



Thursday
December 3, 2020

Let's get together to understand the value of natural gas to a clean, safe and sustainable environment.

Due to the positive response to NGA's May 2020 program, we plan to offer additional Customer Experience programs. By participating in this event, you will learn how to effectively respond to customers and stakeholders about the future of natural gas and how it can help reduce our community's carbon footprint.

- 8:45-9:10** **Welcome**
Gerry Klingler – National Grid and NGA Customer Experience Training Committee Chair
- 9:10-9:50** **Employing New Technologies and Applications to Reduce our Carbon Footprint**
Jim Ruberti – Eversource
Jim will share Eversource's plan to reduce carbon emissions through advanced energy efficiency and operations-related methane emissions reduction programs.
- 9:50-10:30** **Customer Communications Strategies for 2020**
Tiana Smith – Vermont Gas Systems, Christine Cummings – Consolidated Edison
Tiana and Christine will discuss their company's communication strategy for 2021 to help employees address the environmental-related challenges we face and respectfully respond to supporters of cities/towns proposing to ban natural gas with facts.
- 10:30-10:50** **Natural Gas Supply and Energy Policy Outlook**
Steve Leahy – Vice President, NGA
Steve will provide an update on the gas supply outlook for the Northeast and share state and national energy policy trends.
- 10:50-11:45** **Non-Pipe Solutions: Meeting Customer Load with Alternative Supply/ Demand Options**
Paul DeCotis, Danny Freeman, Mike Rowland, West Munroe Partners, Commissioner Diane X. Burman, New York State Public Service Commission
Gas utilities are reviewing alternatives to traditional supply/delivery planning options due to economic, environmental, and regulatory developments. One option is a non-pipeline solution (NPS), which can meet customer and system energy requirements and peak demand by deferring (or avoiding) traditional natural gas infrastructure investments with demand and/or supply side alternatives. West Monroe Partners will provide an overview of NPS and how it can be used to address gas supply constraints in the Northeast.
- 11:45 - 12:00** **Exhibitor Presentation – Picarro, Inc.**
- 12:00** **Adjourn**



The Northeast Gas Association's December 2020 Customer Experience Virtual Seminar is open to natural gas distribution company customer relations, marketing, and operations professionals; energy marketers and energy service company personnel; trade allies; customer service; government relations; renewable energy; energy efficiency professionals; and members of the regulatory community.

Registration

Online registration is available on NGA's website: northeastgas.org
Click on **Member Login**.

ONLINE REGISTRATION FOR REGISTERED USERS

If you already have a username and password for the NGA site.

- Go to NGA's website: northeastgas.org.
- After you login, click on **Online Store**.
- Look for the **2020 Customer Experience Virtual Seminar**.
- Click on the **2020 Customer Experience Virtual Seminar Attendees** and continue registration process.

ONLINE REGISTRATION FOR USERS NOT REGISTERED

If you are not yet registered with NGA for online access:

Email: **Heather Vieira** at hvieira@northeastgas.org, and request online access to register for the seminar.

Online registration is available on NGA's website at:
northeastgas.org

Member Rate: \$99.00

Non-Member Rate:
\$199.00

Registration Deadline:
Monday, November 30,
2020

Cancellation Policy:

Cancellations received 2 business days prior to the program will receive a full refund. Last minute cancellations, 1 day 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.