



2023 Spring Operations Conference

Track Format:
Customer Service
Infrastructure Transition
Workforce Management
Construction & Maintenance

April 19 - 20, 2023

Saratoga Hilton

Saratoga Springs, NY



Also, Please Note:

NGA's Contractor Workshop

Tuesday, April 18, 2023, concluding with a reception.

The Contractor Workshop is a separate event;

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



2023 Spring Operations Conference Visit Our Exhibiting Companies

ASTAR

Bascom Turner Instruments

Eastcom Associates

Heath Consultants Incorporated

ISCO Industries

Locusview

Mulcare Pipeline Solutions, Inc.

Performance Pipe

Picarro

Precision Pipeline Solutions, LLC

Progressive Pipeline Management

Southern Cross Corp.

Storti Quality Services, LLC

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

Locusview

Precision Pipeline Solutions, LLC

UDC

Lanyard Sponsor:

Progressive Pipeline Management

2023 Spring Operations Conference

Program at-a-Glance

Tracks	Customer Service	Infrastructure Transition	Workforce Management	Construction & Maintenance
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Day 1, April 19, 2023

GENERAL SESSION: 10:00 -11:00

- ◇ Welcome, José Costa, President & CEO, Northeast Gas Association
- ◇ Exhibitor Presentations
- ◇ **Keynote Address: Donna DeCarolis, President, National Fuel Gas, NY State’s Climate Action Council Plan & Its Impact on the Natural Gas Industry**

BREAKOUT SESSIONS

Session 1 11:00- 11:15	Paul Pirro Public Service Electric & Gas Track Chair	Margo Carr South Jersey Gas Track Chair	Scott Edgerton New Jersey Natural Gas Track Chair	Stephen Dombrowski Feeney Brothers Utility Services Track Chair
Session 2 11:15- 12:15	Gas Appliance Cooking: Discussion on the Studies and Research Conducted	Renewable Natural Gas Project Development, Regulations and Markets	Developments in Field Skill Training	Improve Your C&M Plans: Lessons Learned From Buffalo’s Devastating December 2022 Storm
12:15- 1:30	LUNCH	LUNCH	LUNCH	LUNCH
Session 3 1:30- 2:15	Residential Methane Detection Technology & Industry’s Role for Adoption	What You Should Know About the Proposed Northeast Hydrogen Hub Consortium	Empowering Frontline Employees to Own Their Training and Qualifications	Key Factors Impacting Construction Crew Productivity and Safety
Session 4 2:15- 3:15	Gas Safety Through the Eyes of a Utility/Allied Trades Technician	Geothermal Project Case Studies	Digital Training Programs: Utility, Contractor & Distributor Case Studies	Pipeline Rehabilitation as an Emission Mitigation and Emerging Fuels Strategy
3:15- 3:30	BREAK	BREAK	BREAK	BREAK
Session 5 3:30- 4:30	Outside Meter Installation Compliance Lessons Learned	Natural Gas & Ground Source Heat Pumps: How They Work & their Role in a Clean Energy Future	Engineering Competency: Performing Elevated Risk Functions	Construction & Maintenance Lessons Learned - Member Voluntary Sharing

Day 2, April 20, 2023

Session 1 8:30- 9:15	Electric Blackouts: Impacts to the Gas Distribution System	Overview & Utilization of the Emerging Fuels Interconnect Guide	Evaluating, Analyzing & Changing Workforce Safety Behaviors	O&M Procedure Development: What Should be Included in Your Procedure?
Session 2 9:15- 10:00	Gas Outage Management System: Unifit Case Study	The Role of Emerging Fuels in your State, & Distribution System	Partnering with Colleges/ Universities to Develop Your Workforce	Management of Change Guidelines: How to Ensure Your Procedures are Properly Updated
10:00- 10:15	BREAK	BREAK	BREAK	BREAK
Session 3 10:15- 11:00	Customer Service Lessons Learned: Member Voluntary Sharing	NYSEARCH Range Tool: Value in Identifying Impacts of Changing Gas Compositions	Partnering with Community High Schools to Increase Your Applicant Pipeline	Advancements and Technology Initiatives for Leak Survey
Session 4	Wrap -up	Wrap- up	Wrap-up	Wrap-up

Day 1 - April 19, 2023

9:00—10:00 Registration and Continental Breakfast

Welcome 10:00—11:00	GENERAL SESSION <ul style="list-style-type: none"> ◇ Welcome, José Costa, President & CEO, Northeast Gas Association ◇ Exhibitor Presentations ◇ Keynote Address: Donna DeCarolis, President, National Fuel Gas, NY State's Climate Action Council Plan & Its Impact on the Natural Gas Industry
Session 1 11:00—11:15	Welcome—Track Chair Introduction <u>Paul Pirro, Public Service Electric & Gas, Track Chair</u>
Session 2 11:15—12:15	Gas Appliance Cooking: Discussion on the Studies and Research Conducted <i>Bob Wilson, Northeast Gas Association</i> There has been a lot of press on the health impacts of cooking with natural gas. This session will provide education on the facts and science behind residential and commercial cooking appliances emissions and indoor air quality.
12:15—1:30	Lunch
Session 3 1:30—2:15	Residential Methane Detection Technology & Industry's Role for Adoption <i>Carl Webeck, Avangrid & Brad Thomas, Heath Consultants; Marc Huestis, Huestis Consulting</i> Carbon monoxide detectors have saved thousands of lives since their introduction and residential methane detectors are the next level of gas safety in a facility. In this session hear how the technology works, its performance and the role of industry in its adoption.
Session 4 2:15- 3:15	Gas Safety Through the Eyes of a Utility/Allied Trades Technician <i>April McIver, Plumbing Foundation City of New York; Tim Restivo, National Grid</i> The New York City Plumbers Program is a model for the country in urban and rural settings. With plumbers in homes and businesses daily, their awareness of gas safety risks increases the protection we offer our customers. Join us and listen from a trades perspective, how the Program works and the value to utilities, allied trades and customers.
3:15—3:30	Break
Session 5 3:30—4:30	Outside Meter Installation Compliance Lessons Learned <i>Bill Brandt, Central Hudson Gas & Electric</i> In order to ensure safe and reliable service natural gas utilities have been relocating inside meters to the outside. This allows for seamless access and increases safety. Bill will review the challenges, opportunities, and lesson learned that Central Hudson experienced as they worked to relocate their meters, including balancing historic preservation, customer non-responsiveness, and additional outcomes that were not initially expected.

Day 2 - April 20, 2023

Session 1 8:30—9:15	Electric Blackouts: Impacts to the Gas Distribution System <i>Michael Shanley, Eversource</i> The natural gas and electric systems are increasingly reliant on each other. Learn how Eversource prepared its natural gas operations in the event of an electric outage and restoration that could require curtailment on the natural gas distribution system.
Session 2 9:15—10:00	Gas Outage Management System: Unitil Case Study <i>Daniel Dessanti and Ron Yoshimura, UDC</i> UDC has built an Outage Management Software System specifically designed for Gas LDCs. Unitil has been working with UDC to install the Outage Management System for their operations. Join us and participate in an overview of the Unitil system, the benefits and why you should consider it for your operations.
10:00- 10:15	Break
Session 3 10:15—11:15	Customer Service Lessons Learned: Member Voluntary Sharing <i>Rick Dion, Avangrid and Timothy Restivo, National Grid</i> Operators discuss lessons learned from service line inspections including inside and outside M&R set safety inspections, distinguishing between identification of AOC's and Actionable Conditions and prioritizing mitigation measures based of operational and safety risk. Utilization of the NGA PSMS Resource Center Lessons Learned Database will also be discussed.
Session 4 11:15- 12:00	Wrap-Up

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Welcome	GENERAL SESSION
10:00—11:00	<ul style="list-style-type: none"> ◇ Welcome, José Costa, President & CEO, Northeast Gas Association ◇ Exhibitor Presentations ◇ Keynote Address: Donna DeCarolis, President, National Fuel Gas, NY State’s Climate Action Council Plan & Its Impact on the Natural Gas Industry
Session 1	Welcome—Track Chair Introduction
11:00—11:15	<u>Margo Carr, South Jersey Gas, Track Chair</u>
Session 2	Renewable Natural Gas Project Development, Regulations and Markets
11:15—12:15	Sam Lehr, RNG Coalition The landscape of renewable natural gas adoption is evolving quickly as policy makers and Operators seek to balance de-carbonization visions by embracing emerging fuels. This session provides a broad overview of the evolution of RNG development, regulatory approaches to adoption in an evolving marketplace.
12:15—1:30	Lunch
Session 3	Hydrogen Hub Fundamentals
1:30—2:15	Christopher Cavanagh, National Grid As part of the federal Infrastructure Investment and Jobs Act the Department of Energy will be providing up to \$8 billion to jump-start investment in the development of hydrogen hubs that demonstrate the production, processing, delivery, storage, and end-use of clean hydrogen. Learn about the intent of the hubs, where they are being proposed in the country, what this federal policy is attempting to achieve, and what it potentially means for the energy industry.
Session 4	Geothermal Project Case Studies
2:15- 3:15	Eric Bosworth, Eversource At the 2022 Spring Operations Conference, Eric provided an overview of the Eversource geothermal project in Framingham, MA. Eric will update us on the status, successes, and challenges. National Grid has also been working for the past year on several geothermal projects in Massachusetts. Vincent will give us an overview of the National Grid projects.
3:15—3:30	Break
Session 5	Natural Gas & Ground Source Heat Pumps: How They Work & their Role in a Clean Energy Future
3:30—4:30	Christopher Cavanagh, National Grid, Vincent Spiteri, National Grid and Ryan Kerr, GTI Energy This session will cover the fundamental science and operations as well as efficiency benefits, cost benefits, cold weather considerations, installation/retrofit considerations, cost considerations, and emissions/environmental benefits of natural gas and ground source heat pumps. Learn what companies and the industry are doing to foster adoption of these innovate heating technology options.

Day 2 - April 20, 2023

7:30—8:30 Registration and Continental Breakfast

Session 1	Overview & Utilization of the Emerging Fuels Interconnect Guide
8:30—9:15	Bob Wilson, Northeast Gas Association Do you know how to explain to a Renewable Natural Gas or Hydrogen producer what they will need for connection to your distribution system? Join Bob as he explains the recently completed Guide, December 2022, that will address utility and producer questions.
Session 2	The Role of Emerging Fuels in your State & Distribution System
9:15—10:00	Tom Murray, VGS; Melissa Mauro, National Grid The natural gas industry plays a critical role in helping our nation achieve its green house gas reduction objectives. Our distribution system is vital to our energy security, reliability and affordability. In this session we will dive into the role emerging fuels and how some Operators are strategically integrating these valuable resources into energy delivery networks.
10:00- 10:15	Break
Session 3	NYSEARCH Range Tool: Value in Identifying Impacts of Changing Gas Compositions
10:15—11:15	Chuck Benson, etaPartners Over the last several years, NYSEARCH completed studies that fill information gaps regarding natural gas and renewable gas interchangeability for in-service residential appliances resulting in the development of NYSEARCH RANGE™ Plus spreadsheet-based interchangeability assessment model. It projects the performance of in-service residential appliance populations when new gas supplies are introduced. This session focuses on practical application of this industry tool in assessing gas quality and interchangeability.
Session 4	Wrap-Up
11:15- 12:00	

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Session 1 11:00—11:15	Welcome—Track Chair Introduction <i>Scott Edgerton, New Jersey Natural Gas, Track Chair</i>
Session 2 11:15—12:15	Developments in Field Skill Training <i>Adam Day, Northeast Gas Association</i> During this session Adam will provide an overview of the resources, educational courses, and conferences that can be leveraged at all levels of the natural gas business. This session will be valuable for those looking to expand or accelerate their knowledge or their employees knowledge of the natural gas industry.
12:15—1:30	Lunch
Session 3 1:30—2:15	Empowering Frontline Employees to Own Their Training and Qualifications <i>Charles Dvorak and Justin F. Ferremi, Consolidated Edison</i> During this session Charlie and Justin will explain how ITS-Live has improved their company culture around OQ and training. They will also cover how their company implemented the new system and lessons learned along the way.
Session 4 2:15- 3:15	Digital Training Programs: Utility, Contractor & Distributor Case Studies <i>Steve Dombrowski, Feeney Brothers Utility Services; Wally Armstrong, Liberty; and Peter Davison, Videonitch</i> Session will review actual case studies on how companies are using video to meet the training and employee development needs within their organizations.
3:15—3:30	Break
Session 5 3:30—4:30	Engineering Competency: Performing Elevated Risk Functions <i>Yvette LaBombard, Avangrid; John Gallo, National Grid; and Bob Wilson, Northeast Gas Association</i> The natural gas pipeline industry has recognized the need to ensure competency of individuals performing engineering functions on pipeline facilities. To this end, Operators have implemented a variety of training and engineering development programs to maximize safety while facilitating a continuous learning culture. Come hear how Operators are ensuring engineering competency associated with elevated risk functions and an overview of the NGA Engineering Competency Guideline.

Day 2 - April 20, 2023

7:30—8:30 Registration and Continental Breakfast

Session 1 8:30—9:15	Evaluating, Analyzing & Changing Workforce Safety Behaviors <i>Josie Long, The Blacksmith Group</i> Influencing workforce safety behaviors is key to enhancing overall safety culture while meeting compliance obligations, this session will explore bridging <i>the hearts and minds of safety</i> and the influence operational ownership and pride in workmanship has on sustainable safety behaviors.
Session 2 9:15—10:00	Partnering with Colleges/Universities to Develop Your Workforce <i>Duncan Adamson, Justin Mason, and Phil Barker Clarkson University</i> Learn how Clarkson University partners with utilities to prepare the utility workforce for management and leadership.
10:00—10:15	Break
Session 3 10:15—11:15	Partnering with Community High Schools to Increase Your Applicant Pipeline <i>Kristie Kelly, Center for Energy Workforce Development</i> CEWD is in the final phase of a major upgrade to their energy curriculum developed for use by 7-12 grade schools throughout the United States. The curriculum is designed for middle and high school students to learn about careers in the energy industry and the skills they will need to succeed in the industry. Join us and learn how your utility can use this curriculum to train and hire students after graduation. Supplement CEWD's curriculum with additional skills you may need in your local area.
Session 4 11:15- 12:00	Wrap-Up

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Welcome	GENERAL SESSION
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Session 1	Welcome—Track Chair Introduction
11:00—11:15	Stephen Dombrowski, Feeney Brothers Utility Services, Track Chair
Session 2	Improve Your C&M Plans: Lessons Learned From Buffalo's Devastating December 2022 Storm
11:15—12:15	Rick Bittner and Chris Mazerbo, National Fuel Gas In late December 2023, Buffalo received four feet of snowfall with blizzard conditions. Roads were impassible for days making it difficult for emergency response. The impacts of the storm were felt by National Fuel in their operations. In this session we will learn about the operational challenges and the lessons learned that all utilities should review and evaluate.
12:15—1:30	Lunch
Session 3	Key Factors Impacting Construction Crew Productivity and Safety
1:30—2:15	Patrick Hickey, Hallen Construction Edward Fitzgerald from Hallen Construction will discuss current key factors impacting crew productivity and safety, and process and program initiatives at Hallen Construction to address these issues.
Session 4	Pipeline Rehabilitation as an Emission Mitigation and Emerging Fuels Strategy
2:15—3:15	Jigar K Mistry, Sherwin Williams; Casey Giambrone, Progressive Pipeline Management With the introduction of emerging fuels, like hydrogen, that can potentially reduce emissions utilities may need additional tools to ensure that pipeline infrastructure is able to effectively deliver these fuels. This session will provide information on how internal coatings and internal linings can each serve as tools to be used in that strategy.
3:15—3:30	Break
Session 5	Construction & Maintenance Lessons Learned - Member Voluntary Sharing
3:30—4:30	Shana Kane, VGS; Amber Owens, Eversource This is a discussion on the benefits of voluntary information sharing and lessons learned through the PSMS resource center. In addition to covering examples of lessons learned that have been submitted this session will provide an overview of the process, how the system works and monthly user group structure.

Day 2 - April 20, 2023

7:30—8:30 Registration and Continental Breakfast

Session 1	O&M Procedure Development: What Should be Included in Your Procedure?
8:30—9:15	Mark Weesner, The Blacksmith Group O&M procedures are instructional, behavior influencing "tools" that serve a broad spectrum of personnel and operations. The industry has struggled in striking an appropriate balance of content detail while considering the human factors associated with procedure utilization conformance. This session will review the PSMS NGA O&M Procedure Guideline and how procedures, developed in collaboratively with SME's, with a fit-for-purpose objective, can help an Operator avoid compliance and safety risk issues stemming from "workarounds".
Session 2	Management of Change Guidelines: How to Ensure Your Procedures are Properly Updated
9:15—10:00	Mark Weesner, The Blacksmith Group Management of change is a core element of Safety Management System Implementation and key to minimizing personal, process and pipeline safety risk. Come explore practical, fit-for-purpose approaches and guidance to embracing MOC within an LDC operations. The session will include a review of the NGA PSMS Management of Change Guideline.
10:00—10:15	Break
Session 3	Advancements and Technology Initiatives for Leak Survey
10:15—11:15	Alnoor Ebrahim, Southern Cross Corporation; George Champey, Bascom Turner; Brad Thomas, Heath Consultants Incorporated; Joe Felicicchia, Picarro Leak Survey Detection vendors will share "Advancements and Technology Initiatives for Leak Survey" currently underway by each company. Attendees will be able to interact with the panel members get a firsthand look at what's on the drawing board in this area.
Session 4	Wrap-Up
11:15—12:00	

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