



2019 Spring Operations Conference

Featuring Tracks In:
Customer Service / Utilization
Employee and Public Safety Management
Workforce Management
Construction and Maintenance

April 11-12, 2019

Saratoga Hilton

Saratoga Springs, NY



Also, Please Note:

NGA's Contractor Workshop

Wednesday, April 10 2019, concluding with a reception.

The Contractor Workshop is a separate event;

please register in advance on NGA's website, www.northeastgas.org



2019 Spring Operations Conference Visit Our Exhibiting Companies

Bascom-Turner Instruments, Inc.

Davey Resource Group

Eastcom Associates, Inc.

ENERGY Worldnet, Inc.

Heath Consultants

Hubbell Gas Connectors & Accessories

Kerr Engineered Sales Co.

Mulcare Pipeline Solutions, Inc.

Performance Pipe

PPI Gas Distribution Inc.

Precision Pipeline Solutions, LLC.

Progressive Pipeline Management

Southern Cross Corp.

**Reception Immediately Following the
Conclusion of Thursday's Session Hosted By:**

ControlPoint

ISCO Industries

TRC

Special Event Sponsors:

Snelson Companies, Inc. - Thursday Breakfast

WL Plastics - Thursday Lunch

2019 Spring Operations Conference

Program at-a-Glance

Tracks	Customer Service/ Utilization	Employee and Public Safety Management	Workforce Management	Construction & Maintenance
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Day 1, April 11, 2019

GENERAL SESSION

10:00 - 11:00 Welcome - Keynote Speaker - Exhibitor Presentations

BREAKOUT SESSIONS

Session 1 11:00- 11:15	Paul Pirro Public Service E&G Track Chair	Dave Attig Vermont Gas Track Chair	Scott Edgerton New Jersey Natural Gas Track Chair	Bill Snyder National Fuel Track Chair
Session 2 11:15- 12:15	Implementation of a Gas Outage Management System at Vermont Gas	Columbia Gas' Behavioral Approach to Achieve Injury Reduction	NiSource's Frontline Leadership Training Program	Lessons Learned from the Merrimack Incident
12:15- 1:30	LUNCH	LUNCH	LUNCH	LUNCH
Session 3 1:30- 2:15	Reducing Methane Emissions	Employee Safety Training in preparation for Mutual Assistance	Facilitating Knowledge Transfer from Experienced Employees to Less Experienced Employees	Butt Fusion – Non-Destructive Testing Comes to the Field
Session 4 2:15- 3:15	Options to provide Pressure Protection for Low Pressure Systems	LDC initiatives to limit Third Party Damage	Delivering Constructive Feedback to Employees	Innovative Approaches to Field Inspection and Visual Data Capture
3:15- 3:30	BREAK	BREAK	BREAK	BREAK
Session 5 3:30- 4:30	Roundtable	Roundtable	Roundtable	Roundtable

Day 2, April 12, 2019

Session 1 8:30- 9:15	Lessons Learned in Mutual Assistance Planning and Execution	Con Edison's Residential Methane Detector Pilot Program	Managing the Challenges of hiring, Training and Retaining a Motivated Inspector Workforce	Pipeline Safety Management Systems: How does it apply to Construction & Maintenance?
Session 2 9:15- 10:00	Implementing an Effective Incident Command System	What's Your PPE Policy?	Preparing for a Work Stoppage	Proactive Environmental Impact Planning can keep your Construction Schedule on Track
10:00- 10:15	BREAK	BREAK	BREAK	BREAK
Session 3 10:15- 11:00	Remote Methane Detection	How to Employ an Effective Pipeline Safety Management System	How to Succeed in Hiring Effective Entry Level Field Employees	Before It's Buried : Live Quality Joint Inspection
Session 4 11:15- 12:00	Wrap -up	Wrap-up	Wrap-up	Wrap-up

Day 1 - April 11, 2019

9:00—10:00 Registration and Continental Breakfast

10:00-11:00	<p>GENERAL SESSION</p> <ul style="list-style-type: none"> • Opening Remarks • Keynote Speaker • Exhibitor Presentations
<p>Session 1 11:00—11:15</p>	<p>WELCOME <i><u>Paul Pirro, Public Service Electric & Gas, Track Chair</u></i></p>
<p>Session 2 11:15—12:15</p>	<p>Implementation of a Gas Outage Management System at Vermont Gas <i><u>Faye Hill, FUDC, VGS Rep</u></i> UDC has built an Outage Management Software System specifically designed for Gas LDCs. VGS and UDC will demonstrate how it works.</p>
12:15-1:30	LUNCH
<p>Session 3 1:30—2:15</p>	<p>Reducing Methane Emissions <i><u>Kerr Engineered Sales and TPE representative</u></i> Proposed legislation in NY will be discussed. Various alternative methods to venting will be reviewed, such as the use of draw down compression to re-inject gas downstream into an adjacent line, or into gas bottles. An app which shows the emission reduction vs. venting, will be presented.</p>
<p>Session 4 2:15—3:15</p>	<p>Options to provide Pressure Protection for Low Pressure Systems <i><u>John Zafiris, Lorax, Carole Nolte, Honeywell, Joe Mallia, NYSEARCH</u></i> Options such as slam shut regulators, self powered pipeline condition monitors with cellular communication capability, and remote operating meter valves will be discussed.</p>
3:15-3:30	BREAK
<p>Session 5 3:30 —4:30</p>	<p>ROUNDTABLE DISCUSSION 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 12, 2019

7:30—8:30 Registration and Continental Breakfast

<p>Session 1 8:30—9:15</p>	<p>Lessons Learned in Mutual Assistance Planning and Execution <i><u>Josh White, Eversource, NYSEG and National Grid Representatives</u></i> Panelists will share their recent experiences as mutual aid requestors or responders.</p>
<p>Session 2 9:15—10:00</p>	<p>Implementing an Effective Incident Command System <i><u>Josh White, Eversource</u></i> Josh will share the basic aspects of setting up and managing an effective incident command structure during an emergency response effort.</p>
10:00– 10:15	BREAK
<p>Session 3 10:15—11:15</p>	<p>Remote Methane Detection <i><u>Bill Murtaugh, Gazomat and Joe Mallia, NYSEARCH</u></i> This presentation would cover a review of new state-of-the-art Remote Methane Leak Detection instruments that would be used for performing leak survey, identifying a gas leak inside a structure when there is no access, or monitoring gas in a structure after gas supply was turned off. The discussion will also include how drones could be employed.</p>
Session 4	WRAP -UP: OTHER ITEMS

Day 1 - April 11, 2019

9:00—10:00 Registration and Continental Breakfast

10:00-11:00	<p>GENERAL SESSION</p> <ul style="list-style-type: none"> • Opening Remarks • Keynote Speaker • Exhibitor Presentations
Session 1 11:00—11:15	<p>WELCOME <i>Dave Attig, Vermont Gas Systems, Track Chair</i></p>
Session 2 11:15—12:15	<p>Columbia Gas' Behavioral Approach to Achieve Injury Reduction <i>Columbia Gas of Massachusetts Representative</i> CMA implemented an injury reduction program based on human behavior in 2016. The program is founded on the concepts of The Aubrey Daniels Institute and human behavior analysis as applied to the workplace. This program is the 2018 NGA Excellence in Safety Winner.</p>
12:15-1:30	LUNCH
Session 3 1:30—2:15	<p>Employee Safety Training in preparation for Mutual Assistance <i>National Grid, NYSEG, NJNG reps invited</i> A panel of LDC representatives will share their plans for preparing their employees to manage and train incoming mutual assistance employees as well as preparing employees who are deployed to provide mutual assistance to requesting companies.</p>
Session 4 2:15—3:15	<p>LDC initiatives to limit Third Party Damage A panel of LDC representatives will share their communication, outreach and field patrol programs to limit third party damages.</p>
3:15-3:30	BREAK
Session 5 3:30 —4:30	<p>ROUNDTABLE DISCUSSION 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 12, 2019

7:30—8:30 Registration and Continental Breakfast

Session 1 8:30—9:15	<p>Con Edison's Residential Methane Detector Pilot Program <i>Rick Trieste, Con Edison</i> Rick will present Con Edison's experiences deploying and testing the effectiveness of methane detectors on customer sites.</p>
Session 2 9:15—10:00	<p>What's Your PPE Policy? <i>Dave Attig, Vermont Gas Systems, Bill Snyder, National Fuel</i> Panelists share examples of policy changes they have instituted and the reasons why.</p>
10:00– 10:15	BREAK
Session 3 10:15—11:15	<p>How to Employ an Effective Pipeline Safety Management System <i>Bob Wilson, NGA, Craig Piano and Patrick Peterson, IUOE Local 15</i> The key elements of a strong PSMS program and how they can be implemented will be discussed.</p>
Session 4	WRAP -UP: OTHER ITEMS

Day 1 - April 11, 2019

9:00—10:00 Registration and Continental Breakfast

10:00-11:00	<p>GENERAL SESSION</p> <ul style="list-style-type: none"> Opening Remarks Keynote Speaker Exhibitor Presentations
<p>Session 1 11:00—11:15</p>	<p>WELCOME <i>Scott Edgerton, New Jersey Natural Gas, Track Chair</i></p>
<p>Session 2 11:15—12:15</p>	<p>NiSource's Frontline Leadership Training Program <i>Troy Page, NiSource</i> Due to retirements and employees' lack of experience in leadership roles, NiSource is standardizing and accelerating how it develops front-line leaders. Its supervisor development program is equipping field leaders with the technical competencies and soft skills required to effectively lead the workforce of the future.</p>
12:15-1:30	LUNCH
<p>Session 3 1:30—2:15</p>	<p>Facilitating Knowledge Transfer from Experienced Employees to Less Experienced Employees A panel of LDC representatives will share their approach to this challenge.</p>
<p>Session 4 2:15—3:15</p>	<p>Delivering Constructive Feedback to Employees <i>Angela Baylis, Southern Cross</i> We regularly assume we are giving negative feedback the 'right' way, only to discover the other party doesn't feel the same way. This session provides excellent tools to deliver critical feedback that will drive the conversation forward, instead of being stuck in a negative spiral.</p>
3:15-3:30	BREAK
<p>Session 5 3:30 —4:30</p>	<p>ROUNDTABLE DISCUSSION 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 12, 2019

7:30—8:30 Registration and Continental Breakfast

<p>Session 1 8:30—9:15</p>	<p>Managing the Challenges of hiring, Training and Retaining a Motivated Inspector Workforce <i>Dan Lorenz, Joe Knows Leadership, Talent and Technology</i> Dan will share lessons learned through experience and case studies.</p>
<p>Session 2 9:15—10:00</p>	<p>Preparing for a Work Stoppage <i>National Grid Rep</i> As labor contracts near their end, LDCs need to prepare for a potential work stoppage. National Grid will share lessons learned from their recent experience.</p>
10:00- 10:15	BREAK
<p>Session 3 10:15—11:15</p>	<p>How to Succeed in Hiring Effective Entry Level Field Employees <i>Ed Ruszkowski, Network Infrastructure and others TBD</i> A contractor panel will share their approach to this challenge.</p>
Session 4	WRAP -UP: OTHER ITEMS

Day 1 - April 11, 2019

9:00—10:00 Registration and Continental Breakfast

10:00-11:00	GENERAL SESSION <ul style="list-style-type: none"> • Opening Remarks • Keynote Speaker • Exhibitor Presentations
Session 1 11:00—11:15	WELCOME <i>Bill Snyder, National Fuel, Committee Chair</i>
Session 2 11:15—12:15	Lessons Learned from the Merrimack Incident Panelists will discuss their experiences.
12:15-1:30	LUNCH
Session 3 1:30—2:15	Butt Fusion – Non-Destructive Testing Comes to the Field. <i>Alice Burns, ControlPoint</i> CP's Butt Fusion Bead Diagnostic Instrument technology is breaking ground in providing operators with a field ready non-destructive test capability. In this presentation we will discuss trial results from a technical evaluation of the bead diagnostic instrument conducted with several NGA members.
Session 4 2:15—3:15	Innovative Approaches to Field Inspection and Visual Data Capture <i>LDC representative, Alicia Faraq, LocusView</i> LocusView will share their experience and capabilities to enable operators to conduct real-time offsite inspections by transmitting collected data and visual records of field construction and repair work.
3:15-3:30	BREAK
Session 5 3:30 —4:30	ROUNDTABLE DISCUSSION 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 12, 2019

7:30—8:30 Registration and Continental Breakfast

Session 1 8:30—9:15	Pipeline Safety Management Systems: How does it apply to Construction & Maintenance? <i>Bob Wilson, NGA</i> Bob will discuss how the vital aspects of RP 1173 can be employed to the C&M process to improve pipeline safety through employee and leadership engagement.
Session 2 9:15—10:00	Proactive Environmental Impact Planning can keep your Construction Schedule on Track <i>Mark Rettig and Roy Van Houten, Davey Resources</i> Proper site assessment, environmental permitting, project oversight, restoration and environmental compliance monitoring are key to the success of major construction efforts. Learn the key steps to succeed.
10:00– 10:15	BREAK
Session 3 10:15—11:15	Before It's Buried : Live Quality Joint Inspection <i>Alice Burns, ControlPoint</i> CP's clients are using live remote QA data analysis to guarantee the optimum lifetime performance of their gas networks. ControlPoint ensures compliance with ASTM F2897 and PHMSA DIMP, reducing buried risk and associated rework costs through a unique combination of applied expertise, powerful data capture and online asset management software. Learn how our new AI division is now delivering real world field benefits from machine learning.
Session 4	WRAP -UP: OTHER ITEMS

2019 NGA Spring Operations Conference GENERAL INFORMATION

April 11 - 12, 2019

General Information

Who Should Attend

NGA's 2019 Spring Operations Conference is open to natural gas distribution company operations personnel with interests in construction, maintenance, measurement, customer service, public awareness safety, utilization, workforce management and environment; members of the regulatory community; and NGA 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

Registration—Click [HERE](#) to Register

Online registration is available on NGA's website

www.northeastgas.org

Member Rate: \$345.00

Non-Member Rate: \$650.00

Registration Deadline: April 8, 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, then click on "Member Login" top left corner.

Online Registration (for those 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 "2019 Spring Conference." Click on the "2019 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 **\$159.00** per night. To make your reservation, call the hotel at **888-866-3596**.

Booking Website:

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>

