

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

GENERAL SESSION: 10:00 -11:00

- ◇ Welcome, José Costa, NGA President & CEO
- ◇ Exhibitor Presentations
- ◇ **Keynote Address: Donna DeCarolis, President National Fuel Gas, New York's Quest for a Decarbonized Economy & its Impacts on the Natural Gas Industry**

BREAKOUT SESSIONS

Session 1 11:00- 11:15	Welcome by Track Chair	Welcome by Track Chair	Welcome by Track Chair	Welcome by 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 (ITS Live)	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, Air & 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: Unutil Case Study	The Role of Emerging Fuels in your State, & Distribution System	Partnering with Community 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	Enhancements in Distribution System Construction & Maintenance Technology
Session 4 11:00- 12:00	Wrap -up	Wrap- up	Wrap-up	Wrap-up