Celebrating 100 YEARS

- 1812: A Baltimore artist named Rembrandt Peale added gas lighting to his museum in Baltimore, MD.
- 1918: Creation of the American Gas Association
- 1925: AGA founded the AGA Laboratories in Cleveland, Ohio
- Today: Represents more than 200 local energy companies that deliver clean natural gas to more than 69 million customers in the U.S. (95%)
Safety is Our Foundation

Natural gas utilities spend $24 billion annually to enhance the safety of natural gas distribution & transmission systems.

Employee Safety

Peer Reviews

Smell Gas? Act Fast!

Physical/Cybersecurity

Excavation Damage Prevention

Best Practices American Gas Association • Pursuit of Excellence

Plan Continuous Improvement

Act

Check

Do
Peer Review

A voluntary safety & operational practices program that allows utilities to be reviewed by peers, share leading practices & identify opportunities to better serve customers & communities.

Each review includes fellow gas utility professionals from North America who provide the company with feedback to help enhance its safety and efficiency.

By end of 2018, AGA members that serve 81% of U.S. natural gas customers will have participated in a peer review.
The AGA Peer Review Program

Process

Each company hosts a review and agrees to send 6 - 15 SMEs to review peer companies over a 3-year timeframe.

- Host company selects employees to be interviewed based on the company’s assessment of who could best answer the interview questions (All levels, Union/Non-union, Field/Office and Contractors)
- Review questions based on industry standards, practices and regulations
- Reviews:
  - Most are 3 days + ½ day verbal debrief to host company executives by executive from a review company
  - Small company reviews are 2 ½ days
The AGA Peer Review Program
Three Foundational Review Topics

Safety Culture

Attitude & perception of employees and contractors on safety
- Management Commitment
- Performance Measures
- Training/Orientation
- Safety Communications
- Procedures

Worker Procedures & Technical Training

Employee & Contractor Knowledge
- Training
- Operator Qualification
- Knowledge Transfer/ Mgmt
- Quality Management
- Oversight

Quality Management
- Gas Distribution Main/ Service Work

Operations Standards
- Methodology for development and distribution

Pipeline Safety Risk Management

Integrity Management & Risk Assessment
- Distribution & Transmission
- Pipeline Replacement Projects

Code Compliance
Risk Prioritization
- Resource distribution
AGA Peer Review Program: Phase 2

Once company finishes baseline topics, it can choose 2 topics for 2nd Review:

- Damage Prevention
- System Records Management
- Quality Management
- Contractor Construction Relationships
- Emergency Management & Public Safety
- Safety Customer Touch Points
- Key Performance Indicators
- Workforce Development & Succession Planning
- Safety Culture: 2nd Review
- Pipeline Risk Management: 2nd Review
- Technical Training & Worker Procedure: 2nd Review
AGA Operations Best Practices Program

- Identifies procedures of top-performing companies & innovative work practices that may be used to continuously evaluate & improve participants’ unique operating systems
- Three focus areas:
  - Benchmarking
  - Roundtables
  - Questionnaires
- **2017 Topics:** Leak Survey/Leak Management, Vehicular Safety/Operating/Driving, Damage Prevention/Locating/Cross Bores
- **2018 Topics:** Transmission Integrity, ROW Management, Encroachment/Working with Munis/Permitting, Contractor Oversight and Quality Assurance
- **Covered Annually:** System Reliability; Company Profile
Forty-one states, including the District of Columbia, have specific rate mechanisms that foster accelerated replacement of pipelines no longer fit for service.

Learn about how each state is upgrading their natural gas network.

AGA.org/Map

*As of December 2017*
PSMS Initiatives
Ways AGA is Helping Members

- Guidelines document
- Pilot summary document
- Workshops
  - March 2016
  - April 2017
  - January 2018
  - 2019 Date and location TBD
- Discussion Group sessions
- Possible voluntary PSMS audit program
Workforce Development

Natural gas utilities are striving to develop a large and dynamic workforce that reflects the communities they serve.

Veterans in Energy

Provides transition, retention and professional development support to military veterans working in energy.

AGA's Next Level Leadership Women’s Program is a six-month program that complements company initiatives and provides a leadership development opportunity for women.

The AGA Scholarship Program, which started in 2014, partners with 27 colleges and technical schools to provide $1 million in funding for students focused on fields related to energy. Over a five-year period more than 200 scholarships will be awarded.

In 2006, AGA helped form the Center for Energy Workforce Development, a non-profit consortium of electric, natural gas & nuclear utilities & their associations that develops solutions to the workforce shortage in the utility industry.
Our Industry Challenge:
Design an OQ Process to enhance the level of Integrity in all aspects of OQ, which ultimately provides for credible and valid Qualifications of each identified task’s Common Core Competencies.
OQ Integrity Program Initiative

Three main areas:

• **People:** Trainers, proctors, evaluators, auditors, selection criteria/credentialing, quality validation

• **Process:** B31Q & covered tasks, core competency development, training curriculum consistency, testing integrity/security, MOC controls)

• **Program Validation:** Internal audits, effectiveness reviews, independent audits
Natural gas pipelines, which span all 50 states with diverse geographic and operating conditions.

Natural gas utilities implement security programs and actively engage in voluntary actions to help enhance security.

AGA members are implementing the Transportation Security Administration (TSA) Pipeline Security Guidelines as well as utilizing available security standards, models, guidelines and information sharing resources.
AGA developed the Downstream Natural Gas Information Sharing and Analysis Center (DNG-ISAC) as an online platform for sharing cyber and physical threat intelligence and tools to help further enhance the security of natural gas utilities. It helps the industry share and access timely, accurate and relevant threat information.

All AGA member companies have access to the DNG-ISAC as do members of the Interstate Natural Gas Association of America, Canadian Gas Association, and American Public Gas Association – further strengthening our security.
Mutual Aid

• Provides assistance to companies in need following a natural or man-made disaster

• Conducted with regional gas associations (they lead)

• Includes US and Canadian Companies
Committee Initiatives/Roundtables/Events

Conferences

Publications

Workshops Roundtables

SOSs
Other AGA Actions to Elevate Safety

• Commitment to Enhancing Pipeline Safety
• Safety Resource Center for safety procedures, lessons learned, training materials and safety videos
• Plastic Pipe Data Collection Committee
• Emergency Planning, including national Mutual Assistance Program & annual mock drill
• Employee and vehicular safety awards
• Safety Video Award
• International Gas Union Representation
Questions?

- AGA.org
- TrueBlueNaturalGas.org
- Twitter.com/AGA_naturalgas
- Facebook.com/naturalgas
- Instagram.com/aga_natgas