



# 2022 Spring Operations Conference

**Track Format:**  
**Customer Service**  
**Infrastructure Optimization**  
**Workforce Management**  
**Construction & Maintenance**

**April 20 - 21, 2022**

**Saratoga Hilton**

**Saratoga Springs, NY**



**Also, Please Note:**

**NGA's Contractor Workshop**

**Tuesday, April 19, 2022, concluding with a reception.**

**The Contractor Workshop is a separate event;**

**please register in advance on NGA's website, [www.northeastgas.org](http://www.northeastgas.org)**



# 2022 Spring Operations Conference Visit Our Exhibiting Companies

Aptus Group USA

Eastcom Associates, Inc.

Heath Consultants Incorporated

ISCO Industries

Kerr Engineered Sales Co.

MJ Painting Contractor Corp.

Mulcare Pipeline Solutions, Inc.

Performance Pipe

Pergam Technical Services

Precision Pipeline Solutions, LLC

SENSIT Technologies

Southern Cross Corp.

Storti Quality Services, LLC

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

Picarro Inc.

TRC

UDC

# 2022 Spring Operations Conference

## Program at-a-Glance

<b>Tracks</b>	Customer Service/ Utilization	Infrastructure Transition	Workforce Management	Construction & Maintenance
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Day 1, April 20, 2022

### GENERAL SESSION

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

### BREAKOUT SESSIONS

<b>Session 1</b> 11:00- 11:15	<b>Paul Pirro</b> Public Service E&G Track Chair	<b>Jose Costa</b> Northeast Gas Association Track Chair	<b>Scott Edgerton</b> New Jersey Natural Gas Track Chair	<b>Bill Snyder</b> National Fuel Track Chair
<b>Session 2</b> 11:15- 12:15	<b>Lessons Learned from Hurricane Ida</b>	<b>Renewable Natural Gas Projects</b>	<b>Pipeline Safety Culture Survey Assessment – Lessons Learned</b>	<b>Advancements in Leak Detection to Improve DIMP</b>
12:15- 1:30	<b>LUNCH</b>	<b>LUNCH</b>	<b>LUNCH</b>	<b>LUNCH</b>
<b>Session 3</b> 1:30- 2:15	<b>The Future of Residential Methane Detection</b>	<b>Blended Hydrogen Projects</b>	<b>Diversity, Equity &amp; Inclusion</b>	<b>Operational Benefits of a Field Based, GIS-centric System Upgrade</b>
<b>Session 4</b> 2:15- 3:15	<b>Inside Piping Inspections—Qualified Plumbers Case Study</b>	<b>Geothermal Projects</b>	<b>Pre-Apprenticeship Program</b>	<b>Emissions Reductions in Facility Infrastructure</b>
3:15- 3:30	<b>BREAK</b>	<b>BREAK</b>	<b>BREAK</b>	<b>BREAK</b>
<b>Session 5</b> 3:30- 4:30	<b>Advancements in Leak Detection</b>	<b>Infrastructure Methane Leak Reductions and Energy Source Transition</b>	<b>Safety Culture Roundtable</b>	<b>New York OQ Rule</b>

Day 2, April 21, 2022

<b>Session 1</b> 8:30- 9:15	<b>What you should know about Odor Fade and Pickling</b>	<b>Identifying Methane Leak Super Emitters</b>	<b>Contractor Employees Hiring Challenges and Opportunities Roundtable</b>	<b>How to use your PSMS Construction Tactical Guide</b>
<b>Session 2</b> 9:15- 10:00	<b>Decarbonization Technology &amp; Safety Evaluations</b>	<b>Methane Emissions Quantification</b>	<b>Hiring Employees in a Tight Job Market</b>	<b>Field Employee Training</b>
10:00- 10:15	<b>BREAK</b>	<b>BREAK</b>	<b>BREAK</b>	<b>BREAK</b>
<b>Session 3</b> 10:15- 11:00	<b>AMI Smart Meters</b>	<b>Methane Emissions and Infrastructure Transition Roundtable</b>	<b>Institutional Knowledge Transfer—Essentials of Succession Planning</b>	<b>Construction Lessons Learned Roundtable</b>
<b>Session 4</b> 11:15- 12:00	<b>Wrap -up</b>	<b>Wrap -up</b>	<b>Wrap-up</b>	<b>Wrap-up</b>

**Day 1 - April 20, 2022**

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

<b>Welcome</b> 10:00—11:00	<b>GENERAL SESSION</b> <ul style="list-style-type: none"> <li>Opening Remarks</li> <li>Keynote Speaker</li> <li>Exhibitor Presentations</li> </ul>
<b>Session 1</b> 11:00—11:15	<b>Welcome—Track Chair Introduction</b> <u><a href="#">Paul Pirro, Public Service Electric &amp; Gas, Track Chair</a></u>
<b>Session 2</b> 11:15—12:15	<b>Lessons Learned from Hurricane Ida</b> <u><a href="#">Public Service Electric &amp; Gas</a></u> Hurricane Ida hit the Northeast in August 2021 and left devastating flooding in the state of New Jersey. PSE&G will provide an overview of the event, the steps taken to restore service, and lessons learned.
12:15—1:30	<b>Lunch</b>
<b>Session 3</b> 1:30—2:15	<b>The Future of Residential Methane Detection</b> <u><a href="#">Consolidated Edison</a></u> Carbon monoxide detectors provided an added level of safety to our industry. Twenty years later, residential methane detectors will have a greater impact. Participate in a discussion on the status of residential methane detector rollout. What steps should your company be taken to ensure your customers are educated on the availability and use of residential methane detectors?
<b>Session 4</b> 2:15- 3:15	<b>Inside Piping Inspections—Qualified Plumbers Case Study</b> <u><a href="#">Plumbing Foundation City of New York and Consolidated Edison</a></u> In New York City, Con Edison, National Grid and NGA partnered with the Plumbing Foundation to train and qualify plumbers to perform inside piping inspections. Join us and listen to the program details, lessons learned and how you can implement a similar program to improve the safety of your customer’s inside piping.
3:15—3:30	<b>Break</b>
<b>Session 4</b> 3:30—4:30	<b>Advancements in Leak Detection</b> <u><a href="#">Heath Consultants</a></u> <u><a href="#">Southern Cross</a></u> <u><a href="#">Pergam Technical Services</a></u> <u><a href="#">Sensit Technologies</a></u> In the past two years, new leak technologies have been introduced into the market that will significantly change how we identify and categorize leaks. Join four of our industry partners as they show and discuss these new technologies.

**Day 2 - April 21, 2022**

<b>Session 1</b> 8:30—9:15	<b>What you should know about Odor Fade and Pickling</b> <u><a href="#">GTI</a></u> Prior to putting a new pipeline into service, pickling is necessary to ensure the pipe is conditioned and odorant is properly detected if a leak occurs. The speaker will discuss the process and factors impacting pickling and odor fade.
<b>Session 2</b> 9:15—10:00	<b>Decarbonization Technology &amp; Safety Evaluations</b> <u><a href="#">NYSEARCH</a></u> To achieve our climate goals for 2030 and beyond, significant research will be necessary. NGA/NYSEARCH is leading the way in this decarbonization effort. Join and listen to research underway and provide your thoughts on additional research needed.
10:00– 10:15	<b>Break</b>
<b>Session 3</b> 10:15—11:15	<b>AMI Smart Meters</b> <u><a href="#">Sensus</a></u> <u><a href="#">Itron</a></u> Advanced Metering Infrastructure is changing how we can better understand our customer’s usage pattern and how we can serve them. In this session, you will hear about the technology, the benefits and utility experiences.
<b>Session 4</b> 11:15- 12:00	<b>Wrap-Up</b>

Day 1 - April 20, 2022

9:00—10:00 Registration and Continental Breakfast

<b>Welcome</b> 10:00—11:00	<p><b>GENERAL SESSION</b></p> <ul style="list-style-type: none"> <li>Opening Remarks</li> <li>Keynote Speaker</li> <li>Exhibitor Presentations</li> </ul>
<b>Session 1</b> 11:00—11:15	<p><b>Welcome—Track Chair Introduction</b> <i>Jose Costa, Northeast Gas Association, Track Chair</i></p>
<b>Session 2</b> 11:15—12:15	<p><b>Renewable Natural Gas Projects</b> <i>VGS</i></p> <p>VGS has been a leader in the development of Renewable Natural Gas projects and a customer rate tariff. Join VGS as they provide us project details, lessons learned and ongoing strategy.</p>
12:15—1:30	<i>Lunch</i>
<b>Session 3</b> 1:30—2:15	<p><b>Blended Hydrogen Projects</b> <i>New Jersey Natural Gas</i></p> <p>New Jersey Natural Gas placed their first blended hydrogen project in service on October 2021 and is currently working on other opportunities. What has NJNG learned that will aid them in future projects and can benefit you? What additional projects are being considered?</p>
<b>Session 4</b> 2:15- 3:15	<p><b>Geothermal Projects</b> <i>Eversource</i></p> <p>Eversource is aggressively working on a geothermal heating pilot project in Massachusetts that could provide an alternate heating source for customers. The project will assess the viability of installing an underground pipe network that extracts heat from the ground and transfers that heat to homes using heat pump technology. Join Eversource and learn about the technology, the project and how this could be an opportunity for your company.</p>
3:15—3:30	<i>Break</i>
<b>Session 4</b> 3:30—4:30	<p><b>Infrastructure Methane Leak Reductions and Energy Source Transition</b> <i>National Grid</i></p> <p>On October 2, 2020, National Grid released their Net Zero by 2050 Plan. The Plan aims to achieve net zero greenhouse gas (GHG) emissions by 2050. Join and listen to details of the Plan, projects underway, proposed and research needed.</p>

Day 2 - April 21, 2022

<b>Session 1</b> 8:30—9:15	<p><b>Identifying Methane Leak Super-emitters</b> <i>Eversource</i></p> <p>Super-emitter leaks in a gas distribution system represent a small percentage of all leaks but can result in 75-80% of the methane releases in the system. Eversource has been a leader in identifying, categorizing and repairing super-emitter leaks. In this session, you will learn the tools, process used and lessons learned.</p>
<b>Session 2</b> 9:15—10:00	<p><b>Methane Emissions Quantification</b> <i>Consolidated Edison</i></p> <p>Consolidated Edison has been working with Picarro for years to quantify methane emissions in their distribution system. Join Con Edison</p>
10:00– 10:15	<i>Break</i>
<b>Session 3</b> 10:15—11:15	<p><b>Methane Emissions and Infrastructure Transition Roundtable</b></p> <p>Join your colleagues in a discussion on the challenges and opportunities to reduce methane emissions. What needs to occur and how can we work together to reduce emissions and introduce new energy sources, RNG and Hydrogen for example, using our existing assets?</p>
<b>Session 4</b>	<i>Wrap-Up</i>

### Day 1 - April 20, 2022

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

<b>Welcome</b> 10:00—11:00	<b>GENERAL SESSION</b> <ul style="list-style-type: none"> <li>Opening Remarks</li> <li>Keynote Speaker</li> <li>Exhibitor Presentations</li> </ul>
<b>Session 1</b> 11:00—11:15	<b>Welcome—Track Chair Introduction</b> <u><a href="#">Scott Edgerton, New Jersey Natural Gas, Track Chair</a></u>
<b>Session 2</b> 11:15—12:15	<b>Pipeline Safety Culture Survey Assessment – Lessons Learned</b> <u><a href="#">Blacksmith Group and University of Houston</a></u>  In 2021, NGA, partnered with the Blacksmith Group and the University of Houston to lead the largest culture survey conducted in the natural gas distribution industry. The survey included participation from NGA, SGA and AGA utility and contractor membership. In this session, learn about the results of the survey, lessons learned and how your company can benefit from current and future surveys.
<b>12:15—1:30</b>	<b>Lunch</b>
<b>Session 3</b> 1:30—2:15	<b>Diversity, Equity &amp; Inclusion</b> <u><a href="#">Charles Crews, Northeast Gas Association</a></u>
<b>Session 4</b> 2:15- 3:15	<b>Pre-Apprenticeship Program</b> <u><a href="#">PECO (Exelon Company)</a></u>  All utilities and contractors are facing the challenge of hiring new and diverse employees to their workforce. Companies are developing innovative approaches to identify and secure candidates. In this session, PECO will present their innovative Pre-Apprenticeship Program and the lessons learned from their 2021 graduating class.
<b>3:15—3:30</b>	<b>Break</b>
<b>Session 4</b> 3:30—4:30	<b><u><a href="#">Safety Culture Roundtable</a></u></b>  Join your colleagues in a discussion on safety culture. How does your company’s existing culture compare to other utilities and contractors? Come share your experiences, lessons learned and challenges. Ask questions of your colleagues and leave with ideas to improve your company’s safety culture.

### Day 2 - April 21, 2022

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

<b>Session 1</b> 8:30—9:15	<b>Contractor Employees Hiring Challenges and Opportunities Roundtable</b>  Join us to discuss hiring process and the challenges of the existing job market. Come prepared to share your experiences and lessons learned.
<b>Session 2</b> 9:15—10:00	<b>Hiring Employees in a Tight Job Market</b> <u><a href="#">Central Hudson Gas &amp; Electric</a></u>  Central Hudson will share their experiences of hiring new employees in this tight job market. Learn new approaches to secure qualified and enthusiastic candidates.
<b>10:00– 10:15</b>	<b>Break</b>
<b>Session 3</b> 10:15—11:15	<b>Institutional Knowledge Transfer—Essentials of Succession Planning</b> <u><a href="#">National Fuel Gas</a></u>  The past two years have not only been difficult due to COVID but also due to a surge in retirements. As our institutional knowledge leaves the industry how are companies planning for the knowledge transfer? Join National Fuel as they share their approach and come prepared to share your experiences.
<b>Session 4</b> 11:15- 12:00	<b>Wrap-Up</b>

**Day 1 - April 20, 2022**

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

<b>Welcome</b> 10:00—11:00	<b>GENERAL SESSION</b> <ul style="list-style-type: none"> <li>Opening Remarks</li> <li>Keynote Speaker</li> <li>Exhibitor Presentations</li> </ul>
<b>Session 1</b> 11:00—11:15	<b>Welcome—Track Chair Introduction</b> <u><a href="#">Bill Snyder, National Fuel Gas, Track Chair</a></u>
<b>Session 2</b> 11:15—12:15	<b>Advancements in Leak Detection to Improve DIMP</b> <u><a href="#">CenterPoint Energy</a></u> CenterPoint Energy will be joined by Picarro to discuss improvements in their DIMP program using leak detection technology and advanced algorithm analysis. Learn how advances in leak detection technology can benefit your company's DIMP program.
12:15—1:30	<b>Lunch</b>
<b>Session 3</b> 1:30—2:15	<b>Operational Benefits of a Field Based, GIS-centric System Upgrade</b> <u><a href="#">Peoples Natural Gas</a></u> Come learn why Peoples Natural Gas has taken a proactive approach in updating their entire distribution network's mapping system. Learn the process used, lessons learned and benefits achieved.
<b>Session 4</b> 2:15—3:15	<b>Emissions Reductions in Facility Infrastructure</b> <u><a href="#">Northeast Gas Association</a></u> In this session, learn the results of an NGA Fall 2021 survey identifying transmission and distribution system gas emission sources, technology and processes to mitigate the emissions. Share your experiences and discuss opportunities to work collaboratively to reduce emissions.
3:15—3:30	<b>Break</b>
<b>Session 5</b> 3:30—4:30	<b>New York OQ Rule</b> <u><a href="#">Consolidated Edison and Northeast Gas Association</a></u> In March 2022, The New York Public Service Commission issued an OQ Rule. Join Con Edison and NGA as they provide highlights of the rule. What impact will this have on utilities and contractors in neighboring states.

**Day 2 - April 21, 2022**

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

<b>Session 1</b> 8:30—9:15	<b>How to use your PSMS Construction Tactical Guide</b> <u><a href="#">Blacksmith Group, AGI Construction and Liberty Utilities</a></u> Join the Blacksmith Group, AGI and Liberty Utilities and they share their experiences using the new PSMS Construction Tactical Guide. How has each company used the guide and how has it been received by their workforce? Learn how you can use the guide for your company's workforce.
<b>Session 2</b> 9:15—10:00	<b>Field Employee Training</b> <u><a href="#">National Fuel</a></u> As we experience a change in our workforce, a company's training program is critical to achieving our safety goals. National Fuel will present on the development of one of the industry's leading programs.
10:00—10:15	<b>Break</b>
<b>Session 3</b> 10:15—11:15	<b>Construction Lessons Learned Roundtable</b> Join your colleagues in a roundtable discussion on construction lessons learned. Come prepared to share your experiences and ask questions of challenges you face. Roundtables provide opportunities to learn. Join us!
<b>Session 4</b> 11:15-12:00	<b>Wrap-Up</b>



# 2022 NGA Spring Operations Conference GENERAL INFORMATION

## April 20 & 21, 2022

### General Information

#### Who Should Attend

NGA's 2022 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:

Heather Vieira at, [hvieira@northeastgas.org](mailto:hvieira@northeastgas.org)

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

Online registration is available on NGA's website

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

**Member Rate: \$395**

**Non-Member Rate: \$695**

**Registration Deadline:** April 14, 2022

**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 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 top tab for "Events." You will be taken to the events, Look for the "2022 Spring Operations Conference." Click on the "2022 Spring Operations Conference" 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 Heather Vieira at [hvieira@northeastgas.org](mailto:hvieira@northeastgas.org), and request a form be emailed to you. Please return the form via email to Heather Vieira at [hvieira@northeastgas.org](mailto:hvieira@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  
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 **\$137.00** per night. To make your reservation, call the hotel at **518-584-4000** or reserve rooms online at [book.passkey.com/go/NortheastGasAssn2022](http://book.passkey.com/go/NortheastGasAssn2022)

#### Download NGA's Event App Today!

Scan the QR code for quick access to the App

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>



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