

Organised by





AWARD WINNERS

Celebrating the stars of the gas industry



WELCOME TO THE GAS INDUSTRY AWARDS 2021

ORGANISED BY IGEM AND EUA

In this special supplement, IGEM and EUA are once again proud to celebrate the winners and runners up of the Gas Industry Awards.

The winners of this year's awards were named at the award ceremony which, for the first time in its history, was a virtual event, hosted by television presenter Dallas Campbell.

The Gas Industry Awards recognise the contribution of the gas industry's most innovative, dedicated and outstanding members and, like many events, were postponed in 2020 due to the pandemic.

Mike Foster, Chief Executive of EUA, said: "In 2019, I said that 2020 would be a critical year, and I wasn't wrong. 2020 provided significant challenges, but also exciting opportunities. Now we must look forward and as an industry support the UK's green recovery.

"The annual Gas Industry Awards, now in its 21st year, provides the perfect opportunity to showcase the industry and those within it. An industry that continually moves forward and provides inspiration and thought leadership."

Duncan Wong, President of IGEM (2020-2021), said: "The quality of nominations improves every year and makes the judging harder, but equally more enjoyable to see the developments and improvements in the sector."

While Ben Clarke, IGEM
President (2021-2022), said:
"I would like to say well done to all our finalists. We are fortunate to be working with such inspiring, talented, and innovative individuals and organisations."

Event organisers IGEM and EUA would also like to offer their thanks to the award sponsors, our guest speaker Ofgem CEO Jonathan Brearley, and host Dallas Campbell.



You can watch the awards here

*All information contained in the accompanying video content was correct at the time of production



MEET OUR JUDGES



ANTONY GREEN IGEM PRESIDENT 2019-2020 (IN THE CHAIR)



STEWART CLEMENTS DIRECTOR HHIC, EUA



CHRIS GORMAN IGEM CHAIR OF THE TECHNICAL COORDINATING COMMITTEE



DUNCAN WONG IGEM PRESIDENT 2020-2021



HELEN BRAY
EUA PRESIDENT
2019-2020



BOB MURRAY EUA PAST PRESIDENT 2016-2017



CHRIS BIELBY CHAIRMAN GISG



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ENGINEER OF THE YEAR

WINNERS

DAVID BUTLER DIRECTOR, SGN NATURAL GAS

David can take pride in his contribution to the safe, efficient and costeffective delivery of



Northern Ireland's newest gas distribution network. He designed and implemented the company asset management system. using innovative cloud technology to ensure integration across CRM, work management, asset records, GIS, pressure management and cost control. He excels at contract management, handling over £40m on three contracts in a year. with all projects delivered in line with operational and commercial expectations. David has recently been promoted to Director and, in his previous role as Head of Engineering, saw the construction of 44 complex river crossings and over 200 smaller watercourse crossings whilst developing the SGN Natural Gas engineering team.

DAVID RAE PROJECT MANAGER, SGN

David led a team of multidiscipline engineers to deliver the c.£20m replacement pipeline crossing the River Clvde.



allowing the removal of a high-risk pipeline from one of Scotland's busiest and most iconic bridges. The project permitted in-line inspection of three pipelines simultaneously, minimising risk and costs. In the three-year planning phase, he chaired weekly design reviews to ensure timely progress and delivery of required output. David was responsible for implementing SGN's high standards of health and safety and ensuring quality of the asset. He also chaired public meetings with the community to mitigate disruption and inform local residents. As the principal engineer responsible and accountable for the project. David overcame numerous technical and commercial issues in the execution of this intricate engineering challenge.

RUNNERS UP

JAMES HATT

HEAD OF OPERATIONAL CHANGE, MORRISON ENERGY SERVICES

James was recruited with a remit to investigate opportunities to improve the operational performance at Morrison Energy Services and threw himself into the role with passion and commitment. James has been networking and workshopping with engineers and managers throughout the UK to drive cutting-edge change through the company and the supply chain, introducing the very best concepts from a wide range of industry champions.

WILL JOHNSON

TECHNICAL APPLICATIONS DIRECTOR, CONTROLPOINT

Will has spent the last 10 years working to develop mobile applications, integrated technology and databases to revolutionise the way utility organisations can record field operations, namely the jointing of PE pipe. Will's extensive experience has helped shape the next phase of ControlPoint's development in the field of artificial intelligence, torque wrench data capture and automatic gas service pressure testing.



MANAGER OF THE YEAR

SPONSORED BY RADIUS SYSTEMS

WINNERS

HILARY BUXTON DIRECTOR OF ENGINEERING, CADENT

Hilary is Cadent's most senior engineer, providing the company with inspired leadership, superior engineering, and a focused

vision of what it takes to make Cadent a leader in the energy sector during a time of unprecedented change. Endlessly driving for continuous improvement, Hilary's greatest passion is developing the next generation of engineers and she is the driving force behind Cadent's mentoring and professional development programmes. She is constantly working with and leading her team, adapting behaviours and experimenting with solutions; always with an eye on the bigger picture and ways to increase engagement across the wider industry.



When the Cadent
Foundation was established
in July 2019, an exceptional
leader was required to set
the direction and build
strong working relationships with both

the Foundation's advisory board and key charity stakeholders.

Julia has been that person. She has delivered the leadership and impact to take the Foundation from a concept to delivery, making a difference in people's lives, setting out the Foundation's five-year strategy and bringing in new and original ways of working. She has moved at pace, led by example and inspired others at every opportunity, enabling rapid progress to be made.

RUNNERS UP

OMAR FAYEZ MOHAMED ELMAHDY

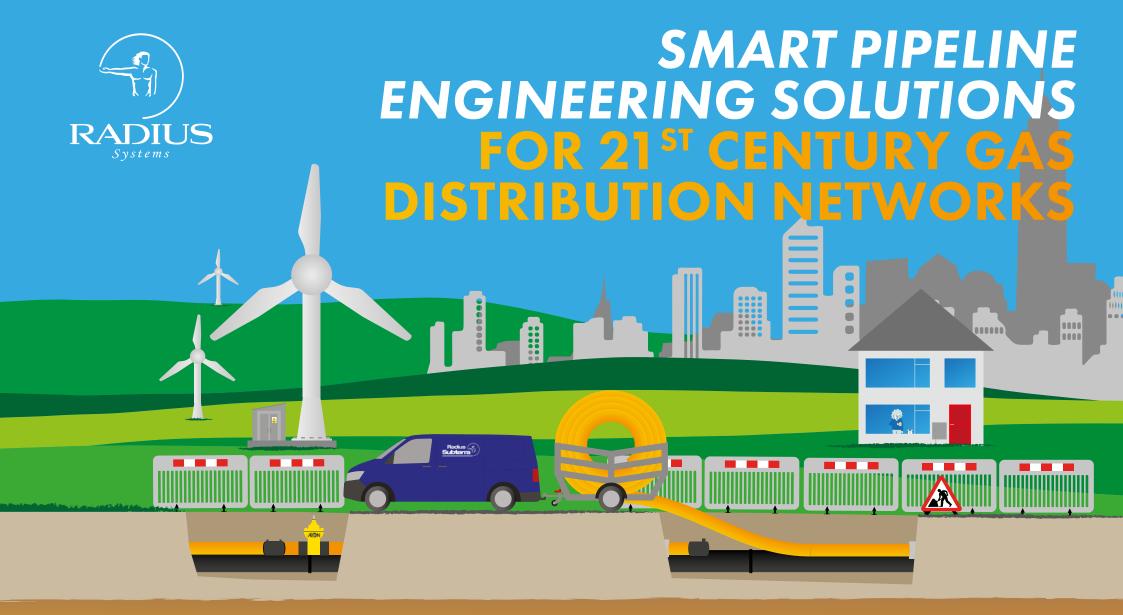
PLANNING GENERAL MANAGER, EGYPT GAS

As an inspiration to many in the company and described as a very good tutor in both life and work, Omar has a great ability to lead any team effectively and empowers his team members to open up and express new ideas boldly, training them to get out of their comfort zone.

RICHARD HYNES-COOPER

HEAD OF INNOVATION, NORTHERN GAS NETWORKS

A dynamic leader of the innovation team at NGN, Richard's enthusiasm and passion for making a difference is infectious - he can take a whole room of pessimistic traditionalists on a journey to becoming optimistic innovators; providing empowerment and ownership from the operation teams from the outset. Richard is a true innovator, leader and manager.



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YOUNG PERSON'S ACHIEVEMENT AWARD

SPONSORED BY WALES & WEST UTILITIES

WINNERS

GULRAJ CHATHA ENGINEERING MANAGER, ASSURANCE & COMPLIANCE. CADENT

Raj identified the organisation's existing paper process for ensuring

consistent and technically compliant changes to high pressure plant and pipelines was inefficient. He applied his experience to propose an online system, design the engineering requirements. develop the business case, lead user testing and deliver training. This has eliminated the need for paper records. improved efficiency and enhanced workflow. Raj also participates in the IGEM/GL/5 review panel, and has additionally addressed an organisational shortfall of competent approvers and appraisers by developing a focused G17 profile and coaching suitable engineers as they prepare for competent design authority review. Raj's drive, dedication and focus has transformed the efficiency and effectiveness of the company's processes.



CHRISTOPHER STAMP SENIOR PIPELINE INSPECTOR, R&L PROJECT SERVICES

Despite being diagnosed at a very young age as being severely dyslexic,

Christopher has never allowed this to hold him back. In 2014, he gained a BEng (Hons) in Engineering Geology and Geotechnics and, after leaving university, gained BGas/CSWIP qualifications in welding/coating and ultrasonic inspection. He joined the family business in 2016, as a Partner for R&L Project Services LLP. where he embarked on a programme of training and mentoring. There, he became one of the youngest BGas/CSWIP Senior Pipeline Inspectors. He has also gained many 'competent person' qualifications in the safe control of operations, including for hot works and confined spaces. The effort Christopher has put into his study is second to none and he is a much-valued member of the team, well-known for his skill and work ethic.



TOM CLIFFE

PROJECT LEAD/GIRS DESIGNER D&G UTILITIES

A fantastic example to his peers, Tom has made excellent progress in 12 months having started the year as Project Administrator, progressing to Project Lead and becoming both a GIRS-qualified designer and a registered EngTech.

MEGAN DUDLEY

CUSTOMER SERVICE AGENT NATIONAL GRID METERING

As a young woman living with Asperger's, Tourette syndrome, OCD and anxiety, Megan began her internship determined to make the most of it. She is now a full-time permanent employee, educating colleagues and the business about the importance of mental health.

JOSEPH STAMP

SENIOR PIPELINE INSPECTOR R&L PROJECT SERVICES

After university, Joseph became the youngest BGas/CSWIP Senior Pipeline Inspector and has gained many 'competent person' qualifications in the safe control of operations, including for hot works, deep excavations and confined spaces.





















LEADERSHIP AWARD

SPONSORED BY CADENT

WINNER

DANNY O'MALLEY FORMER DIRECTOR, SGN NATURAL GAS (NOW GROUP HEAD OF TRANSMISSION, SGN)

Danny brought over 30 years of experience in the UK gas industry to his previous role as Director of SGN Natural Gas, advancing the gas sector in Northern Ireland.

He had the distinction of being the first SGN Natural Gas staff member to head up a new business and has galvanised a highly effective team, developing the business from the outset to deliver several successful milestones. Under his leadership, the main construction phase of the network, totaling 142km of pipeline, was successfully completed – this was the culmination of one of the largest energy infrastructure projects undertaken in the province for a generation.

He is passionate about the fact that over 10,000 homes and businesses already have a new pathway to an affordable, gradually decarbonised future that also effectively addresses fuel poverty in the network area.

RUNNERS UP

MAXINE LONG

HEAD OF METERING, NATIONAL GRID METERING

Maxine's strong leadership style, combined with her integrity and emotional intelligence, make her an incredibly inspirational leader, worthy of admiration. She has grown a business where everyone has a voice and the opportunity to be heard, while delivering year-on-year profit and growth in a challenging market.

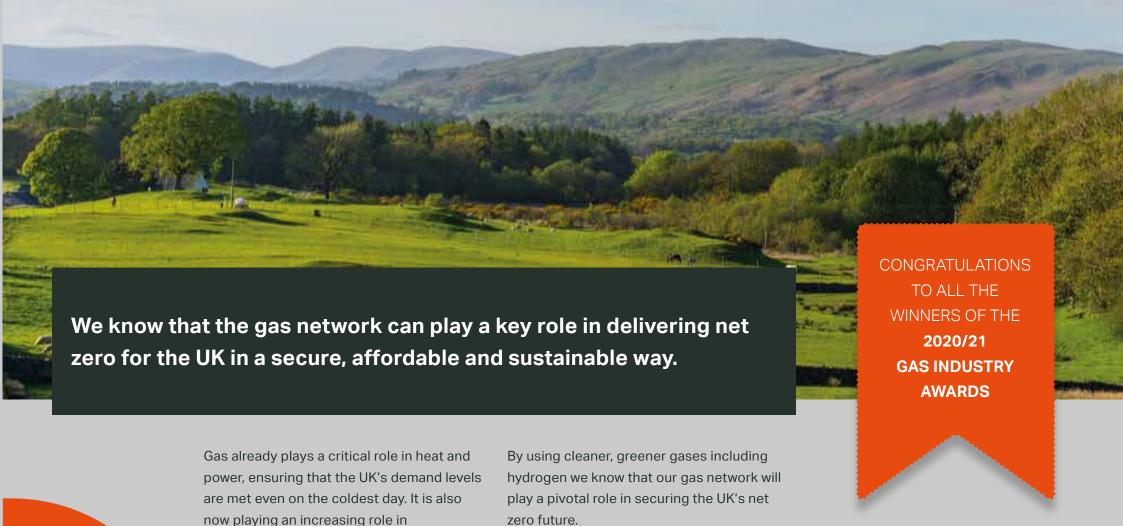
ERNIE McDONALD

GENERAL MANAGER, FERNOX

Ernie has worked for over 35 years in the water treatment industry and has not only driven the business forward but also has steered the industry in terms of best practice, having played a fundamental role in establishing the initial benchmark scheme and acting as the first chair of the Domestic Water Treatment Association (now BEAMA Water).

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decarbonising how we heat our homes, power our businesses and fuel our vehicles.









PROJECT OF THE YEAR

WINNER

ASSET INVESTMENT PLANNING PROJECT UNDERTAKEN BY NATIONAL GRID GAS TRANSMISSION



project at National Grid Gas Transmission (NGGT) was designed to increase the business' asset investment optimisation and portfolio planning and management (PPM) capabilities, ensuring that NGGT delivers the best value for its customers.

The AIP project has delivered several significant business improvement initiatives - including new ways of working and projected savings of £10.5m pa of capital expenditure across the RIIO-T2 period. Copperleaf software allows NGGT to map assets and investments onto a single platform, where they can be optimised for maximum value, while meeting the constraints influencing a gas utility business.

The solution is part of a new process that will effectively plan and optimise all work undertaken by NGGT to meet its strategic safety, regulatory and commercial obligations.

RUNNERS UP

ALBERT COURT GAS MAINS REPLACEMENT

DELIVERED BY TRIIO

tRIIO, a joint venture organisation between Morrison Energy Services and Skanska UK, used bulding information modelling (BIM) to carry out the gas mains replacement work on Albert Court on behalf of Cadent, completing the work ahead of schedule and within budget.

GAS TO THE WEST

SGN NATURAL GAS IN COLLABORATION WITH MUTUAL ENERGY

One of the largest energy infrastructure projects to ever take place in the region, SGN Natural Gas' 40-year license to bring natural gas to the west of Northern Ireland is ensuring a clear pathway to a fully decarbonised, hydrogen-ready future.

GREEN CITY VISION

WALES & WEST UTILITIES AND PROGRESSIVE ENERGY IN COLLABORATION WITH SCOTTISH & SOUTHERN ELECTRICITY NETWORKS (SSEN) AND UK POWER NETWORKS (UKPN)

The project is a first of its kind collaboration between electricity and gas networks to design an optimised whole energy system with the consumer at its heart. By engaging stakeholders such as the local authority, industrial/domestic consumer representatives and transport operators, the community contributed to the design of a Local Area Energy Plan.

OSS PROJECT

LAGONI ENGINEERING IN COLLABORATION WITH NATIONAL GRID GAS TRANSMISSION

The OSS Project developed a vendor-agnostic platform, applying industrial controls and cyber security into legacy infrastructure and embracing digital transformation. The project enabled cyber security to be retrofitted into a live gas compressor site, providing a cost-effective standardised solution

The Energy and Utilities Alliance; a leading industry voice, shaping the future policy direction within the energy sector.

EUA has the following organisational divisions -

UN -

Utility Networks

HHIC -

the Heating and Hotwater Industry Council

MARC -

the Manufacturers' Association of Radiators and Convectors

GVN -

the Gas Vehicle Network

ESTA -

the Energy Services and Technology Association

HWA -

the Hot Water Association

MEHNA -

the Manufacturers of Equipment for Heat Networks Association.

ICOM -

the Industrial & Commercial Heating Equipment Association

Join us. Be heard.



marc





















PRODUCT OF THE YEAR

SPONSORED BY MORRISON ENERGY SERVICES

WINNER

C55 ASSET INVESTMENT
PLANNING AND
MANAGEMENT
DEVELOPED BY
COPPERLEAF
TECHNOLOGIES IN
COLLABORATION WITH
NORTHERN GAS NETWORKS, NATIONAL
GRID TRANSMISSION AND SGN

The Copperleaf C55 Asset Investment Planning and Management Product supports gas utilities to predict and monetise asset risks, optimise asset interventions and manage project portfolios across their networks. C55 is used by many of the world's leading electricity, gas and water utilities. C55 has been used extensively by NGN and SGN to develop their GD2 regulatory submissions and has enabled these companies to develop asset investment strategies that consider risk, intervention cost and customer outcomes.

MECHANICAL
PURGE END FITTING
DEVELOPED BY
PLASSON IN
COLLABORATION WITH
CADENT AND ROSEN



The Purge End is a temporary fitting, intended to replace the conventional electrofusion end cap and top tee arrangement used for pressure testing and purging of mains, which are normally cut off after use. When compared to an end cap and toe tee arrangement, the installation of a Purge End fitting gives a time saving of over 90%. The pipe end is not damaged by the fitting and therefore no pipe is wasted by its use. The fitting has been tested against international standards by ROSEN(UK), who have developed a draft GIS/PL3 Annex for these temporary mechanical fittings to ensure safety is maintained.

RUNNERS UP

MICROSTOP

RAVETTI IN COLLABORATION WITH SGN AND PIPELINE TECHNOLOGY

Microstop is an innovative flow-stopping technique allowing work to be carried out on a live network riser without the need to isolate or disconnect customers, thereby reducing inconvenience to customers and the need for multiple visits.

SERVICECAM

SYNTHOTECH

ServiceCam is a small diameter live access CCTV system with a big impact; rapidly identifying poor pressure issues, quickly tracing the line of service pipes and locating mains connections for build-over and GMSR.

ServiceCam generally saves at least one excavation per use, reducing fault finding by over two hours.

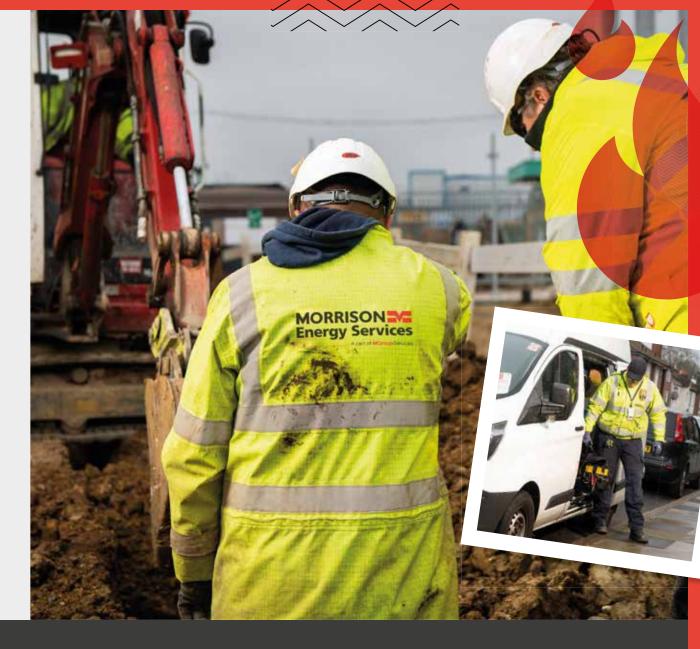


PROUD TO SPONSOR

PRODUCT OF THE YEAR

AT THE GAS INDUSTRY AWARDS 2021





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SAFETY AWARD

SPONSORED BY GISG

WINNER

WALES & WEST UTILITIES

Spearheaded by their Road to Zero campaign, Wales & West Utilities' safety record is second to none, with an industry low loss time injury (LTI) rate and record low cable strikes. Wales & West Utilities' innovative approach to safety includes its annual 'Be Winter Safe' campaign, where safety messages are conveyed in different but compelling ways.



The WWU Wellbeing Strategy encourages colleagues to look after their physical and mental health and has addressed this complex topic since 2016. Everyone at WWU is encouraged to take personal responsibility for their actions, with opportunities for learning from every incident.

The company has earned various awards and accreditations including, the ROSPA Gold Award for six successive years. It was also runner up in the Sir George Earle Trophy, and has gained a 100% safety accreditation from Achilles for six years running. WWU is the only gas network to have ISO45001 for occupational health and safety.

RUNNERS UP

BALFOUR BEATTY

The West Midlands Contract Area has embarked on several high-profile initiatives to raise awareness and improve overall safety and health performance and, following its launch, the contract has seen huge improvements in various key areas.

GAS NETWORKS IRELAND

For Gas Networks Ireland, a principles-based approach to design safety ensures compliance above and beyond regulatory requirements in each jurisdiction.

Integrated audits confirm that design safety tools and techniques are being utilised in practice and having a positive impact on project outcomes



Join the Gas Industry Safety Group

The Gas Industry Safety Group (GISG) brings together the UK's gas industry to maintain and improve safety performance.

We promote gas safety by improving co-operation and co-ordination throughout the industry, sharing best practice, commissioning key research and providing an opportunity to address safety issues collectively.

The primary objectives of GISG are to:

- Promote gas safety.
- Encourage co-operation amongst industry players to develop, introduce and improve practices for the safe transmission, storage and use of gas throughout the UK.
- Ensure the safety of consumers and the public.

How to become a member

The UK gas industry has a commendable safety record and we should all be interested in keeping it that way. Becoming a member of GISG will help make this possible.

Membership is open to any organisation with an interest in gas safety that wants to influence the changing industry around safety, share best practice with a wide network of organisations, and keep abreast of regulatory and legislative changes in the UK and across Europe.

Information on how to become a member can be found on our website, www.gisg.org.uk. Follow us on twitter: @GISGUK



CUSTOMER SERVICE AWARD

WINNER

THE ORANGE ANGELS, CADENT'S EASTERN NETWORK

The Orange Angels descended into rural Derbyshire on a cold October night after a burst water main damaged a gas pipe and water flooded c.9km of the gas network.

Over 900 homes and businesses and 215 priority customers in Wirksworth were without gas while engineers worked tirelessly to remove water and restore supplies. To inform customers of the water ingress incident, new animations were used for the first time.

alongside traditional and social media to keep customers updated.

A dedicated team on site actively used technology to check for customer satisfaction, tailoring messages and assessing their impact. Over 26,500 customers were reached and they were welcomed into the local community, who affectionately nicknamed the team The Orange Angels. Average response times were the best yet and customers were truly at the heart of the operation, meaning zero complaints and excellent community feedback.



RUNNERS UP

CUSTOMER SERVICE TEAM

WEST MIDLANDS, CADENT

Cadent's West Midlands Customer Team has delivered transformative complaint handling improvements, with regulatory performance progressing from 8th to 2nd/3rd within 12 months and resolving almost 9 out of 10 complaints to the customer's delight within one day of being received

EMERGENCY SERVICE TEAM

WALES & WEST UTILITIES

Providing a gas emergency service is a key role that gas networks play and Wales & West Utilities' Emergency Service Team repeatedly demonstrates that it is industry leading - routinely improving response targets, constantly using innovative ways to improve customer experience and underpinning performance with new and innovative training methods.



INNOVATION AWARD

SPONSORED BY SGN

WINNER

DEVELOPMENT OF A PURE HYDROGEN BOILER BAXI HEATING

In order to meet the government's target of reaching net zero emissions by 2050, Baxi Heating is working with key industry stakeholders to develop hydrogen as part of the solution.

Around 37% of UK emissions result from heat in buildings and around 85% of UK homes currently rely on natural gas for heating. Sustainable and clean hydrogen gas can be created at volume and could be transported through the current gas grid to provide a decarbonised solution. Hydrogen

boilers would work in a similar way to existing gas boilers and would be familiar to homeowners. They could be deployed with minimum disruption and intervention, retaining current heating systems.

Baxi Heating is developing a boiler that runs on 100% pure hydrogen in their Preston laboratory. This research is ground-breaking, yet the boiler looks and works like a conventional boiler – making it the perfect replacement.



RUNNERS UP

HYDEPLOY

FROM THE HYDEPLOY CONSORTIUM

HyDeploy is the UK's first project to inject hydrogen at 20% into Keele University's private gas network, serving 100 homes and 30 faculty buildings and has received an overwhelmingly positive customer response. The groundbreaking programme will conclude in 2023 by launching the hydrogen blending market in the UK.

VIRTUAL TRIAL HOLE ASSISTANT

MORRISON ENERGY SERVICES

The Virtual Trial Hole Assistant (VTA) is an innovative software set to revolutionise the process of planning and executing underground excavation work. The solution paves the way for a reduction in aborted jobs and costly delays, resulting from concurrent excavation works due to digging on wrongly located mains - it also offers opportunities for collaboration for those undertaking groundworks.



Congratulations to all the winners of the 2020/21 Gas Industry Awards



Along with the whole gas industry, we've been proud to keep the UK's homes and hospitals safe and warm throughout the pandemic. All this while our NHS heroes have been protecting us all. Thank you NHS.





COMPANY OF THE YEAR

SPONSORED BY TOWNGAS

WINNER

ULC ROBOTICS

ULC Robotics works with utilities in the UK to develop and deploy robotic systems for utility operations and maintenance. ULC Robotics has had a significant growth in team size and has worked with the Career Transition Partnership to actively recruit service leavers going through the resettlement process, with its UK workforce comprising of 40% ex-military service members.

Since 2013, ULC has collaborated with SGN and Cadent to take advantage of the RIIO GD1 price

control through the deployment of CISBOT. Since starting these operations, the company has expanded from one truck with three operations staff to eight trucks, helping better meet the demand for mains rehabilitation.

CISBOT has remediated over 60km of mains. ULC also received £6.3m of Ofgem NIC funding to develop advanced robotics to replace conventional methods of excavation performed by gas networks - a system with numerous benefits, including safer working conditions, decreased traffic disruption and minimal project emissions.



RUNNERS UP

SGN

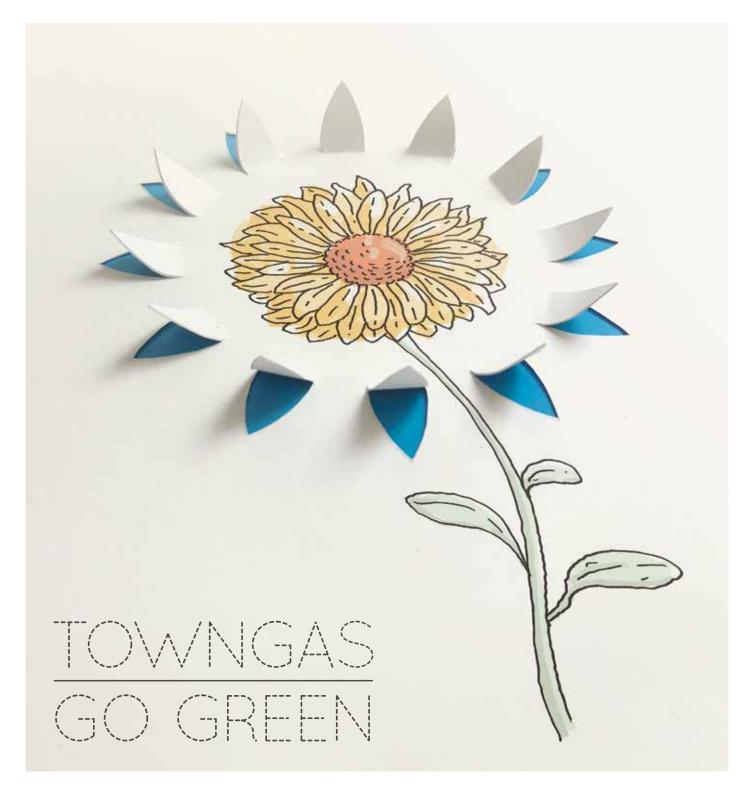
SGN's professionalism, customer care and innovative thinking keeps everyone safe and warm and has helped the company to make significant progress in recent years.

SGN has reached a number of milestones and awards - including becoming Ofgem's number one overall gas network for customer satisfaction for the third year running in 2019.

SGN NATURAL GAS

SGN Natural Gas was established in 2015, becoming the newest distribution network operator in the Northern Ireland gas market, and has witnessed steady and sustained growth since.

The company is focused on offering an alternative, more energy efficient choice to consumers in the western area of Northern Ireland and tackling fuel poverty.



We conduct our business with environmental responsibility in mind – for a greener future, for our younger generations.

As Hong Kong's oldest energy utility, our pioneering green initiatives date as far back as the early 70s, when we began using naphtha rather than heavy oil and coal to produce town gas. In 2006, we took another significant step forward, when we introduced natural gas as a feedstock in addition to naphtha. To foster the use of renewable energy, we have also added landfill gas to our energy mix for local gas production. Looking forward, we are committed to the ongoing exploration and supply of clean energy to ensure a green and sustainable future for our young people and the generations to come.







LIFETIME ACHIEVEMENT AWARD

WINNER



For many years David has been, and continues to be, a key advocate of and contributor to the gas industry. He is widely recognised as independent and freethinking and has supported almost every entity in the gas industry in the field of gas quality in some way, with integrity and enthusiasm.

David has worked in the natural gas business for over 40 years, having joined the nationalised British Gas Corporation in 1974. Much of this time has been in a research and development environment, initially with British Gas' Research and Development Division and later with BG Technology. It was here that he honed his

chemistry skills, becoming a Chartered Chemist and a member of the Royal Society of Chemistry.

David's career included work for National Grid Transco, then National Grid. He is now an independent consultant in natural gas quality and energy measurement and a leading participant in BSI/ISO standards committees on natural gas and gas analysis. He is also a UK representative on CEN working groups, currently developing European standards for natural gas quality and biomethane for grid injection.

Of special note is the work he undertook in 2013, performing a key role in the



Oban project. This was a seminal project looking at changes in gas quality in the UK for the first time since the early 1980s. His insights and analysis were key components in the success of the project.

David, with input from other organisations, also developed the Quantitative Risk Assessment model. His contribution to the deployment of hydrogen blends within the UK gas grid has been instrumental, helping to develop current gas quality standards and the exemptions within those.



Gas Industry Awards
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