

## Asset Management Track:

- **Asset Management Section Session 1: NTSB Pipeline Investigations**  
Wednesday, June 30, 2021, 9:30 AM – 10:30 AM CDT

### Session Description:

The National Transportation Safety Board (NTSB) investigates aviation, rail, marine, highway and pipeline calamities. This presentation will focus upon the NTSB's investigation of pipeline accidents, with a focus upon what a gas utility can expect on scene and in the months that follow. It will highlight the critical elements of an NTSB investigation and make recommendations about how best to prepare for your company's possible involvement.

### Learning Objectives:

While the presentation is an overview, the learning objectives are for participants to be able to answer questions like:

- How active is the NTSB in pipeline investigations? How many pipeline investigations do they do every year?
- What regulatory authority does the NTSB have?
- What authority does the NTSB have at an accident scene?
- What is the timeline for the NTSB's investigation of a pipeline accident?
- What are the advantages and disadvantages of a company participating as a "party" to an NTSB investigation?
- What can a company say publicly about an accident if they are a party to an NTSB investigation?
- Is PHMSA a party to NTSB pipeline investigations? How about your state gas regulator? Anyone else?
- What is contained in an NTSB Preliminary Report? More importantly, what is not contained?
- How long are NTSB interviews? Who takes them? What kind of questions are asked?
- What is NTSB "investigative information"?
- Are NTSB Factual Reports important? Why?
- What is in a Party Submission? Do Parties to NTSB investigations have a speaking role at NTSB Meetings?
- What's in an NTSB Accident Docket? What happens to NTSB Recommendations?

### Target Audience:

Gas utility engineers and operation executives

Gas utility safety personnel, incident investigators and legal staff

### Speakers/Instructors:

Dan Braude, Wilson Elser

Thomas Tobin, Wilson Elser

- **Asset Management Section Session 2: ESG: Greenhouse Gas Emissions Reduction Strategies**  
Wednesday, June 30, 2021, 1:30 PM – 2:30 PM CDT

**Session Description:**

In 2020, Williams became the first midstream company to announce a Climate Commitment to reduce our greenhouse gas emissions by 56% by 2030 and to be Net Zero by 2050. The first half of this presentation will discuss how Williams quantified and developed this commitment, and, more importantly, how they plan to keep it. It will address right here, right now work practices and technologies Williams is evaluating and implementing, such as pipeline blowdown emissions reduction practices, fuel combustion technology upgrades, and aerial leak detection surveys, as well as future opportunities they are preparing for like CCUS and hydrogen. The second half of this presentation will cover Pipeline Research Council International (PRCI) emissions reduction technology research and their industry applications.

**Learning Objectives:**

High-level understanding of the development of climate commitments, current work practices and technology to reduce greenhouse gas emissions, future emissions reduction technology and opportunities, and current PRCI emissions reduction technology research.

**Target Audience:**

ESG and Environmental leaders, Operations leaders, and Project Management leaders

**Speakers/Instructors:**

Jennifer Hoelzer, The Williams Companies, Inc.

Gary Hines, Pipeline Research Council International

- **Asset Management Section Session 3: Mega Rule Summary and Preliminary Impacts to Operators**  
Thursday, July 1, 2021, 10:00 AM – 11:00 AM CDT

**Session Description:**

This session will provide a high-level overview of the major tenants of the Mega Rule as well as insight into some questions, concerns, and preliminary metrics of impacts.

**Learning Objectives:**

Further understanding of the challenges and obstacles to both implement and plan for future compliance with assessment deadlines from the Mega Rule.

**Target Audience:**

Anyone with Pipeline Integrity involvement, including planning/scoping projects, data collection of information required, performing assessments, and completing remediations.

**Speakers/Instructors:**

Craig Thomas, Southern Star Central Pipeline

Darral Ward, Boardwalk Pipelines

### Customer Growth & Development Track:

- **Customer Growth & Development Section Session 1: Reliability: Perspectives from the Texas Polar Vortex**

Wednesday, June 30, 2021, 11:00 AM – 12:00 PM CDT

**Session Description:**

SGA Customer Growth and Development Section Vice Chair Stephen Mayfield will lead an open forum panel on the Southern Polar Vortex. Discussion will focus on lessons learned from the emergency and future adjustments that operators have made or are planning to make.

**Learning Objectives:**

Hear about perspectives from companies on emergency operations.

Learn about how companies have reacted to the emergency.

Learn about what operators have they done to plan for future incidents.

**Target Audience:**

Gas Operators and Gas Marketing

**Speakers/Instructors:**

TBD

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- **Customer Growth & Development Section Session 2: Messaging & Marketing Gas Success Stories: Self Service Online Rebate Initiative**

Wednesday, June 30, 2021, 3:00 PM – 4:00 PM CDT

**Session Description:**

Session Description: Hear from Florida Public Utilities on their recent successful creation and implementation of an Online Customer Rebate Portal. As winners of the Chartwell Best Practice Award for Self-Service in 2019, the team at Florida Public utilities will share lessons learned from their program, and how to take a successful customer facing project through its lifecycle.

**Learning Objectives:**

Examine a case study of a successful customer facing marketing project.

Learn about project lifecycles in the customer growth and development sector.

Understand ways improving rebate or other customer growth tactic programs.

**Target Audience:**

Gas Operators and Marketing, Gas Supply

**Speakers/Instructors:**

Crystal Campbell, Chesapeake Utilities

Jennifer Gnann, Florida Public Utilities

- **Customer Growth & Development Section Session 3: The Effects of Electrification on the Renewable Battle**

Thursday, July 1, 2021, 11:00 AM – 12:00 PM CDT

**Session Description:**

Power Generation is a constantly changing landscape. Electrification is presenting both challenges and opportunities for companies. In this Management Conference session, hear from Southwest Power Pool's Director of System Operations on the present landscape and future perspectives on Power Generation. He will cover topics around Fuel Stacks, Interconnection Queue, and the role of natural gas and renewables.

**Learning Objectives:**

Learn about power generation topics: Fuel Stacks, Interconnection Queue, and Renewables. Understand the current situation around power generation. Learn about future perspectives for power generation.

**Target Audience:**

Gas Supply, Operations, Marketing

**Speakers/Instructors:**

CJ Brown, Southwest Power Pool

## ESG & Corporate Services Track:

- **ESG & Corporate Services Section Session 1: Committing to a Lower Carbon Future**

Wednesday, June 30, 2021, 11:00 AM – 12:00 PM CDT

**Session Description:**

Listen to and interact with industry leaders who have made a public commitment to a net zero carbon future. Get a look at innovative leak investigation technology currently being deployed by Duke Energy Corporation.

**Learning Objectives:**

Discuss the net zero carbon commitments.  
Evaluate innovative leak investigation technology.

**Target Audience**

All attendees

**Speakers/Instructors:**

Lauren Crowe, Natural Gas Business Unit  
Michelle Mendoza, Natural Gas Business Unit  
Sharon Tomkins, Sempra Energy

- **ESG & Corporate Services Section Session 2: A Unified Approach: Packaging ESG & Sustainability Programs**

Wednesday, June 30, 2021, 3:00 PM – 4:00 PM CDT

**Session Description:**

Approaches for presenting an ESG program and how to package a program to mitigate potential pitfalls.

**Learning Objectives:**

Understand various ways to package an ESG program.

Understand potential pitfalls in an ESG report and program.

Review and in depth look at ESG from a legal and risk management perspective.

Learn how to create value in your ESG program without extra work.

**Target Audience:**

Environmental, Human Resources, Government Affairs, Regulatory, Legal, and Corporate Management Professionals

**Speakers/Instructors:**

Jill Cooper, Geosyntec

Chris Neumann, Greenberg Traurig

- **ESG & Corporate Services Section Session 3: How to Lead Communications with Employees that the Office is Where We Want to Be**

Thursday, July 1, 2021, 11:00 AM – 12:00 PM CDT

**Session Description:**

This roundtable discussion will share best practices and advice for leaders to effectively communicate the importance and advantages of returning to an office environment.

**Learning Objectives:**

Effectively communicate advantages to employees returning to the office.

Identify how to address common questions raised by employees who prefer to continue working from home; and

Explore, discuss/share ideas for fostering a positive and engaging office environment at all stages of the return to office process.

**Target Audience:**

Communications, Human Resources Professionals, and Managers

**Speakers/Instructors:**

Moderators:

Mercy Kamps, Boardwalk Pipelines

Adrienne Mason, Kinder Morgan

### Innovative Opportunities Track:

- **Innovative Opportunities Section Session 1: Advanced Analytics From Supply to Consumer**  
Wednesday, June 30, 2021, 9:30 AM – 10:30 AM CDT

**Session Description:**

The future of the natural gas industry will be heavily influenced by data analytics. In this session, learn about how data analytics can be instrumental in ensuring reliable delivery of clean energy from the midstream infrastructure through local distribution to begin understanding the needs of customers behind the meter.

**Learning Objectives:**

Learn about the role of analytics on the gas supply chain from midstream to local distribution.

Understand the needs of the customer due to meter analytics.

**Target Audience:**

Gas Operation, Marketing, and those interested in Data Analytics.

**Speakers/Instructors:**

Maria Muller, Spire Energy

Stephanie Higdon, Southern Star Central Gas Pipeline

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- **Innovative Opportunities Section Session 2: Hydrogen Construction from the Ground Up**  
Wednesday, June 30, 2021, 1:30 PM – 2:30 PM CDT

**Session Description:**

Session Description: Hydrogen is a hot topic in the future of the natural gas industry. In this session, CenterPoint energy will discuss their hydrogen projects, including all phases of new hydrogen facility construction.

**Learning Objectives:**

Learn about new, ground up Hydrogen Construction.

Understand the role of new Hydrogen Facilities in the future of the industry.

**Target Audience:**

All attendees

**Speakers/Instructors:**

Andrew Rockwell, CenterPoint Energy

John Hoch, Standby System, Inc.

- **Innovative Opportunities Section Session 3: Messaging in Innovation: Responding to Climate Challenges and Opposition**

Thursday, July 1, 2021, 10:00 AM – 11:00 AM CDT

**Session Description:**

Session Description: The natural gas market faces difficult problems in climate challenges and opposition. With anti-fossil fuel messaging becoming louder, natural gas companies must also raise their voice to spread positive messages about innovation and sustainability in our industry. In this session, hear from presenters on the front line of that messaging challenge and how they are promoting natural gas in a challenging environment.

**Learning Objectives:**

Learn about the messaging challenges in the industry.

Learn about what anti-fossil fuel messaging is saying about the industry.

Understand how to promote natural gas as an innovative and sustainable industry.

**Target Audience:**

All attendees

**Speakers/Instructors:**

Phillip Morris, Locust Street Group

## Leadership Track:

- **Leadership Section Session 1: Discover Your Leadership Voice and how it Effects Team Performance**

Wednesday, June 30, 2021, 11:00 AM – 12:00 PM CDT

**Session Description:**

Everyone speaks, but not everyone is heard. It is crucial that leaders understand their voice and how to make sure they are being heard and are having the influence they desire. In this workshop, Brandon Towle from Yielded Consulting Services will present on the 5 Voices system. This presentation will discuss different types of voice and how each can make for successful leaders when used correctly. The presentation will help leaders understand how they can better understand and utilize their own voices in the workplace.

In order to get the most out of this session, participants should take the 5 Voices Assessment prior to the start of the event. Attendees can do so by using the following link: <https://giant.tv/5voices/yielded>

This event is sponsored by:





**Learning Objectives:**

Learn the foundational components of your Leadership Voice (Strengths, Power, and Vulnerabilities) using GIANT 5 Voices System.

Grow in self-awareness by understanding how your Voice feels and engages with others, especially in a team setting.

**Target Audience:**

Individuals who want to more fully discover their leadership voice.

Individuals who want to better understand how to use their voice effectively when leading.

**Speakers/Instructors:**

Brandon Towle, Yielded

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- **Leadership Section Session 2: Leading Post-Pandemic – How Leaders Navigate the “New Normal”**  
Wednesday, June 30, 2021, 3:00 PM – 4:00 PM CDT

**Session Description:**

What will leadership look like in a post-pandemic world? The past year has driven change and created opportunities that leaders and employees can capitalize on. To lead effectively, we must establish new workforce norms and standards, and be willing to let others go.

Our post-pandemic world presents opportunities for us as leaders to establish and meet new expectations for office environments, hybrid workforce, hiring from expanded talent pools, retention, policies, and a renewed organizational culture. Leading by leaning into this transformational change positions us as leaders and our organizations for success. This panel discussion will tackle topics on this spectrum and discuss how leaders must be agile as they strive to lead towards the future.

**Learning Objectives:**

Understand the ways work has changed and why these require a change in leadership strategy.

Identify stretch areas for growth in our leadership practices and share best practices.

Learn tools and strategies other leaders utilize in the face of a changing workplace.

**Target Audience:**

Leaders of teams, departments, or organizations that want to learn how to better lead in a changing future.

Anyone interested in the future of work.

**Speakers/Instructors:**

Christina Harlow, CenterPoint Energy

Kim Hill, TC Energy

Ashley Knight, Southern Star Central Gas Pipeline



- **Leadership Section Session 3: Mentoring Circles – The Power of Groups in Mentoring**  
Thursday, July 1, 2021, 11:00 AM – 12:00 PM CDT

**Session Description:**

Mentoring fosters professional and leadership development, ignites new thinking and behaviors, and empowers people to be confident to lead each and every day. A mentoring circle is an innovative method of group mentoring (approximately 5 to 10 participants), where “mentees” meet with facilitators or “mentors” to discuss a topic. Mentoring circles offer a safe space to share ideas, receive advice and encouragement from diverse backgrounds, and network with others to enhance their careers. During this event, individuals will experience mentoring circles themselves as they are assigned a group and given time to discuss pre-selected discussion topics. Individuals can share their own experiences, challenges, and opportunities in order to develop lessons learned and gain insights on forward facing issues.

**Learning Objectives:**

Understand mentoring circles and why they are a useful tool for you and your organization.  
Network with others and learn from their experiences.

**Target Audience:**

Anyone interested in mentoring others or receiving mentoring from leaders and peers.  
Anyone interested in implementing mentoring tools in their career and organization.

**Speakers/Instructors:**

DeShaundra Jones, Washington Gas  
Jen Kostyniuk, Dominion Energy  
Tara Meek, Williams Companies, Inc.

## Safety & Employee Development Track:

- **Safety & Employee Development Section Session 1: Bringing Work Home: Leading Occupational Safety & Health in Work-from-Home Environments**  
Wednesday, June 30, 2021, 9:30 AM – 10:30 AM CDT

**Session Description:**

In this session we will cover 20-30-minute ergonomic presentation with the remaining time use for Q&A and roundtable discussion.

**Learning Objectives:**

Understand best practices in ergonomic health for the growing home based and hybrid (home & office) worker.

**Target Audience:**

All home environment employees and managers that have direct reports that do.

**Speakers/Instructors:**

Brenda Zamora, Duke-Energy

- **Safety & Employee Development Section Session 2: Debriefing Our Year-Long Remote Learning Crisis**

Wednesday, June 30, 2021, 1:30 PM – 2:30 PM CDT

**Session Description:**

A speaker will share experiences in moving to virtual training followed by a panel discussion evaluating remote training successes, failures, and the future. Attendees will provide input for the panel discussion. What does virtual training work for? What does it not work for? What are the tips, tricks, for success and what are the limitations? Is remote learning sustainable?

**Learning Objectives:**

Measure effectiveness of remote learning.

Evaluate the appropriate methods of delivery methods based on subject matter.

Envision a balanced hybrid approach for the future of training.

**Target Audience:**

Operations and Engineering leadership, safety and training professionals, learning and development professionals, IT professionals.

**Speakers/Instructors:**

Todd Buehring, National Safety Council Southeastern Chapter

- **Safety & Employee Development Section Session 3: The Optimization Pipeline: Continuous & Strategic Improvement in Pipeline Safety**

Thursday, July 1, 2021, 10:00 AM – 11:00 AM CDT

**Session Description**

Safety Management System (SMS), Pipeline Safety Management System (PSMS), or API 1173 are all different names for the same idea. Continuous Improvement (CI). The concept of CI or SMS is not a new concept. Industries such as aviation, nuclear power, and chemical manufacturing have been using the process to systematically manage safety and continuously measure progress to improve performance. Come and be a part of this panel discussion and have the chance to ask your SMS questions.

**Learning Objectives**

Understand what PSMS/SMS/CI is and how it impacts their company.

**Target Audience**

All management, frontline works, and safety professionals.

**Speakers/Instructors:**

Amy Shank, Williams Companies, Inc.

# Management Conference

## Session Catalogue

Amanda Eades, CenterPoint Energy

