

2025 AGA OPERATIONS

FALL COMMITTEE MEETINGS & PSMS WORKSHOP

September 29 - October 3, 2025

Disney's Yacht & Beach Club Resort, Orlando Florida



Customer Field Services & Measurement (CFSM) Committee + B109 Committee

September 29 & 30, 2025

Disney's Yacht & Beach Club Resort

Orlando, Florida

Preliminary Agenda

Monday, September 29, 2025

7:00 AM – 5:30 PM

Registration

8:00 AM – 8:30 AM

Welcome, Introductions, Safety Moment & Review of AGA Antitrust Compliance Guidelines

- Review AGA Antitrust Compliance Guidelines (Attached)
- Safety Moment
- Introduce Committee Officers
- Distribution of Roster for Updates and Attendance List
- Review Meeting Agenda
- Review and Approve Spring 2025 Meeting Minutes

Melissa Lawson

Executive Director, Customer Operations
Citizens Energy

8:30 AM – 8:45 AM

Update on Committee Projects

- Provide a status update to the committee on the progress made on various committee projects, including:
- Odorization Manual Revision
- AMI Implementation Whitepaper

Luis Escobar

Senior Director, Energy Standards
AGA

8:45 AM – 9:30 AM

Call for Topics

The committee will review, discuss, and prioritize topics submitted for the 2026 Operations Conference with the goal to sponsor a minimum of 7 topics for the program.

9:30 AM – 10:00 AM

Break

10:00 AM – 10:30 AM

Presentation #1: Unaccounted for Gas

The Transmission Measurement Committee is developing a white paper that will consider unaccounted for gas, sometimes called LAUF, primarily as it pertains to Distribution Utilities, but will also address production and transmission aspects. What uncertainties contribute to “losses”, calculation methods, and how to mitigate some of these uncertainties.

TMC Committee Representative

10:30 AM – 11:15 AM

Presentation #2: Advanced Leak Detection

This presentation will cover PG&E’s experience in reducing dispatch leak calls through the use of Advanced Leak Detection.

Maz Bijan

Senior Advising Engineer, Gas Meter Engineering Programs
Pacific Gas and Electric

Justin Neben

Senior Manager, Gas Meter Engineering and Technology
Pacific Gas and Electric

11:15 AM – 12:00 PM

Presentation #3: AMI Tampering Alarms

Nicor’s AMI team recently worked on an initiative with their credit department, looking to understand and define action(s) with tampering alarms being reporting from their AMI devices. This presentation will share their thought process, approach, and operational recommendations/insight out of that initiative.

Dave Chaplin

Manager, Strategic Solutions AMI Solutions
Nicor Gas

12:00 PM – 1:00 PM

Luncheon (Committee & Workshop Attendees and Guests)

1:00 PM – 1:30 PM

Topic Roundtable #1: NTSB Report Recommendation P-25-009

The NTSB issued various recommendations following their investigation into the West Reading, PA incident of March 2023. One of those recommendations came to AGA in which NTSB recommends we share the details of the incident with AGA members and encourage them to “evaluate the effectiveness of their current delivery methods of public awareness programs and to promote the installation of natural gas alarms in businesses, residences, and other places of congregation that they serve”.

1:30 PM – 2:15 PM

Presentation #4: Purge Stand Safety

This presentation will cover a new approach that allows technicians to purge gas safely away from work locations while achieving proper above-ground purge height required by utility standards.

Anthony Dunkley

National Sales Manager
Pipeline Equipment Resources Company

2:15 PM – 3:00 PM

Presentation #5: Upper Arlington, OH Incident of 2015

This presentation will cover a natural gas explosion that occurred in Columbia Gas' distribution system which has influenced recent rulemaking in Ohio and resulted in changes to Columbia Gas' emergency response procedures, training, and public awareness messaging.

Rob Smith

Manager, Operations Compliance & Risk Management
Columbia Gas of Ohio

3:00 PM – 3:15 PM

Break

3:15 PM – 4:00 PM

Presentation #4: The Downtown Project

This presentation will cover NW Natural's emergency response project for their core area, which provides important information for building and access info, service and meter locations, premise pictures, etc., that is held in one depository and accessible to our first responders.

Bill Bateman

Senior Manager, Field Services
NW Natural

4:00 PM – 5:00 PM

Vendor / Service Providers Updates

Vendors and service providers update the committee on their latest technological developments.

Scott Laplante

Pipeline Equipment Resource Company

Vendor Name - OPEN

Company

Vendor Name - OPEN

Company

Vendor Name - OPEN

Company

5:00 PM – 6:30 PM

Networking Reception (Committee & Workshop Attendees and Guests)

Tuesday, September 30, 2025

7:00 AM – 5:30 PM

Registration

8:00 AM – 8:05 AM

Welcome, Safety Moment & Review of AGA Antitrust Compliance Guidelines

- Review AGA Antitrust Compliance Guidelines (Attached)
- Safety Moment
- CFSM Committee Members Award of Merit Recipients:
 - Randy Seman, Black Hills Corporation

Melissa Lawson

Executive Director, Customer Operations
Citizens Energy

8:05 AM – 8:15 AM

AGA Staff Update

An update on pertinent Safety, Operations, Engineering (SOE) department activities, as well as activities from other departments in AGA.

Luis Escobar

Senior Director, Energy Standards
AGA

8:15 AM – 9:00 AM

Presentation #7: Materials Tracking and Traceability

Materials tracking and traceability is a crucial process for ensuring safety, compliance, and operational efficiency. It involves documenting the lifecycle of natural gas distribution components, from manufacturer to installation and beyond, allowing for efficient management of assets and quick responses to potential issues.

Marc Raniero

Manager, Gas First Response
Puget Sound Energy

9:00 AM – 9:45 AM

Presentation #8: Ultrasonic Meter Deployment Program

This presentation will cover the planning that went into Spire's ultrasonic meter deployment program and how they have achieved success.

Shane Weber

Manager, Workload Planning
Spire

9:45 AM – 10:00 AM

Break

10:00 AM – 10:30 AM

Topic Roundtable #2: AMI Implementation

The committee is developing a white paper on the implementation of the Advanced Metering Infrastructure. This roundtable will allow the task group to get feedback from the broader committee on the direction of the paper.

10:30 AM – 11:45 AM

Utility Members Only Discussion

Open discussion for gas utility companies

- Nominations for 2026 Committee Officers

11:45 AM – 12:00 AM

B109 / CFMS Ultrasonic Sampling Project

An update on the task group's progress, projected completion date, and future use of the final sampling

John Fickinger

Quality Director for Software Solutions
Itron

CFMS COMMITTEE MEETING CONCLUDES

12:00 PM – 1:00 PM

Member Appreciation Awards Luncheon (Committee & Workshop Attendees and Guests)

B109 COMMITTEE MEETING BEGINS

1:00 PM – 1:10 PM

Welcome, Introductions, Safety Moment & Review of AGA Antitrust Compliance Guidelines

- Review AGA Antitrust Compliance Guidelines (Attached)
- Safety Moment
- Attendee Self-Introductions
- Review Meeting Agenda
- Review and Approve Fall 2025 Meeting Minutes

Matt Holsten

Gas Measurement Specialist
Black Hills Energy

1:10 PM – 1:15 PM

B109.4 / CSA 6.18 Harmonization Update

Max Ambrosi

Portfolio Leader, Downstream and Retail
Pietro Fiorentini

1:15 PM – 1:45 PM

CFMS / B109 Ultrasonic Sampling Project Work Session

The committee must determine if there will be a revision of the 2021 B109.4 Standard or if we will simply reaffirm as we did for B109.1, B109.2, and B109.3. We will discuss any issues identified since the last publication.

Luis Escobar

Senior Director, Energy Standards
AGA

1:45 PM – 2:30 PM

CFMS / B109 Ultrasonic Sampling Project Work Session

John Fickinger

Quality Director for Software Solutions
Itron

2:30 PM – 3:00 PM

Break

3:00 PM – 4:30 PM

New Standards Project: Gas Volume Correctors

The committee will consider a proposal for a new standard to address gas volume correctors. This standard can build from the Transmission Measurement Committee's Gas Measurement Manual Part 15 (GMM-15): Electronic Volume Correctors.

Matt Holsten

Gas Measurement Specialist
Black Hills Energy

Antitrust Compliance Guidelines

The American Gas Association and its member companies are committed to full compliance with all laws and regulations, and to maintaining the highest ethical standards in the way we conduct our operations and activities. Our commitment includes strict compliance with federal and state antitrust laws. You bear the ultimate responsibility for assuring that your actions comply with applicable antitrust laws and these Guidelines.

- **DO share these guidelines with attendees at AGA meetings and events**
- **DO consult counsel early on all potential antitrust issues (e.g., data requests, standard setting, information sharing, etc.)**
- **DO consult with counsel on any documents, requests, or non-routine correspondence that potentially raise antitrust concerns.**
- **DO have an agenda for all AGA meetings, and stick to it. Ask counsel to attend meetings where sensitive antitrust subjects might arise.**

- **DO NOT, without prior review by counsel, discuss:**
 - Confidential business matters and competitively sensitive information
 - Prices, discounts, terms of sale, profit margins
 - Allocating markets, energy services, customers, or service territories
 - Whether or not to conduct business with any other company
 - The performance of any specific product, vendor, or service provider
- **DONOT stay at a meeting or any other gathering where those kinds of discussions are occurring.**
- **DONOT create any documents that might be misinterpreted to suggest that AGA condones or is involved in anticompetitive behavior.**

Safety Related Issues

Information related to product defects or safety issues that are not an imminent threat and touch on competitive issues or focus on a specific product may be exchanged if based on:

- A notice issued by a federal or state regulator with jurisdiction
- A notice issued by the manufacturer
- Objective, data-driven analysis filed with a regulator with jurisdiction

All safety related communications should be based on observed, objective, replicable data-driven analysis. The affected vendors must be alerted.

Price and Cost Information

Price and cost information may generally be shared if:

- The data is more than 3 months old
- There are at least 5 providers for each statistic and no individual response is more than 25% on a weighted basis, and
- The data is collected by a third-party (e.g., AGA) and sufficiently aggregated so that no individual provider's data is identifiable.

Long-term forecasts and the discussion of general market conditions directed to a public audience are generally acceptable.

Discussion of the cost impact of a proposed regulation in support of advocacy efforts is generally acceptable.

If you have specific questions about these Guidelines or potential antitrust concerns, please contact the AGA Office of General Counsel or your company's legal counsel.