



Super Week - Florida

May 7-9, 2008
The Orlando Marriott Lake Mary
Orlando, Florida

Highlights:

Technical Workshops
Customer Service Workshops
Exhibits



Updated: February 25, 2008

Conference Registration Information

The fees for these sessions vary; please see the registration form or the Conference Schedule for more information. Please make checks payable to the Southern Gas Association.

Hotel Reservations

If you require overnight accommodations, a block of rooms has been set aside at the Orlando Marriott Lake Mary located at 1501 International Parkway in Lake Mary, FL. To make your hotel reservations, call the hotel at (800) 380-7724 and request the conference rate of \$114 for single or double occupancy. The hotel registration cut off date is **April 15, 2008**, and reservation requests following this date will be honored on an "as available" basis.

How Do I Exhibit ?

Exhibit fee is \$295 (\$395 non-members of SGA or FNGA). Exhibit hours are outlined on the Conference Schedule.

All breaks will be held in the exhibit area. Exhibitors will be able to give away door prizes and have the winners announced at the reception. The goal is to create as much interactivity as possible with gas company attendees and product and service providers.

For more information, contact Pat Turman (pturman@southerngas.org; 972/620-4021).

Who is the Target Audience?

Generally, the target audience for the operations focused workshops is field and supervisor level operating professionals. Anyone who deals with customers will benefit from the Effective Customer Relations for Gas Employees and/or the What Every Gas Employee Needs To Know About Gaining and Retaining Customers workshops.

Be sure to attend the reception with exhibitors on Wednesday (4:30 - 6:00 pm) to see the latest products and services available to our industry.

This Information Available Online

For the latest information on this workshop, go to www.southerngas.org and click on "Distribution Operations – Training & Education," then scroll down to Super Week Florida.

Additional Questions?

Pat Turman, Southern Gas Association (pturman@southerngas.org; 972/620-4021)

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Program Outline

Odorization – New!

Wednesday - May 7, 2008; (8:00 am to 4:30 pm)

Introduction to Odorization

- ✓ Reasons for Odorization
- ✓ Early History
- ✓ Basic Odorization

Odor Level Test Instruments

- ✓ Reasons for use
- ✓ Demonstration of proper use
- ✓ Maintenance
- ✓ Hands-on practice with instruments

Codes, Rules & Regulations

- ✓ State and Federal Codes

Odorants

- ✓ Composition & MSDS Reports
- ✓ Characteristics of a good odorant
- ✓ Spills, Masking Agents, Flaring
- ✓ Handling and Container Disposal

Odorizers

- ✓ Types and Uses
- ✓ Problems and Maintenance

Documentation

- ✓ Record Keeping

Instructors: John Knoll, Odorant Consultant and Paul Wehnert, Heath Consultants

Registration fee: \$175 (includes all materials, breaks, lunch on Wednesday and reception with Exhibitors on Wednesday evening)

Excavation Safety / Competent Person

Wednesday - May 7, 2008; (8:00 am to 4:30pm)

- ✓ Reasons for excavation
- ✓ Excavation standards (OSHA 29 CFR 1926.21)
- ✓ Laws, policies, and penalties
- ✓ Soil composition
- ✓ Slopping, shoring, and shielding
- ✓ Length and depth of excavation
- ✓ Proper use of protective equipment
- ✓ Excavation safety plans

Note: Persons attending this workshop and successfully completing the quiz at the end of the session will receive Competent Person qualification through Industrial Training Services

Instructor: Larry Dodson, SGA Distribution Technical Training Committee

Registration fee: \$175 (includes all materials, breaks, lunch on Wednesday and reception with Exhibitors on Wednesday evening)

Locating Techniques

Wednesday - May 7, 2008; (8:00 am to 4:30 pm)

- ✓ Purpose of locating
- ✓ Methods of locating
- ✓ Types of equipment available
- ✓ Theory of locating: principles
- ✓ Application: modes of operation to use
- ✓ Problem solving
- ✓ Equipment maintenance: basic care
- ✓ Review, maintenance and best practices
- ✓ Field work – hands on
 - Use of transmitter / receiver
 - Locator to demonstrate use of transmitter / receiver
 - **NOTE: Each participant must provide their own locating equipment and PPE such as a traffic vest.**

Instructor: Jimmy Norred - Metrotech

Registration fee: \$175 (includes all materials, breaks, lunch on Wednesday and reception with Exhibitors on Wednesday evening)

Tapping and Stopping Workshop

Thursday - May 8, 2008; (8:00 am to Noon)

The workshop will consist of approximately 2 hours of classroom discussion on No-Blo® Tapping and Stopping which is listed below. The second 2 hours will include hands-on demonstrations on equipment and fittings. With the time remaining we will be ending with questions and discussion.

Classroom

- ✓ Introduction to Mueller No-Blo® System
- ✓ New Catalog
- ✓ Literature Hand-outs
- ✓ Small Diameter Fittings
 - E-5/ D-5
 - H-17190
 - Two-piece Fittings
- ✓ Large Diameter Discussion

Hands-on

- ✓ H-17190
 - Simulated tapping
 - Stopping

- ✓ H-17125
 - Simulated tapping
 - Stopping

Videos

- ✓ H-17190 Operation Illustration
- ✓ Large Diameter Illustration
- ✓ Valve Changer Illustration
- ✓ Magic Box Live Job Video

Instructor: Pete Lohn, Mueller Company

Registration fee: \$95 (includes all materials, breaks, and lunch with exhibitors on Thursday). Registration for this session and either of the two afternoon sessions is \$175.

Static Electricity / Squeeze Off

Thursday - May 8, 2008; (8:00 am to Noon)

- ✓ Cause
- ✓ Lessons learned
- ✓ Static kits
- ✓ Rectifiers on steel pipe
- ✓ Bonding cables for steel pipe separation
- ✓ Continuity testing
- ✓ Insulated couplings
- ✓ Re-rounding plastic pipe after squeeze off
- ✓ Marking squeeze points
- ✓ Proper squeeze off of PE / Steel
- ✓ Different size / types squeezers
- ✓ Grounding squeeze tools
- ✓ How to prevent static
- ✓ Proper grounding of customer piping, may have charge
- ✓ Target audience: service technicians and operations

Instructor: Larry Dodson, SGA Distribution Technical Training Committee

Registration fee: \$95 (includes all materials, breaks, and lunch with exhibitors on Thursday). Registration for this session and either of the two afternoon sessions is \$175.

What Customers Really Want and How to Give it To Them – New!

Thursday - May 8, 2008; (8:00 am to Noon)

This workshop is appropriate for both field and office gas company employees; anyone who comes in contact with customers.

Ever experience and interact with a customer and wonder if you both were on the same planet? Did you ever feel like you suddenly lost all ability to communicate? Have you felt frustrated or at a loss for words and walked away saying, "I should've said _____."?? These and other tough customer situations will be covered and you will walk away with actionable tools to enhance future encounters of this sort.

Program Goal

To learn ways to create **Astounding Customer Experiences**, professionally manage customer interactions and consistently leave a positive impression of your company.

Learning Objectives

- ✓ Establish an authentic human connection with each customer while balancing organizational goals and needs
- ✓ Use positive, service-oriented language
- ✓ Identify, show interest and respect for unique customer needs
- ✓ Respond to emotional customers and diffuse difficult situations

Unit One: The Gas Industry Professional

- ✓ Traits of A.C.E. Professional
- ✓ How A.C.E. Professionals Effectively Manage Emotions and Reactions

Unit Two: Understanding Customer Behavior

- ✓ What Customer Loyalty Is Worth
- ✓ How to Create Astounding Customer Experiences (A.C.E.s)

Unit Three: Communicating With Customers

- ✓ Managing Challenging Customer Situations
- ✓ Diffusing Angry Customers

Instructor: Ginny Gianakos, Ace Learning and Performance Solutions

Registration fee: \$95 (includes all materials, breaks, and lunch with exhibitors on Thursday).
Registration for this session and either of the two afternoon sessions is \$175.

Metering Workshop

Thursday - May 8, 2008;(1:00 to 4:30 pm)

- ✓ Diaphragm Meters
- ✓ Rotary Meters
- ✓ Turbine Meters
- ✓ Ultrasonic Meters
- ✓ Sizing and Selection
- ✓ Options for applications
- ✓ Installation Practice
- ✓ Troubleshooting

Instructor: Bob Bennett, American Meter Company

Registration fee: \$95 (includes all materials, breaks, and lunch with exhibitors on Thursday). Registration for this session and a morning session is \$175.

What Every Gas Employee Needs to Know About Gaining and Retaining Customers – New!

Thursday - May 8, 2008; (1:00 to 4:30 pm)

Module 1: Basic Selling Skills

- ✓ Approach customers in a professional way.
- ✓ Qualify customers to match their needs with your gas products.
- ✓ Present your products in a highly effective manner.
- ✓ Bring the transaction to a successful close.
- ✓ Use proven techniques to handle customer's resistance.

Module 2: Living Comfortably with Gas

- ✓ Discuss the current uses of natural gas and propane.
- ✓ Use your basic selling skills to effectively present gas as an efficient energy option.
- ✓ Provide your customers with appropriate answers to gas safety questions.
- ✓ Assist your customers with fuel conversion information.

Instructor: Larry Farthing, Southern Gas Association

Registration fee: \$95 (includes all materials, breaks, and lunch with exhibitors on Thursday). Registration for this session and a morning session is \$175.

Leak Control and Detection

Thursday - May 8, 2008; (1:00 to 4:30 pm)

- ✓ Effective Management of Leakage
- ✓ Natural Gas – Properties, Characteristics and Effects
- ✓ Major Causes of Leakage and Where It Occurs
- ✓ Instruments Used for the Detection of Leakage
- ✓ Methods of Leak Detection
- ✓ Types of Surveys
- ✓ Evaluation and Classification of Leak Indications
- ✓ Survey Records
- ✓ Response to Emergency Conditions
- ✓ Sample Collection
- ✓ Gas Other Than Natural Gas
- ✓ Summary

Instructor: Paul Wehnert, Heath Consultants

Registration fee: \$95 (includes all materials, breaks, and lunch with exhibitors on Thursday). Registration for this session and a morning session is \$175.

Regulator Workshop

Friday - May 9, 2008; (8:00 am to Noon)

This session will feature hands-on demonstrations. Participants will have the opportunity to tear down and reassemble simple regulators.

- ✓ Basic theory of spring operated and pilot loaded regulators
- ✓ Tear down and reassemble simple regulators
- ✓ Sizing of regulators

- ✓ Pressure protection methods, pros and cons of each
- ✓ Troubleshooting techniques with hands-on problems
- ✓ Regulator station design tips

Instructor: Bob Bennett, American Meter Company

Registration fee: \$95 (includes all materials, breakfast and breaks).

Making Field Repairs on Natural Gas Lines - *New!*

Friday - May 9, 2008; (8:00 am to Noon)

- ✓ Construction practices basic to installing/replacing gas piping
 - Factors to consider when installing/replacing gas steel piping
 - Factors to consider when installing/replacing plastic piping
 - Handling of pipe
 - Installing pipe in a ditch
- ✓ Construction practices basic to repairing gas piping
 - DOT Standards
 - Definitions of terms related to Pipe Repair
 - Descriptions of Pipe Defects
 - Making permanent repair on steel pipe
 - Types of Repairs
 - Commonly used pipe repair methods
- ✓ Repair and replacement of plastic pipe
 - Squeeze –off
 - Static
 - Repair methods

Instructor: Larry Dodson, SGA Distribution Technical Training Committee

Registration fee: \$95 (includes all materials, breakfast and breaks).

Valve School 101

Friday - May 9, 2008; (8:00 am to Noon)

- ✓ Four Types of Plug Valves
- ✓ Causes of Hard to Operate, Leaking or Frozen and Inoperable Plug Valves
- ✓ Why Lubricate? How Do You Lubricate? When Do You Lubricate?
- ✓ What Tools and Equipment are Needed?
- ✓ Discussion
- ✓ Features Most Ball Valves Have in Common
- ✓ Special Features Found in Certain Ball Valves
- ✓ Common Ball Valve Problems and Possible Solutions
 - Hard to Operate or Inoperable Valves
 - Stem Leakage
 - Seat Leakage
- ✓ Problems With Pipe Plugs
- ✓ Injecting Valve Flush
- ✓ Injecting Valve Lube Sealant
- ✓ Roundtable discussion of valve maintenance challenges attendees are facing in the field

Instructor: Lee Graham, Val-Tex

Registration fee: \$95 (includes all materials, breakfast and breaks).

