



**NGA**  
NORTHEAST GAS ASSOCIATION

# **2023 Fall Operations Conference**

**October 19 – 20<sup>th</sup>, 2023**

**Saratoga Hilton**

**Saratoga Springs**

## **Track Format:**

**Customer Service / Utilization**

**Methane Emissions Reduction**

**Damage Prevention**



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# **2023 Fall Operations Conference**

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# 2023 Fall Operations Conference

Saratoga Hilton – Saratoga Springs, NY

## Program at-a-Glance

### Day 1: October 19<sup>th</sup>, 2023

#### General Session: 10:00 – 11:00 in City Center B

- Welcome, José Costa, NGA President and CEO
- Exhibitor Presentations
- **Keynote: A Fireside Chat with Katie Backus, Vice President of Gas Program Delivery at National Grid on the Future of the Natural Gas Industry**

#### Breakout Sessions

Tracks	Customer Service Saratoga Ballroom 1	Methane Reduction Saratoga Ballroom 2	Damage Prevention Saratoga Ballroom 3
<b>Session 1</b> 11:00 - 11:15	Track Chair Welcome Bill Brandt Central Hudson Electric & Gas	Track Chair Welcome Lindsey Fitzgerald Consolidated Edison	Track Chair Welcome John Flynn Orange & Rockland
<b>Session 2</b> 11:15 - 12:15	The Implications of the Growth of Electric Heating	NYSEARCH Emerging Fuels & Technology Update	NYS 811 Demonstration
<b>Lunch: 12:15 – 1:30 – City Center 1</b>			
<b>Session 3</b> 1:30 – 2:15	Panel: Utility Workforce Evolution with the Phasing Out of Leak Prone Pipe	Pipeline Safety: Notice of Proposed Rule Making Update	Supporting Damage Prevention by Deploying Cameras & Other Innovative Technologies
<b>Session 4</b> 2:15 – 3:00	Bridging the Gap: Process, Personal & Pipeline Safety	Emerging State Regulations for Leak Detection & Repair (LDAR)	Internal Communications: Best Practices & Lessons Learned for Pipeline Safety
<b>Break: 3:15 – 3:30</b>			
<b>Session 5</b> 3:30 – 4:30	How Natural Gas Detectors are Supporting Consolidated Edison and Orange & Rockland Leak Detection Efforts	Advanced Leak Detection & Methane Emissions Flow Rate Technologies	Tracking & Traceability Technology

### Day 2: October 20<sup>th</sup>, 2023

#### General Session: 8:30 – 9:30 in City Center B

- **Keynote Address: Current Cyber and Physical Security Threat Landscape for the Gas Sector:** Critical energy infrastructure is squarely in the cross-hairs of nation-state adversaries and domestic violent extremists. Former CIA and FBI threat analysts, now working at Avangrid, Rob Antonellis, Manager of Threat Management & Courtney Samp, Manager of Intelligence, will discuss the current threat landscape and the recent cyber and physical security events that were designed to destroy or degrade the reliability of our gas infrastructure.

#### Breakout Sessions

Tracks	Customer Service Saratoga Ballroom 1	Methane Reduction Saratoga Ballroom 2	Damage Prevention Saratoga Ballroom 3
<b>Session 1</b> 9:30 – 10:15	Lessons Learned from the Mutual Aid Drill	Understanding Leak Technology: A Comparison of CGI vs. Leak Survey Device	Quantification of Emissions from Damages
<b>Break: 10:15 – 10:30</b>			
<b>Session 2</b> 10:30 – 11:15	Service Restoration: Utilities Impacted by Major Flash Flooding Incidents	Cutting Edge Satellite Methane Detection	Lessons Learned from Investments in Public Awareness to Prevent Dig-ins
<b>Session 3</b> 11:15 – 12:00	Session Wrap-up	Session Wrap-up	Session Wrap-up

# 2023 Fall Operations Conference

## Track A – Customer Service - Saratoga Ballroom 1

### Day 1 – October 19<sup>th</sup>, 2023

9:00 – 10:00 Registration and Continental Breakfast

<b>General Session</b> <i>10:00 - 11:00</i>	<ul style="list-style-type: none"> <li>➤ Welcome, José Costa, NGA President and CEO</li> <li>➤ Exhibitor Presentations</li> <li>➤ <b>Keynote: A Fireside Chat with Katie Backus, Vice President of Gas Program Delivery at National Grid on the Future of the Natural Gas Industry</b></li> </ul>
<b>Session 1</b> <i>11:00 - 11:15</i>	<b>Track Chair Welcome</b> Bill Brandt, Central Hudson Gas and Electric
<b>Session 2</b> <i>11:15 - 12:15</i>	<b>The Implications of the Growth of Electric Heating</b> Greg Harts, National Fuel and Christopher A. Cavanagh, National Grid <i>NGA will lead a panel discussion on the implications of decarbonization and electrification initiatives for gas utilities. The discussion will include efforts to decarbonize the gas network, incentives to move gas heating customers to electric heat and the cost and challenges to achieving this transition. The panel will include the electric-gas combination utility and gas-only utility perspective.</i>
<b>Lunch: 12:15 – 1:30– City Center 1</b>	
<b>Session 3</b> <i>1:30 – 2:15</i>	<b>Panel: Utility Workforce Evolution with the Phasing Out of Leak Prone Pipe</b> Mike Casale, Orange & Rockland and Chris Mazerbo, National Fuel Gas <i>Hear how the workforce has or is expected to change with the phasing out of leak prone pipe (LPP). See how training requirements have changed and how worker skills of the past may not be what is needed going forward. Hear how the sourcing of work has changed as some work is eliminated and, in some instances, replaced with other work.</i>
<b>Session 4</b> <i>2:15 – 3:00</i>	<b>Bridging the Gap: Process, Personal &amp; Pipeline Safety</b> Bob Richards, Unital <i>This session will explore the relationship and dependencies that pipeline safety management systems have on occupational and process safety and how these aspects of safety culture should not be looked at in “silos”.</i>
<b>Break: 3:15 – 3:30</b>	
<b>Session 5</b> <i>3:30 – 4:30</i>	<b>How Natural Gas Detectors are Supporting Consolidated Edison and Orange &amp; Rockland Leak Detection Efforts</b> Jen O’Keefe and Pat McNamara, Orange & Rockland and Oscar Leon, Consolidated Edison <i>Hear how AMI-enabled natural gas detectors (NGDs) at Con Edison and Orange and Rockland are helping detect leaks. Learn how the technology communicates with the dispatch centers and the deployment strategies at both companies. The speakers will also give real-life examples of how the NGDs have enhanced their public safety efforts.</i>

### Day 2 – October 20<sup>th</sup>, 2023

7:30 – 8:30 Registration and Continental Breakfast

<b>General Session</b> <i>8:30 - 9:30</i>	<b>Keynote Address: Current Cyber &amp; Physical Security Threat Landscape for the Gas Sector</b>
<b>Session 1</b> <i>9:30 – 10:15</i>	<b>Lessons Learned from the Mutual Aid Drill</b> Geoff Greene, Orange & Rockland; Lauren Toczykowski, Consolidated Edison <i>Hear about lessons learned from June 2023 ConEd / O&amp;R Mutual Aid drill. The discussion will center on what worked well, where there are improvement opportunities, and expectations for future drills, exercises, and events. Hear how the NY OQ Rule changed expectations about mutual aid, and the efforts taken to prepare for future events. What will be expected for Mutual Aid requesters and responders to meet OQ requirements?</i>
<b>Break: 10:15 – 10:30</b>	
<b>Session 2</b> <i>10:30 – 11:15</i>	<b>Service Restoration: Utilities Impacted by Major Flash Flooding Incidents</b> Dave Attig, VGS <i>In the spring of 2023, there was unprecedented flooding experienced in the northeast. Hear the lessons learned and experiences of VGS.</i>
<b>Session 3</b> <i>11:15 – 12:00</i>	<b>Session Wrap-up</b>

# 2023 Fall Operations Conference

## Track B – Methane Emissions Reduction - Saratoga Ballroom 2

### Day 1 – October 19<sup>th</sup>, 2023

9:00 – 10:00 Registration and Continental Breakfast

<b>General Session</b> 10:00 - 11:00	<ul style="list-style-type: none"> <li>➤ Welcome, José Costa, NGA President and CEO</li> <li>➤ Exhibitor Presentations</li> <li>➤ <b>Keynote: A Fireside Chat with Katie Backus, Vice President of Gas Program Delivery at National Grid on the Future of the Natural Gas Industry</b></li> </ul>
<b>Session 1</b> 11:00 - 11:15	<b>Track Chair Welcome</b> Lindsey Fitzgerald, Consolidated Edison
<b>Session 2</b> 11:15 - 12:15	<b>NYSEARCH Update on Emerging Fuels &amp; Technology</b> Daphne D’Zurko, NYSEARCH & NGA <i>NYSEARCH Executive Director Daphne D’Zurko will provide an overview of the work that NYSEARCH is actively engaged in or pursuing related to emerging fuels, studies related to safety of implementing emerging fuels and testing programs in this area.</i>
<b>Lunch: 12:15 – 1:30– City Center 1</b>	
<b>Session 3</b> 1:30 – 2:15	<b>Pipeline Safety: Notice of Proposed Rule Making Update</b> Bob Wilson, Northeast Gas Association <i>Bob Wilson will provide an overview of key Joint Industry concerns and will explore the disproportionate impacts the proposal has on the northeast. This presentation will touch on how industry is working with regulators on public safety and emissions mitigations components of the proposal.</i>
<b>Session 4</b> 2:15 – 3:00	<b>Emerging State Regulations for Leak Detection &amp; Repair (LDAR)</b> John Murphy, New Jersey Natural Gas and Peter Polumbo, National Grid <i>A discussion of how recent state regulation changes in Massachusetts and New Jersey have prompted companies to change their leak grading criteria along with accelerated repair periods. The conversation will focus on the past and the present and how each company is dealing with these changes.</i>
<b>Break: 3:15 – 3:30</b>	
<b>Session 5</b> 3:30 – 4:30	<b>Advanced Leak Detection &amp; Methane Emissions Flow Rate Technologies</b> Joe Mallia, NYSEARCH & NGA <i>NYSEARCH will present an overview of advanced leak detection and methane emission quantification technologies, relating leak detection concentration readings to emission quantification flow rates.</i>

### Day 2 – October 20<sup>th</sup>, 2023

7:30 – 8:30 Registration and Continental Breakfast

<b>General Session</b> 8:30 - 9:30	<b>Keynote Address: Current Cyber &amp; Physical Security Threat Landscape for the Gas Sector</b>
<b>Session 1</b> 9:30 – 10:15	<b>Understanding Leak Technology: A Comparison of CGI vs. Leak Survey Device</b> Bob Naper, Energy Experts International and Bob Wilson, Northeast Gas Association <i>This session will provide a fundamental understanding of leak detection technologies and fit for purpose application of these technologies in conducting leak surveys and other leak detection activities such as leak investigations and leak pinpointing. The presentation incorporates service line definition changes in NYS as well as reviewing recent industry incidents and how application of appropriate leak detection technologies, training and procedures can help prevent future incidents.</i>
<b>Break: 10:15 – 10:30</b>	
<b>Session 2</b> 10:30 – 11:15	<b>Cutting Edge Satellite Methane Detection</b> Bill Brandt and Andrew Conti, Central Hudson Electric and Gas <i>The presentation will be an overview of Central Hudson’s ongoing R&amp;D Project that utilizes Satellite Imagery coupled with cutting edge methane detection utilizing Spectral Signatures, A.I. Learning and Analytical Predictive Modeling, which is then rendered into an easily navigable and actionable dashboard.</i>
<b>Session 3</b> 11:15 – 12:00	<b>Session Wrap-up</b>

# 2023 Fall Operations Conference

## Track C – Damage Prevention - Saratoga Ballroom 3

### Day 1 – October 19<sup>th</sup>, 2023

9:00 – 10:00 Registration and Continental Breakfast

<b>General Session</b> 10:00 - 11:00	<ul style="list-style-type: none"> <li>➤ Welcome, José Costa, NGA President and CEO</li> <li>➤ Exhibitor Presentations</li> <li>➤ <b>Keynote: A Fireside Chat with Katie Backus, Vice President of Gas Program Delivery at National Grid on the Future of the Natural Gas Industry</b></li> </ul>
<b>Session 1</b> 11:00 - 11:15	<b>Track Chair Welcome</b> John Flynn, Orange & Rockland
<b>Session 2</b> 11:15 - 12:15	<b>VR-X-SIM The Future of Damage Prevention</b> Roger Sampson, New York 811 <i>The VR-X-SIM or Virtual Reality Excavator Simulator is designed to immerse excavators into a dynamic learning experience which demonstrates real-world scenarios and challenges. This state-of-the-art technology is used to gain a better understanding of root cause of damages. Data is collected as the participants conduct a Virtual Excavation Operation all in an environment that is safe place to fail.</i>
<b>Lunch: 12:15 – 1:30– City Center 1</b>	
<b>Session 3</b> 1:30 – 2:15	<b>Supporting Damage Prevention by Deploying Cameras &amp; Other Innovative Technologies</b> Ryan McGowan, ULC Technologies <i>In-pipe locating supported by the deployment of innovative camera and crawler systems provides the most accurate and complete mark-outs that contractors need to avoid damages while excavating alongside or around gas mains. These technologies can provide utilities with precise GPS coordinates of gas main and its features, used to properly update utility maps or accurately recall the location of a feature, leading to a reliable roadmap to eliminate guesswork. Learn how ULC's damage prevention methods change how utilities and contractors operate to protect their assets and the environment, including a look at the future of asset mapping with a robotic platform.</i>
<b>Session 4</b> 2:15 – 3:00	<b>Internal Communications: Best Practices &amp; Lessons Learned for Pipeline Safety</b> Stephanie Hanson, PECO and Megan Cyr, Eversource <i>PECO/Exelon will provide a high-level overview of their communication strategy including insights on execution and SE measurement</i>
<b>Break: 3:15 – 3:30</b>	
<b>Session 5</b> 3:30 – 4:30	<b>Tracking &amp; Traceability Technology</b> Craig Knox, Locusview; Joe Benun, Locusview; & Brad Davis, Primera <i>Primera and Locusview will present the importance of considering damages and locates within a Material Tracking and Traceability project. Primera helped PECO implement Locusview at PECO, an Exelon company, and is supporting a continuous improvement program for Gas Distribution. PECO is scanning materials, capturing high accuracy GPS locations, gathering data on newly constructed and existing assets and updating GIS. This session will include the challenges and decisions made to implement a Tracking and Tracing solution and the continuous process approach used to support contractor and internal crews as well as PECO's vision.</i>

### Day 2 – October 20<sup>th</sup>, 2023

7:30 – 8:30 Registration and Continental Breakfast

<b>General Session</b> 8:30 - 9:30	<b>Keynote Address: Current Cyber and Physical Security Threat Landscape for the Gas Sector</b>
<b>Session 1</b> 9:30 – 10:15	<b>Quantification of Emissions from Damages</b> Saadat Kahn, National Grid <i>Learn what methods companies are employing to measure emissions from damages. Find out how companies are calculating the costs of lost gas and whether they are passing the costs along to at-fault excavators.</i>
<b>Break: 10:15 – 10:30</b>	
<b>Session 2</b> 10:30 – 11:15	<b>Panel: Lessons Learned from Investments in Public Awareness to Prevent Dig-ins</b> Andrew Wilbur, UDig NY; Jenna DeFilippo, Eversource; Karen Sousa, RI Energy <i>Hear about time-tested, new, and creative education, outreach, and marketing programs and initiatives companies and one-call centers are using to help reduce damages. Companies will share how they measure the success of these programs and initiatives and determine the return on their investments.</i>
<b>Session 3</b> 11:15 – 12:00	<b>Session Wrap-up</b>

# 2023 NGA Fall Operations Conference

## General Information

October 19<sup>th</sup> and 20<sup>th</sup>, 2023

### Who Should Attend?

NGA's 2023 Fall Operations Conference is open to natural gas distribution and transmission company operations personnel with interests in customer service, methane emissions reduction, or damage prevention.

### Conference Contacts:

If you have questions regarding the conference, including exhibits, please contact Eileen Sitte ([esitte@northeastgas.org](mailto:esitte@northeastgas.org))

### Registration:

Online registration is available on NGA's website. ([www.northeastgas.org](http://www.northeastgas.org))

Member Rate: \$395

Non-Member Rate: \$695

Registration Deadline: October 13, 2023

### 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.

### How to Register via NGA's Website:

Online registration is available on NGA's website: [www.northeastgas.org](http://www.northeastgas.org), then click "Member Login" in the 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 top tab for "Events." Once on the events page, look for the "2023 Fall Operations Conference." Click on the "2023 Fall 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. NGA will contact you once you are entered into our database with a username and password for future access.

### Hotel Accommodations at The Saratoga Hilton

534 Broadway, Saratoga Springs, NY 12866

Overnight accommodation is the responsibility of each individual. NGA has secured a block of rooms with a rate of **\$179** per night. To make your reservation, call the hotel at **518-584-4000** or use the following link: [Saratoga Hilton](#)  
Additional hotels rooms are available at:

Courtyard By Marriott Saratoga Springs 518.226.0538

Embassy Suites Saratoga Springs 518-886-1109

### Download NGA's Event App Today!

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