

February 2015

Welcome to Gasline, which is produced by Gas New Zealand.

Gasline is published regularly as part of the industry's efforts to encourage the direct use of natural gas and LPG into households and small businesses.

Using natural gas and LPG as a direct energy source offers numerous cost, environmental and energy efficiency benefits. Gas New Zealand hopes to educate consumers and policy makers about the many advantages of making wider use of this strategic energy asset.

LPGA welcomes new board member

The LPG Association has appointed its first female board member – Victoria Jull from Shell New Zealand.

Ms Jull is a Commercial Advisor at Shell, working between New Plymouth and Wellington.



First female LPGA board member, Victoria Jull

She says she is pleased to be working in the LPG industry at an influential level.

"The industry is really well set up and managed, and while our safety and environmental record is good, we are constantly striving for continuous improvement in this area."

"A challenge for industry is lack of storage for LPG, so we have to work together to make product flow, and communication and collaboration is key to that."

Ms Jull wants to bring a fresh perspective to the Executive Committee and the Association.

"The LPGA has a vital role to play in terms of promoting LPG and enhancing an already positive reputation.

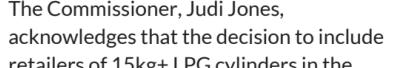
"I'm looking forward to being involved with the LPGA and to contributing to what's happening in the wider industry."

Ms Jull has been with Shell since December last year.

Previously, she worked for Shell Todd Oil Services (STOS) and Liquigas. She has also held varying positions within Government organisations.

Commissioner confident about industry complaints process

The Electricity and Gas Complaints Commissioner's ideal work day is spent with a quiet telephone line – at least as far as gas complaints are concerned – because the gas industry is handling them well.



Electricity and Gas Complaints Commissioner, Judi Jones

The Commissioner, Judi Jones, acknowledges that the decision to include retailers of 15kg+ LPG cylinders in the EGCC Scheme was "debated" by industry.

However, she maintains the EGCC Scheme is only a backstop to be used if complaints cannot be resolved between the customer and company.

"Ideally, retailers will be improving their systems and processes around safety, so people don't need to use us," Ms Jones says.

Peter Gilbert, Executive Director of the LPGA, says the industry is already doing this well.

"While the extension of the Scheme to include LPG cylinder retailers may create another complaint in industry, we do understand the need for it. However, we are confident the Commissioner won't receive too many complaints," Mr Gilbert says.

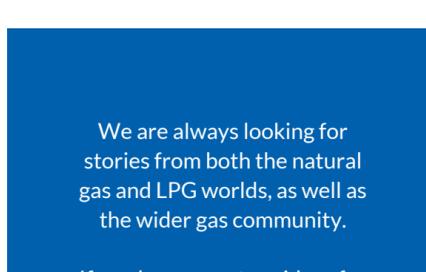
Ms Jones is also confident, stating there have only been about 150 complaints to the Commissioner about LPG in cylinders over the last three years.

The trick to avoiding complaints to the EGCC Scheme comes down to retailers dealing directly and efficiently with complainants to resolve any issues.

Ms Jones says the public doesn't realise yet they are able to use the EGCC Scheme for complaints about LPG in cylinders. Members need to promote it by placing messages on invoices, websites, and other customer communication channels.

However, the EGCC is willing to help educate members how to resolve complaints effectively without recourse to the Scheme. It runs a complaint management workshop that members can attend. Case notes, available for the public and industry to refer to, can be found at www.egcomplaints.co.nz.

"If the complaints are handled well, industry retailers won't need to use the EGCC," Ms Jones says.



We are always looking for stories from both the natural gas and LPG worlds, as well as the wider gas community.

If you have any story ideas for Gasline please email Daniel



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Middle East LP Gas Summit 2015

LPGA Executive Director, Peter Gilbert, has told the Middle East LP Gas Summit in Dubai that New Zealand is ahead of the world game in terms of its industry regulatory structure.

Peter was invited to present at the summit, which took place in January and attracted delegates from an eclectic mix of countries.

The theme for the Summit was ensuring the sustainable growth of LPG in the Middle East through a focus on safety and awareness.

Peter outlined how the New Zealand LPG industry handles safety. He focused specifically on the industry's regulatory system, technology standards and safety outcomes.



LPGA Executive Director Peter Gilbert speaks at the Middle East LP Gas Summit in Dubai.

He also showcased what the industry here does well, and which areas could be improved.

"It seems we are currently ahead of the game, as LPG is a mature market in New Zealand," he said.

"Some countries don't have their regulatory structure sorted at all, and a lot of them haven't been using LPG for very long."

Peter was approached by a number of delegates expressing interest in learning more about the New Zealand market.

"I also learned a lot about the gas industry in different markets. Sharing ideas was a key component of the forum," he said.

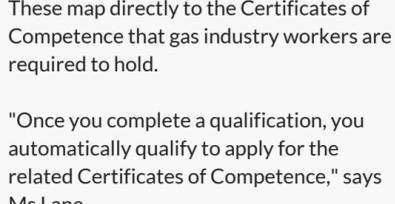
Gas industry qualifications under review

MITO, the industry training organisation for the gas industry, is currently reviewing gas qualifications to ensure they meet industry needs, and expects a new qualification pathway will be in place in 2016.

"This will be a significant milestone for the industry," says MITO Chief Executive Janet Lane.

MITO currently offers six qualifications to gas distribution workers, and the New Zealand Qualifications Authority (NZQA) has recently approved the development of four new qualifications to replace these.

The new qualifications range from levels three to five, and progress from foundation level to advanced managerial skills.



Technician carries out routine network maintenance (Credit: Vector and Electrix)

These map directly to the Certificates of Competence that gas industry workers are required to hold.

"Once you complete a qualification, you automatically qualify to apply for the related Certificates of Competence," says Ms Lane.

"This way it's easy for workers to gain both nationally recognised qualifications, and the certificates that enable them to do their jobs, simultaneously.

"When the new qualifications become available, we will put transition arrangements in place for those who are part-way through their training, so they can continue on or move to the new qualifications."

The review's Governance Group, which oversees the project, is made up of representatives of major gas suppliers in New Zealand and chaired by LPG Association Executive Director Peter Gilbert.

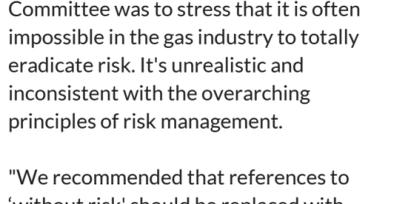
LPGA and GANZ support Health and Safety Reform Bill

"Both the LPG and the Gas Association support the introduction of the Health and Safety Reform Bill as a total reform of regulatory coverage for workplace safety."

That's the message from GANZ Chairman, Stuart Dickson, who presented the views of the two Associations to the Transport and Industrial Relations Select Committee. Stuart was joined by LPG and GANZ Executive Director, Peter Gilbert.

The Health and Safety Reform Bill seeks to replace the Health and Safety in Employment Act 1992 and the Machinery Act 1950.

As part of their submission, GANZ and the LPGA recommended amendments for thirteen sections of the Act.



GANZ Chairman, Stuart Dickson.

"Our submission was aligned very closely with that of the Electricity Networks Association," Stuart said.

"Our chief goal in presenting to the Select Committee was to stress that it is often impossible in the gas industry to totally eradicate risk. It's unrealistic and inconsistent with the overarching principles of risk management.

"We recommended that references to 'without risk' should be replaced with references to minimising risk so far as reasonably practicable."

Stuart says one of the other key points he and Peter wanted to get across was that many gas industry assets are located in public spaces and it is just not feasible for these locations to be continuously considered as a 'workplace' with the obligatory duties that follow.

The Select Committee's report is due on 30 March 2015.