

Operator Qualification

Program administration, evaluation, and qualification records for gas distribution and transmission



Plenum is an HSE company run by people who have held the roles — HSE director, field project safety manager, industrial hygienist — and operator qualification is where our field practice started. **We work for the operator:** we review your OQ program and covered task list, then qualify the crews your contractors put on your system — written and performance evaluation under 49 CFR Part 192 Subpart N, using methods consistent with ASME B31Q, scoped to the work each contractor actually performs.

WHAT WE ADMINISTER

We start with your program	We review your OQ program and covered task list first. Each contractor is then qualified against the portion of that list its scope of work actually touches — including task sets already mapped to your operations and tracked in ISN. No parallel task library, and no crew evaluated on tasks it never performs.
Covered tasks we qualify	Steel main and service installation, repair, and replacement; meter and regulator set, change, and removal; tapping, purging, and blowdown; leak survey and investigation; corrosion control and pipe inspection; valve maintenance; excavation and damage prevention; plastic pipe joining and fusion; abnormal operating conditions throughout — and more. Name your covered tasks and we scope to them.
Qualification & requalification	Written examination and hands-on performance evaluation, including recognition of and reaction to abnormal operating conditions. Requalification on your intervals, with the triggers and re-evaluation events your program defines.
Evaluator bench	Evaluators and proctors with years of gas distribution and transmission OQ experience, deployed in numbers — working concurrently so your contractor community qualifies on your schedule, not one crew at a time. We mobilize to the contractor's yard, the job site, or a training facility.
Training ahead of the evaluation	Where crews need instruction before they are evaluated, we build it — classroom and computer-based training developed from your procedures and field conditions, not generic stock content.
Worker status & contractor administration	Direction-and-observation handling, disqualification process, and the corrective path back to qualified status — documented every step. Scheduling, onboarding, notification, and records administration run across every contractor on your system, so the administrative burden does not land on your staff.
Audit-ready records	Evaluation instruments, evaluator credentials, dates, methods, and intervals retained and retrievable — built to stand up to a PHMSA or state commission inspection.

Qualification records — your system or ours

Where you already maintain an OQ system of record, we work inside it — evaluations documented and returned in the format your program expects, with nothing to reconcile later. Where no system exists, **Refined by Plenum** stands in: every worker carries a QR code that any supervisor, inspector, or company representative can scan in the field to see which covered tasks that person is qualified for and when each expires — no account, no credentials, no system access. Red, yellow, or green.

AVAILABLE AROUND THE PROGRAM — ALL À LA CARTE

Daily management of your contractors' ISNworld and Veriforce profiles. Procedure and SOP development. Classroom and computer-based training development. Fractional and placed HSE professionals. Nothing is bundled — you take the pieces you need.

WHERE TO START

- 1 Start with one contractor.** Name one contractor and the covered tasks its scope touches. We mobilize, qualify the crews, and return a complete qualification record — then extend the same model across the rest of the community.
- 2 A gap read on your contractor community.** We assess where current qualification records sit against your task list — who is qualified, who is expiring, where the exposure is. It tells you what a full roll-out actually takes.
- 3 Field-verifiable records.** Stand up QR-scannable qualification records anyone with authority on your system can verify at the point of work.



Dustin L. Dier, CSP

President & Chief Executive Officer

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Dustin Dier has run operator qualification programs for some of the largest utility contractors in the market — including Primoris Services Corporation and Artera Services — alongside HSE leadership across gas distribution, transmission construction, refining turnarounds, and heavy industrial work.

That history is why Plenum sits on the operator's side of the table: he has been the contractor being qualified, the safety director signing off on the records, and the person holding the exposure when the paperwork did not match the field. A Certified Safety Professional and practicing industrial hygienist with an MBA from Louisiana State University, he founded Plenum to build the systems he could never buy — pipeline safety and compliance software and services designed by people who had actually done the work.

THE BENCH BEHIND THE PROGRAM

Evaluators & proctors Deployed in numbers, working concurrently across multiple contractors and locations.	Instructors Delivering the classroom and field training that precedes evaluation.
Program administrators Handling scheduling, notification, records, and contractor communication.	Capacity that scales Sized to the contractor community. No single point of dependency.

HOW WE WORK

Your program, your system	ITS, EWN, Veriforce, ISN, or your own — we document each evaluation and verify every task posts correctly in the system of record. Where no system exists, Refined by Plenum holds the records.
On your schedule	Evaluators mobilize where the crews are working, when they are working — not when a training center has an opening.
We augment, we don't replace	Evaluators, instructors, and administrators added to your program where you need them, scaled up or down as the work moves.
One accountable point	Scheduling, evaluation, records, and follow-up all run through Plenum instead of across three vendors.

How engagements start

We come in on a defined scope — a contractor, a set of covered tasks, a schedule. Evaluators mobilize, crews are qualified, and the records come back in the format your program expects. From there the same model extends across the rest of the contractor community at whatever pace your program requires.

Dustin Dier, President & CEO

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