Ideas Agency Learn how these presenters effectively use social and digital media to reach excavators and the public.
<b>Session 4</b> 2:15—3:15	<b>How do You Determine the Effectiveness of Your Locating Program?</b> — John Fiume, National Grid An LDC panel will share how they assess and improve their programs.
3:15-3:30	<b>BREAK</b>
<b>Session 5</b> 3:30 —4:30	<b>ROUNDTABLE:</b> Participants are encouraged to share their approaches to reduce damages and lessons learned. Please come prepared to discuss your programs.

**Day 2 - October 18, 2019**

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

<b>Session 1</b> 8:30—9:15	<b>How Will Changes to State Regulations Impact Your Damage Prevention Program?</b> Learn about new regulations that are planned for Massachusetts and come prepared to share recent or pending changes in your state.
<b>Session 2</b> 9:15—10:15	<b>Using Ticket Risk Analysis to Target Prevention Resources</b> — Toney Sileo, Opvantek and Ray Geesey, Nisource A panel of LDC representative will share how they analyze risk and prioritize resources to lower damages.
10:15- 10:30	<b>Break</b>
<b>Session 3</b> 10:30—11:30	<b>Damage Prevention Practices Employed by Gas Pipeline Construction Contractors</b> — Joe Renehan, Feeney Brothers, NEUCO representative A panel of contractor representative will discuss their efforts to eliminate damages.
<b>Session 4</b>	<b>WRAP-UP AND ACTION ITEMS</b>

### Day 1 - October 17, 2019

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

<b>Session 1</b> 10:00-11:00	<b>General Session: Welcome</b> <ul style="list-style-type: none"> <li>• Opening Remarks</li> <li>• Keynote Speaker-</li> <li>• Exhibitor Presentations</li> </ul>
<b>Track Overview</b> 11:00—11:15	<b>Track Chair</b> —Vincent Pastore, Consolidated Edison
<b>Session 2</b> 11:15—12:00	<b>A Case Study in Operationalizing Pipeline Safety Management Systems</b> — Mike Gallinaro, NGA The presenter will share examples of pipeline integrity programs that support PSMS.
12:00-1:30	<b>LUNCH</b>
<b>Session 3</b> 1:30—2:15	<b>Developing a Comprehensive Regulator Station Review Program</b> — GTS Engineering and LDC Representative GTS has developed a comprehensive method to assist operators with regulator station review programs. GTS's method provides a detailed review and assessment of regulator station assets to minimize the risk of system over-pressurization in support of safe compliant operations.
<b>Session 4</b> 2:15—3:15	<b>Lessons Learned From Recent Natural Gas Incidents</b> — José Costa, NGA Panelists will discuss their experiences responding to incidents and lessons learned.
3:15-3:30	<b>BREAK</b>
<b>Session 5</b> 3:30 —4:30	<b>Roundtable:</b> Participants are encouraged to share their efforts to improve pipeline safety and share lessons learned. Please come prepared to discuss your programs.

### Day 2 - October 18, 2019

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

<b>Session 1</b> 8:30—9:15	<b>Preparing for a DIMP or TIMP Audit</b> — Sadaat Khan, National Grid and Ann Ofulue G2 Integrated Solutions A panel of LDC reps will share their approach and recent experiences.
<b>Session 2</b> 9:15—10:15	<b>Managing Your Cast Iron/Bare Steel Main Replacement Using Management Software</b> — Paul Sylvester and Steve Testa, Burns and McDonnell, And Brian Horgan, AVANGRID Learn how a web-based software tool can help natural gas distribution companies manage their BS/CI main replacement programs.
10:15– 10:30	<b>BREAK</b>
<b>Session 3</b> 10:30—11:30	<b>Are You Ready to Accept Renewable Natural Gas (RNG) in Your System?</b> — Dan Dessanti and Bob Wilson, NGA Assessing and mitigating pipeline integrity risks to enable acceptance of RNG in a gas distribution system will be discussed.
<b>Session 4</b>	<b>WRAP -UP AND ACTION ITEMS</b>

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<b>Track Overview</b> 11:00—11:15	<b>Track Chair</b> — Don Cordone, National Grid
<b>Session 2</b> 11:15—12:00	<b>Implementing a Digital Inspection Program</b> — Ed White, Field 2 Base, LDC Representative The presenters will discuss how implementing an automated electronic field inspection data collection format can improve data collection accuracy and reporting, increase productivity, and lead to more timely failure root cause analyses.
12:00-1:30	<b>LUNCH</b>
<b>Session 3</b> 1:30—2:15	<b>Using Mobile Training Applications Employing Videos and Digitally Stored Documents to Enhance Quality in the Field— Steve Goodwin and Peter Cronan, Videonitch</b> Learn how a new NGA training supplement program enables field employees to prepare for tasks by viewing instructional videos and documents.
<b>Session 4</b> 2:15—3:15	<b>Operationalizing Pipeline Safety Managing Through Implementing Quality Management</b> — Bob Wilson, NGA The presenter will share examples of quality management programs that support PSMS.
3:15-3:30	<b>BREAK</b>
<b>Session 5</b> 3:30 —4:30	<b>ROUNDTABLE:</b> Participants are encouraged to share their efforts to improve quality. Please come prepared to discuss your programs.

**Day 2 - October 18, 2019**

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

<b>Session 1</b> 8:30—9:15	<b>QA/QC Auditor and Inspector Training</b> — Don Cordone, National Grid A presentation on the training provided by one company for their auditors and inspectors. Attendees will share information on their company training programs and join in a discussion on what is available and needed in the industry to train QA/QC auditors and inspectors.
<b>Session 2</b> 9:15—10:15	<b>New Technologies and Tools to Enhance Your Field Inspection Programs</b> — Eric Cowan, G2 Integrated Solutions The presenter will share examples of new technologies that are being implemented by utilities.
10:15- 10:30	<b>BREAK</b>
<b>Session 3</b> 10:30—11:30	<b>Employing Artificial Intelligence in Your QM Program to Manage Risk</b> — Alice Burns, Control Point AI is being introduced to allow companies to automate learning to predict and mitigate future risks based on past history. Learn how it could help your program.
<b>Session 4</b>	<b>WRAP-UP AND ACTION ITEMS</b>

# 2019 Fall Operations Conference

October 17 - 18, 2019

## General Information

### Who Should Attend

NGA's 2019 Fall Operations Conference is open to natural gas distribution and transmission company operations personnel with interests in customer field service, measurement, damage prevention, pipeline safety, quality management.

### Conference Contacts:

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)

**The 2019 Fall Exhibit - *Sold Out* -**

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

Online registration is available on NGA's website

[www.northeastgas.org](http://www.northeastgas.org)

**Member Rate: \$345.00**

**Non-Member Rate: \$650.00**

**Registration Deadline:** September 28, 2019

**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](http://www.northeastgas.org), then click on "Member Login" top left corner.

### Online Registration (for those already 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](http://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 "2019 Fall Conference." Click on the "2019 Fall 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](mailto:esitte@northeastgas.org), and request a form be emailed to you. Please return the forms via email to Eileen Sitte at [esitte@northeastgas.org](mailto:esitte@northeastgas.org). NGA will contact you once you are entered in our database with a username and password for future access.

### Hotel: Hartford Marriott Downtown

200 Columbus Blvd, Hartford, CT 06103

Overnight accommodations are the responsibility of each individual. NGA has secured a block of rooms with a rate of **\$189.00** per night. To make your reservation, call the hotel at **860-249-8000**.

To receive the group rate, you must mention North-east Gas Association.

### NGA would like to hear from you!

Are there any topics you would like to discuss at a roundtable? Effective practices you would like to share or discuss? Please let NGA know and we will try to add it to the roundtable or wrap-up sessions.

Make sure you add your comments during online registration.