OPERC ANNOUNCES 2019 TRAININGS

OPERC believes one of its core missions is to provide numerous training courses and options for industry personnel to obtain required training and courses to improve industry safety. By now, you have probably heard of several different ways PERC, NPGA, and OPERC are designing course training. But are you still fuzzy on what they all mean?

CETP classes are offered in a variety of ways and locations. We are striving to offer different ways to train industry personnel so that entire Ohio propane industry benefits. In 2019, OPERC plans to offer the following types of courses:

**Instructor Lead Classroom Training.** These classes are 2 to 3 days in length and include Certification Testing.

**Blended Learning.** Industry students do the classroom training online prior to the review and test date. Then they come to attend a 1-day instructor lead review and Certification Testing. Please note: Students must have access to a computer and have their own email address.

**Refresher Training.** This is for students who have completed certification process previously and need to complete the 3-year refresher training. This is a 1-day instructor lead training with quizzes and attendance certificate.

New this year, OPERC will offer a HAZMAT-DOT Refresher Training. This is being offered for the first time in Ohio this year. It is being scheduled as a half-day session so that you can split your workforce attendance.

OSHA 90 Day/HAZMAT trainings are still being held, but this is for new or newly hired employees.

Look for the 2019 OPERC Education Courses on the OPGA website at ohiopropanegas.org/safety-and-training/.

Going forward, OPERC plans each year based upon the previous year. As we review the previous year's attendance for classes, we then use that information to determine how we can best fill the needs, which classes to offer, the type of training, and the frequency.

IF YOU HAVE QUESTIONS OR CONCERNS, FEEL FREE TO CONTACT THE OPGA OR OPGA EDUCATION COMMITTEE.
The Propane Education & Research Council (PERC) welcomes Tina Wilson as its senior vice president in charge of communications. Wilson will oversee the integrated communications and marketing strategy, which includes the *Propane Can Do That* campaign, industry communications, public relations and thought leadership.

“Tina arrives at PERC at an exciting time, as we launch the new [propane.com](http://propane.com) and unify our consumer education programs under the Propane Can Do That banner,” said Tucker Perkins, PERC President & CEO. “She brings a very diverse and strong background in communications, marketing, media relations, community engagement and public relations.”

For the last 12 years, Wilson worked on global corporate citizenship communications and external outreach initiatives at IBM. She focused on raising brand awareness and promoting stories nationally about the impact of IBM’s corporate citizenship initiatives. Before working at IBM, Wilson had her own agency where she worked with a variety of national clients, including the American Kennel Club, Panera Bread, and Toll Brothers. She previously worked as the director of media relations for the Special Olympics World Summer Games in Raleigh, N.C. She has served as the press secretary for the office of the lieutenant governor of North Carolina, and as a reporter and producer for WSOC and WTVD television stations in Charlotte and Raleigh-Durham, respectively.

Named a top woman in business by *Triangle Business Journal*, Wilson was awarded the Order of the Long Leaf Pine by the North Carolina governor, the state’s highest civilian award for service.

Wilson has a bachelor’s degree in marketing and business administration management from Appalachian State University. She lives in Apex, N.C. “I am excited to be a part of the PERC leadership team,” Wilson said. “For the next couple of months, I want to listen and learn how PERC can best serve the propane industry. I will be reaching out to the industry and invite you to get in touch with me at tina.wilson@propane.com or 984-233-1276.”
Bouncing from one wholesale propane provider to the next looking for the lowest cost can get you into trouble. You risk being abandoned when supply gets tight.

**CHOOSE BETTER.** With decades of experience and access to a wide spectrum of terminals, we at Smith Gas Liquids apply our expertise to deliver wholesale propane at competitive prices. No hassles. No interrupted propane supply.

Choose the top dog in reliability. Make Smith Gas Liquids Your One Sure Thing.
HOW TO ACHIEVE ACCURATE SAFETY DOCUMENTATION

BY JERRY SCHIMMEL, VICE PRESIDENT
P3 PROPANE SAFETY

When you ask propane marketers about their business plan priorities, safety always makes the top of the list. Despite this, most companies still rely on outdated documentation processes that come up short in effectiveness and accuracy. But what if there were a way to solve all of these problems with one straightforward solution? P3 Propane Safety is the future of compliance and risk management in the propane industry.

The P3 Propane Safety Compliance System is an Affinity Program Provider endorsed by the National Propane Gas Association (NPGA). This web-based software program is revolutionizing how marketers document their safety inspections, manage their NFPA 54 and 58 compliance requirements, and even train their employees. It is the only system that analyzes 100% of safety inspections for accuracy and completeness.

More than 35% of all safety inspections are inaccurate or incomplete. Until management can identify where training is lacking, technicians will continue to make the same documentation errors. All of these factors contribute to unnecessary risk. It is critical to determine if your company falls into this category.

Now, P3 Propane Safety is offering NPGA members free safety inspection audits that will assess how to maximize your safety documentation process for the benefit of customers, employees, and company alike. Wondering if you can benefit from a free safety inspection audit?

WHAT’S IN YOUR FILING CABINET?

• Does your company simply file inspections and records, then allow them to gather dust?
• Does your company have a systematic way to follow up on service records and inspections?
• Does your company use a system with proactive alerts in place to keep track of when regulators need to be replaced, when DOT container recertifications are due, and compliance with NFPA 58 cathodic protection requirements?
• Can you identify the technicians that are repeating mistakes in terms of errors and omissions on safety documentation?
• Would your company benefit from electronic storage and retrieval of important safety and compliance documentation for customers?

If any of these questions brought up insufficient answers, it’s time to reevaluate your company’s safety documentation and compliance process with a safety inspection audit.

OPTIMIZE EFFICIENCY IN AND OUT OF THE OFFICE

By using technology, P3’s cloud-based system can store, retrieve, and view safety documentation (such as inspection forms, etc.) and compliance data. The P3 database audits 100% of a marketer’s safety documentation and related data for completeness and accuracy. It can detect any missing information or errors and inform managers of what corrective action is required. The system also provides a variety of valuable management reports to help marketers stay in compliance with NFPA 54 and 58.

Propane marketers rely on two areas of operation to create a successful and efficient compliance and risk management program: the office and the field. In the office, clear written guidelines for company policies and procedures are essential. Even with an established record-keeping system, that system can only be as accurate and effective as the safety documents that are completed in the field.

P3 creates a seamless integration between these two departments by offering valuable in-office functions, such as management reports and tools for technicians in the field. The company’s photo documentation feature is recommended by insurance underwriters as a valuable method to avoid costly and unnecessary risks down the road. Photos can be uploaded by technicians and saved to P3’s cloud. That way, it
provides documentation of field procedures, proof of compliance with NFPA 58 requirements, and allows employees to receive performance feedback.

Instead of relying on paper documents, best practice forms are available as a mobile application that can be used on all common mobile devices. With the mobile app, technicians can easily complete forms on the jobsite. The new safety and compliance data automatically sync to the P3 database, and once the inspection is complete, the technician can send a copy of the safety inspection form directly to the customer with just the click of a button. With P3’s photo documentation complete, once again the technician can forward a copy of the form directly to the customer.

Field employees play a crucial part of every propane marketer’s safety and compliance strategy. P3 offers customized classroom and hands-on training from experienced propane specialists. A needs-based analysis can determine where employees could benefit from improvement and recommend specific training to eliminate repeated errors. Training with P3 can help protect customers and employees, and reduce overall risk. Unlike other propane training programs, it also provides on-call consulting services. Expert advice is available for questions that come up during day-to-day operations.

**HOW DO YOUR CURRENT SAFETY DOCUMENTATION AND COMPLIANCE METHODS STACK UP?**

P3 Propane Safety enhances overall company safety, and is even better for business. Marketers using P3 can prove compliance with best safety policies and procedures that can lower insurance premiums and attract future purchasers. Safety documentation (such as safety inspections, duty to warn, interruption of service, cathodic protection inspection forms, etc.) is developed by industry experts and reviewed for maximum legal protection. The software system offers storage, analysis, and retrieval. Employee training and mobile optimization provide best practice protection on the job. P3’s safety and compliance systems are designed specifically for the propane industry.

To make safety your No. 1 priority, schedule a free consultation to find out how P3 Propane Safety can improve company operations and deliver peace of mind.

Jerry Schimmel is Vice President at P3 Propane Safety. He can be reached at Jerry_Schimmel@P3PropaneSafety.com or (401) 481-2281. Published in BPN, August 2018.
‘PROPANE CAN DO THAT’ CAMPAIGN LAUNCH KICKS OFF

A fresh, new marketing initiative that promotes propane as the smart energy choice is greeting consumers where and when they are looking for the best options for building or remodeling their homes.

Launched by the Propane Education & Research Council (PERC) in January, the nationwide effort targets homeowners beyond the natural gas mains who are building, renovating or adding appliances. General awareness messages about propane’s versatility, efficiency and lower emissions will be enhanced with product-specific details that reflect regional and seasonal differences. Campaign objectives are:

- Build awareness of propane uses and benefits;
- Educate residential customers on safety topics and change the perception of propane as a potentially unsafe fuel;
- Drive engagement to create a database of individual users for outreach;
- Increase awareness and consideration of specific propane applications.

The campaign will rely primarily on digital outreach including paid media, email and social media to boost consumer interest and increase their receptiveness to marketing messages from individual retailers.

Paid advertising is scheduled to engage homeowners while they search online to learn about homebuilding, remodeling and appliance trends. Ads will also appear on Facebook, YouTube and Weather.com.

The ads will spotlight whole home, water heating, outdoor living and backup power generation using the theme ‘Propane Can Do That.’ That same theme will also be used in PERC messaging to farmers, landscape contractors and dealers, fleet managers, school transportation officials and construction professionals.

Incentives will be offered to entice consumers to learn more about propane options by visiting a newly consolidated PERC website at www.propane.com.

Once visitors are ready to purchase, a Google search tool on the website can help them find local equipment and propane providers. Propane marketers need to claim their free Google My Business listing (learn how with free guide at PropaneLocalListings.com) to show up in the search results.

A full complement of print, radio, digital and video marketing materials is available at no cost to marketers and state associations on the new Propane.com resource catalog. A homeowner toolkit includes print ads, digital ads, radio spots, videos, door hangers, postcards, bill stuffers, counter mats and signs, window clings and brochures that can be customized with individual company information.

“No is a great opportunity for marketers to leverage the national ‘Propane Can Do That’ campaign for their own business by using professional campaign resources to strengthen their own marketing plan,” notes PERC President and CEO Tucker Perkins.

Questions about the campaign, toolkit or how to use them most effectively can be directed to the Propane Help Desk using an online form at Propane.com or by emailing help@propane.com.

“This national campaign is a chance for the industry to unite around a common theme. ‘Propane Can Do That’ is a sentiment the propane industry has known is true for a long time, and this campaign is poised to bring that message to a wider audience,” Perkins says.

A project team including industry members helped guide the strategy and development of the campaign. Focus groups were used to evaluate how residential customers related to the ‘Propane Can Do That’ theme, how best to tailor key message points to that audience, and what resources would best help marketers leverage the campaign investment.

“We wanted a campaign that could really speak with homeowners about the benefits of propane in a direct manner, but that also leaves a lasting impression. We feel that the ‘Propane Can Do That’ campaign does both; it hits at the emotional reasons that residential customers make choices about their home and it also clearly showcases what propane can do in all market segments,” Perkins says.

The ad schedule through the first half of the year features general awareness messages January through July; water heating messages February through July; home heating February and March; home cooking February through July; generators April through July; and outdoor living May through July.
PROPANE TRUCKS BUILT BY PROPANE PEOPLE

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+ CYLINDER DELIVERY TRUCKS & TRAILERS
+ TRANSPORTS

Unique Safety & Storage Options designed, fabricated and installed by Truck People with Decades of Experience in the Propane Industry.

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- Tests & Inspections - DOT/V,K,P,I and T.
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info@signaturetruck.com  •  800-454-1122  •  www.signaturetruckllc.com
Order your truck today call Pat Houser 614-929-4111 or Steve VandeMark 989-737-3735
WHO AND WHAT IS ELIGIBLE?
Rebates are available to propane customers who reside in Ohio for eligible purchases on a New propane vehicle, new vehicle conversions or a new propane lawn mower. Propane companies and their employees are eligible to receive rebates.

WHAT VEHICLES ARE ELIGIBLE?
All propane vehicles/mowers and conversion systems must be approved by US EPA.
- New OEM propane vehicles.
- New propane conversion vehicles (current model year or previous model year with less than 15,000 miles.)
- New propane OEM lawn mower.
- New propane converted mower (less than 250 hours).

All federal and state incentives must be applied prior to receiving rebate funds, and the funds may be used for the incremental cost of propane. These rebate funds should be considered “matching funds” when applying for other grants or funding in conjunction with this rebate. There is a limit of five rebates issued to any single entity.

WHAT DO I HAVE TO DO IN EXCHANGE FOR THE REBATE FUNDS?
An initial survey and final survey completed electronically are required for each vehicle receiving an incentive. The rebate recipient also agrees to maintain and submit a report of miles driven for vehicles or hours used for mowers; gallons of propane used; and anecdotal performance characteristics that will be submitted electronically a year from the time the rebate is received. The data collected will be used to produce a document which will assist the propane industry and vehicle manufacturers with necessary data needed to evaluate vehicle performance on propane vs. gasoline, to make improvements to the vehicles and to sell the use of propane as an alternative motor fuel. 50% of the incentive will be paid after the application is submitted and the initial survey is completed. The second 50% of the incentive will be paid after the final survey is completed and the data report is completed.

WHEN DOES THE PROGRAM BEGIN AND END?
The rebate program ends December 31, 2019, or when program funds are exhausted. The payment of a rebate under the program or this agreement is subject to available funds. If available funds run out during the program year, OPGA may elect to carry over applications until the next program year. All eligible purchases must occur during the rebate program.

Completed and approved applications should have a rebate check issued within 60-90 days after the application is received at the OPGA office, subject to available funds. No applicant has a legal right or other entitlement to receive rebates under the program or this agreement. A completed application does not bind OPGA to approve or pay a rebate to any applicant.

An applicant or propane marketer may be suspended from, or declared ineligible to participate in the rebate program if the OPGA determines that the applicant or propane marketer has submitted false information or otherwise violated program terms and conditions. Within 30 days after OPGA suspends or declares an applicant or propane marketer ineligible, the applicant or propane marketer may appeal the action by submitting the appeal in writing to OPGA. Actions taken by OPGA with respect to the appeal will be final. An applicant or propane marketer who submits false information pertinent to a rebate is subject to criminal and civil penalties including U.S. Mail fraud.
Submit this completed form with the required documentation to the Ohio Propane Gas Association (OPGA) at the address at the bottom of this page. To apply for this rebate:

1. Applicant and the applicant's propane marketer must sign the application;
2. Attach the invoice for the vehicle or retrofit system; and
3. Keep a copy of the completed application and all necessary documentation for your records.

**VEHICLE OR MOWER INFORMATION**

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Vehicle Identification Number (VIN) or Serial Number*

Vehicle Purchase Date

*If the VIN or serial number are not available, please submit a copy of the sales invoice or sales order from the manufacturer or supplier.

**APPLICANT INFORMATION** *(where the rebate check will be mailed)*

Make check payable to

Contact Name

Company

Address

City | State | Zip
---|---|---

Phone | Fax
---|---

Email

Propane Conversion System | Install Date
---|---

Manufacturer System | Installer
---|---

VIN or Serial Number of System

I understand that this rebate is available only through authorized propane marketers in the state of Ohio, that it is not a government program, and that the program may end at any time. I understand that the Ohio Propane Gas Association assumes no responsibility whatsoever for the vehicle or mower and, by issuing a rebate, makes no representation, warranty or guarantee regarding the qualifying vehicle or mower system. OPGA disclaims any liability for any personal injury, property damage, business losses, or any other damages of any other nature whatsoever, whether special, indirect, consequential or compensatory, directly or indirectly arising from the use of the vehicle or mower.

Applicant Signature | Date
## OHIO PROPANE VEHICLE REBATE APPLICATION

### PROpane MARKeter INFORMATION

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I understand and agree to all rules and conditions for participation in this program. I hereby declare that I am authorized to sign this application and that the information stated herein is true, correct and complete to the best of my knowledge.

Company Representative Signature

Date

### DATA COLLECTION ACKNOWLEDGMENT

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I acknowledge that this is a Data Collection Incentive, and that an initial survey and final survey must be completed electronically for each vehicle or mower receiving an incentive. Additionally, for one year from the time the rebate is received, I am required to submit a quarterly report of miles driven, gallons of propane used, and anecdotal performance characteristics.

Signature of Applicant

Date

Signature of Propane Marketer

Date
### Quarterly Membership Meeting & Day at the Statehouse

**May 2, 2019**

Sheraton Columbus Hotel at Capitol Square

#### Wednesday, May 1
- 1:00 p.m.-3:00 p.m. OPERC Board of Directors Meeting
- 3:00 p.m.-5:00 p.m. OPGA Board of Directors Meeting

#### Thursday, May 2
- 7:30 a.m.-10:00 a.m. Registration and Continental Breakfast
- 8:00 a.m.-10:00 a.m. OPGA Committee Meetings
- 10:00 a.m.-12:00 p.m. Statehouse Visits
- 12:00 p.m.-1:00 p.m. Lunch
- 1:00 p.m.-2:30 p.m. OPGA Membership Meeting
- 2:30 p.m.-4:00 p.m. Statehouse Visits

### Statehouse Visits

All OPGA members are encouraged to schedule visits with your legislators or their legislative aides in areas your company services. OPGA will provide brochures and other information promoting propane to leave with the legislators. If you are not familiar with your legislators, you can search for them using your zip code at: [https://www.legislature.ohio.gov/legislators/find-my-legislators](https://www.legislature.ohio.gov/legislators/find-my-legislators).

So that we may coordinate the visits, please contact the OPGA office at opga@kdafirm.com with the time and the names of the legislators scheduled.

### Location & Hotel Accommodations

**Sheraton Columbus Hotel at Capitol Square**
- 75 East State Street
- Columbus, OH 43215
- 800-325-3535

The Sheraton Columbus Hotel is offering a special rate of $149 for reservations made by 5:00 p.m. on April 4. Please be sure to indicate that you are with the Ohio Propane Gas Association.

### Registration

The registration fee to attend is $50 for registrations received by April 24. Register online at [www.ohiopropanegas.org](http://www.ohiopropanegas.org).
Clean Fuels Ohio plans to partner with the Propane Education & Research Council (PERC) to host an Ohio Autogas Answers workshop in the spring of 2019. The specific date and location will be announced soon. The workshop builds on a close ongoing partnership between Clean Fuels Ohio and PERC. Autogas Answers is part of a national series conducted by PERC. The half-day workshop will provide industry, fleets and the public the opportunity to learn about the benefits of propane autogas vehicles.

The Ohio Autogas Answers workshop will provide an opportunity for fleet professionals to hear directly from fleet users and experts about why propane autogas is a strong clean fuel choice. “Even when conventional fuel prices are low, a vehicle’s additional costs — like fuel, fluids, filters, and repairs — can drain your budget,” said Greg Zilberfarb, who conducts the series for PERC. “Over a vehicle’s lifetime, propane autogas is healthier for every line of the budget sheet. Propane autogas vehicles are proven to deliver comparable horsepower, torque, and towing capacity to conventionally-fueled models.”

At the workshop, propane autogas vehicles will be available for viewing and driving. In addition, this event will include information about funding opportunities including the VW settlement, special opportunities like Ohio’s school bus financing program, and other resources and assistance Clean Fuels Ohio can provide to help fleets around autogas vehicles decisions.

“Stay tuned to the Clean Fuels Ohio newsletter and website for more information about the Ohio Autogas Answers workshop date, and time,” said Andrew Conley, CFO’s Director of Fleet Services. Registration will be free. Interested fleet leaders may email Andrew at Andrew@CleanFuelsOhio.org or call 614-884-7336 for more information.
The purpose of the Ohio Propane Gas Association Scholarship is to foster education, to be of increased service to all Association members, to enhance the public image of the propane industry, and to provide financial assistance to selected individuals who are seeking education beyond high school.

**STANDARDS**

The following standards will apply to all OPGA Scholarship funds applicants:

- Applicants must be high school seniors or undergraduate students.
- Applicants must be a dependent child of an employee of a member of the Ohio Propane Gas Association. The parent's work must be directly related to the propane industry. The OPGA member must be in good standing with the Ohio Propane Gas Association.
- Applicants must be full time residents of the State of Ohio.
- Applicants must be registered to attend an accredited college, university, or vocational school for the purpose of obtaining an academic degree.
- Applicants who have completed one or more college terms must submit grade point average for the most recent term completed.
- Distribution of scholarship funds will be made directly to the recipient's college, university, or vocational school.
- The Committee is committed to award a maximum of two $1,000 Scholarships at the 2019 Ohio Propane Gas Association Summer Meeting August 11-13, 2019 at The Hilton Netherland Plaza Hotel in Cincinnati, Ohio. Recipient will also receive a one room/night complimentary accommodations (if needed) and dinner for self and two guests. **Award winners' attendance is mandatory at the banquet that will be held the evening of August 10, 2019.**
- Application deadline is April 15, 2019. Application must be RECEIVED in the OPGA office by this date.
- The OPGA Scholarship Committee strives to assist as many young scholars as possible. Past scholarship recipients are not eligible to receive the award again.

**REQUIREMENTS**

Applications MUST include the following:

- **Letters of Recommendation** — Three letters are required. The letters may be from references above.
- **School Transcript** — a complete official school transcript from last grade completed (High School or College) must be included with this application.
- **Essay** — 500 words or less stating why you deserve to be considered for this Scholarship. Your reasons may include but are not necessarily limited to the following criteria:
  - Past academic achievement
  - How you have demonstrated initiative and responsibility
  - How you have demonstrated consistent effort and performance
  - Financial need
  - Extracurricular activities and interests
  - Volunteer activities
  - Awards and Honors received
- **Resume** — list any Academic Achievements, job experiences, Volunteer Activities, Extracurricular Activities, Awards and Honors you have received or participated in.

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Name of Applicant

Mailing Address

City                      State                      Zip

Phone                     E-mail

High School Attending or School Last Attended

Last Grade Completed       Date of High School Graduation

University/College You Will Be Attending

Enrollment Date           Major

You must be a dependant child of an employee of a member company of the Ohio Propane Gas Association to receive this scholarship.

Name of Parent                     Number of Years in Propane Industry

Job Description

Company

Address

City                      State                      Zip

President/Manager Name

President/Manager Email

President/Manager Signature       Date

Please list three teachers, counselors, work supervisors and/or employers who can comment on your potential for succeeding in your planned educational experience.

1. Name of Reference

Title/Position                   Phone

Email
OPGA SCHOLARSHIP APPLICATION
DEADLINE FOR SUBMISSION: APRIL 15, 2019

Page 2 of 2

2. Name of Reference

Title/Position

Phone

Email

3. Name of Reference

Title/Position

Phone

Email

Please specify how scholarship, if awarded, will be used:

Applications MUST include the following:

1. Letters of Recommendation — Three letters are required. The letters may be from references above.
2. School Transcript — a complete official school transcript from last grade completed (High School or College) must be included with this application.
3. Essay — 500 words or less stating why you deserve to be considered for this Scholarship.
4. Resume — list any Academic Achievements, job experiences, Volunteer Activities, Extracurricular Activities, Awards and Honors you have received or participated in.

The information supplied above is for use in applying for the Scholarship offered. All information herewith is true and accurate to the best of my knowledge.

Applicant’s Signature

Date

Applications, including three letters of recommendations, school transcript, essay, and job experience/resume should be mailed to:
OPGA Scholarship Application • 605 N. High Street, #214 • Columbus, OH 43215
DUTY TO WARN REBATE

This rebate is designed to reimburse a propane dealer for some expenses associated with mailing duty to warn information to their customers. Marketers that choose to participate will purchase the Duty to Warn materials they need, have them shipped to their plants, and submit a receipt or proof of purchase to the OPGA. OPGA staff will then reimburse up to $750 per plant (up to $3000) to the marketer.

To ensure a consistent message is being sent to propane customers across the state, two brochures produced by PERC will be eligible for this rebate:

• "Important Propane Safety Information for You and Your Family" brochure (PRC-003121 or PRC-003121S), either in English or Spanish; or
• the "Propane Safety Booklet" (PRC-005606 or PRC-005606S), also in English or Spanish. These are available by ordering directly from PERC.

The following conditions will apply to this rebate:

a. Propane dealer must have a retail location in the state of Ohio.
b. Rebate is limited to $750 per plant (up to $3000) payable to the propane dealer. If you are submitting for more than one plant, please list the addresses of all plants in Ohio.
c. 1 rebate per company.
d. Rebate period ends December 31, 2019, or until funds are exhausted. Requests for rebates will be processed on a first come, first served basis.
e. Proof of mailing must include copy of order for materials and/or proof of mailing (receipt from mailing house, post office, etc.)

Please use this form to apply for the rebate by completing all the requested information and returning your receipt(s) to the OPGA office.

Name

Company

Address

City  State  Zip

Phone  Fax

Email

Which form was mailed?

Approximate dates of mailing

No. of plants at your company

Additional Mailing Addresses

Applications should be mailed to: OPGA • 605 N. High Street, #214 • Columbus, OH 43215
Make the call:

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- To protect your business
- To protect your financial future and more

You have a lot to protect, and that’s a good thing! I can help you find ways to have the peace of mind knowing you have things covered no matter what life throws at you. That’s the great benefit life insurance can provide, the ability to provide a foundation for your financial future.

Contact me and I’ll work with you to find solutions to help meet your protection needs.

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Portage, MI 49002
269-492-6983
ghardy@cambridgeresource.com

Life insurance products issued by The Ohio National Life Insurance Company and Ohio National Life Assurance Corporation. Products, product features, and rider availability vary by state. Issuers not licensed to conduct business in NY.
Background Checks

NPGA members receive discounts on background checks for current or prospective employees. Laborchex also verifies employment and professional credentials.

Ricky Rayborn: 601.832.2174
rrayborn@laborchex.com
laborchex.com/npga

Collection Services

TekCollect’s comprehensive approach generates the highest recovery ratios in the market to cure outstanding accounts, prevent future delinquencies, and optimize cash flow.

888.292.3530
npga.tekcollect.com

Compliance System & Duty to Warn

The P3 Compliance System offers a safety documentation and compliance management system that includes Error-Recognition Technology to help marketers achieve 100% accurate safety documentation.

The P3 Duty to Warn Program is a cost-effective turn-key process designed to provide propane marketers with a customized annual consumer safety mailing for their residential and commercial customers.

Jerry Shimmel: 401.481.2281
jerry_schimmel@p3propanesafety.com
p3propanesafety.com

Credit Card Processing

AVATAS Payment Solutions is a comprehensive merchant services provider that specializes in the utility space with an emphasis on the energy industry.

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rbeng@avataspayments.com

Human Resources Support

HR UNIVERSITY

Member hotline: 703.590.3841
William Cook
wcook62@comcast.net

HR University provides NPGA members with simple solutions to employment issues for their companies.

Crum & Forster companies through its Fairmont Specialty brand, have specialized in providing insurance solutions to the propane industry since 1923.

Teresa Lala: 713-954-8106
teresa.lala@cfins.com

Staples Business Advantage®

Staples Business Advantage® provides member discounts on office supplies, digital copy, print, promotional products, furniture, facility/break room supplies, and technology solutions.

Lee Plazinski: 888-224-3784
Ext. 209-4134
Lee.Plazinski@Staples.com

NPGA PROPANE MARKETPLACE

npgapropanemarketplace.com

Marketers can find what they need to run their business and Suppliers can market their products and services at reasonable rates.

The Goodyear Tire Purchasing Program offers competitive pricing on commercial, light truck, and auto tires.

John Underwood IV: 330-217-6237
john_underwoodiv@goodyear.com

Unions & Facility Supplies

Cintas provides members with special pricing on select uniforms and supplies, including fire protection, first aid, and safety products.

800-795-7368
2019 EMPLOYEE TRAINING
CETP & Non-Certified
The Ohio Propane Gas Association offers certified and non-certified employee training for those employed in the propane industry or looking to obtain propane training certification. To make training more accessible to everyone, classes are held in multiple locations. Classes are open to members and non-members and pre-registration is necessary. For more information or assistance, please contact the OPGA office at 844-454-5338 or opga@kdafirm.com.

General Information
- Attendance at all training classes is by pre-registration only.
- The number of students is limited for each class. Register early to ensure your participation.
- OPGA reserves the right to cancel a class, if there is lack of participation.
- Class times vary. Please refer to the schedule for class times for each course.
- Registration includes course materials, continental breakfast and lunch.
- Attendees are responsible for lodging costs. For hotel reservations, please contact the hotel directly and indicate you are with OPGA.

Course Locations
- **Doubletree by Hilton Columbus-Worthington**
  175 Hutchinson Avenue
  Columbus, OH 43235
  614-885-3334

- **Arrick’s Propane**
  9157 US Hwy. 23
  Lucasville, OH 45648

- **Courtyard by Marriott**
  5211 Forest Drive
  New Albany, OH 43054
  614-855-1505

- **Prism Propane**
  1399 Business Park Drive South, Suite A
  North Baltimore, OH 45872

- **Upper Sandusky**
  1878 E. Wyandot Avenue,
  Upper Sandusky, OH 43351
  *(Meeting room located in same building behind Flag City Furniture Store.)*
The NPGA’s training is directed to assist in the education of service and delivery personnel in the LP gas industry. This training program is not intended to be an exhaustive treatment of the subject covered. It should not be interpreted as precluding the use of other procedures and/or compliance with more extensive federal, state, and local codes and/or regulations.

The NPGA, OPGA, and the training supervisor assume no liability for reliance on: (1) the material used; (2) the manner in which the training was conducted; (3) the knowledge gained or not gained by the employee. These courses are offered as assistance to help employers train personnel in their companies.
CERTIFIED EMPLOYEE TRAINING PROGRAM (CETP)

The 1.0 Basic Principles and Practices of Propane course is a prerequisite for all classes.

**Blended Learning Courses**
Blended Learning Courses provide less time away and consist of pre-coursework and a one-day review and certification testing. Students complete the classroom training online prior to the instructor lead review and testing. Students must have access to a computer and provide an individual email address. The registration deadline is 30 days prior to classroom training. Instructions for the pre-coursework requirements will be provided upon registration for the class.

**Refresher Training Classes**
Refresher Training Classes are for students who have previously completed the certification process and need to complete the 3-year recertification.

### 1.0 Basic Principles and Practices of Propane

Class is held from 8:00 a.m. to 4:00 p.m. each day. This entry level course is a prerequisite to the more advanced classes. It provides instruction about propane’s physical combustion properties, and how propane is produced and transported. Other topics covered include the organizations that influence, publish or enforce codes and standards; how basic functions are performed in a bulk plant, including primary safety concerns and customer service; odorants and service interruptions; complete and incomplete combustion characteristics, and much more.

- April 18 (Blended Course) .......... Arrick’s Propane, Lucasville
- April 30-May 1 ........................................ Courtyard, New Albany
- May 20 (Refresher Class) .......... Arrick’s Propane, Lucasville
- May 28 (Refresher Class) ............. Doubletree by Hilton Columbus-Worthington
- May 29 (Blended Course) ............ Doubletree by Hilton Columbus-Worthington
- June 12 (Blended Course) .... Prism Propane, North Baltimore
- June 13 (Refresher Class) .... Prism Propane, North Baltimore
- August 6-7 ....... Doubletree by Hilton Columbus-Worthington
- October 8-9 ........................................ Courtyard, New Albany

### 2.2 Bobtail Delivery Operations

Class is held from 8:00 a.m. to 4:00 p.m. each day. This course provides information for drivers who operate commercial motor vehicles to deliver propane. It also covers bobtail equipment and systems; explains a bobtail’s basic equipment and systems, including the cargo tank, gauges, valves, pumps, meters, delivery hoses and emergency discharge control equipment; presents detailed procedures for safely loading a bobtail using the plant pump; discusses DOT requirements for bobtail inspections; and reviews the features and installation requirements of ASME tanks at customer locations.

- May 21 (Refresher Class) .......... Arrick’s Propane, Lucasville
- May 22 (Blended Course) ............ Arrick’s Propane, Lucasville
- May 30 (Refresher Class) ............. Doubletree by Hilton Columbus-Worthington
- June 3-5 ................................................. Upper Sandusky
- June 10 (Refresher Class) .... Prism Propane, North Baltimore
- June 11 (Blended Course) .... Prism Propane, North Baltimore
- June 19 (Blended Course) ............. Doubletree by Hilton Columbus-Worthington
- October 22-24 .............................. Courtyard, New Albany
2.4 Cylinder Delivery Operations

Class is held from 8:00 a.m. to 4:00 p.m. each day. This course is primarily designed to train propane delivery personnel who operate cylinder delivery vehicles. The course provides information, practices, and procedures that support many general delivery tasks.

Topics include DOT licensing and driving requirements; driving requirements and restrictions for drivers who operate commercial motor vehicles (CMVs) to deliver propane; vehicle inspections; identification, and documentation highlights; safely handling hazardous materials, the hazards of handling a variety of flammable and combustible liquids; and the associated safety measures. In addition, driving defensively and handling accidents and emergencies; vehicle parking, servicing, and security; preparing cylinders for filling; and filling cylinders and delivering cylinders.

October 10 (Blended Course).............Courtyard, New Albany

3.1 Plant Operations

Class is held from 8:00 a.m. to 4:00 p.m. each day. Provides information, practices, and procedures that support many general plant operations tasks. This course is primarily designed to train employees who inspect and fill DOT cylinders and ASME tanks at the bulk plant; requalify DOT cylinders; maintain cylinders, tanks, and bulk plant equipment systems; and other propane employees who could benefit from sections of this course, including plant managers and plant office personnel.

August 8 (Blended Course) .................. Doubletree by Hilton Columbus-Worthington

4.1 Designing and Installing Exterior Vapor Distribution Systems

Class is held from 8:00 a.m. to 4:00 p.m. each day. Focuses on designing and installing the exterior portions of a vapor distribution system for both residential and small commercial markets. It addresses how to select and install containers, prevent corrosion, size and install regulators and meters, and select and install outdoor piping and tubing. In addition, designing vapor systems (container and lines); designing vapor distribution systems (regulators and meters); preparing system components for transport; installing containers, lines, regulators and meters; system tests; and safety information.

April 23 (Refresher Class)............Arrick’s Propane, Lucasville
April 24 (Blended Course)............Arrick’s Propane, Lucasville
June 26 (Blended Course)...............Prism Propane, North Baltimore
June 27 (Refresher Class)...............Prism Propane, North Baltimore
July 8-10 ..............................................Courtyard, New Albany
July 11 (Blended Course)..............Courtyard, New Albany
July 12 (Refresher Class)...............Courtyard, New Albany
September 24-26 .........................Courtyard, New Albany

4.2 Placing Vapor Distribution Systems and Appliances into Operation

Class is held from 8:00 a.m. to 4:00 p.m. each day. Focuses primarily on the procedure of placing a vapor distribution system into operation. This course addresses the different system tests required for vapor distribution systems and appliances; validating the container, piping, and regulator; how and when to make the final connections; how to purge the system of air, appliance controls and safety devices; and how to adjust the burner.

September 11 (Blended Course) ...........Courtyard, New Albany
CSR Training Seminar

This seminar covers many issues that the company CSR deals with routinely, and includes relevant topics such as telephone customer service, and basic and advanced CSR skills. Other topics will include a review of the physical properties and characteristics of propane and how these properties correlate with problems or issues raised by customer.

September 10 ..........................................Courtyard, New Albany

OSHA & DOT First 90-Day HAZMAT Training

This is a very important new employee 90-day compliance opportunity. USDOT HAZMAT Transportation Safety will touch upon the requirements, but not the details of specific individual company’s written Emergency Action Plan and Security Awareness Action Plan. Other HAZMAT training will focus on the employee’s “Right to Know;” the risk associated with the hazardous material they work with; and the suggested safe handling procedures and personal protective equipment that are recommended as risk mitigation tools. In addition, proper labeling and inspections of containers and trucks; what to do when involved in a motor vehicle accident; drug and alcohol testing and reporting requirements; CMV (Commercial Motor Vehicle) Driver requirements, inspections and cylinder inspections. This training, when combined with an effective on-the-job training program and ongoing safety training regiment, will assist with meeting the training requirements of the Hazardous Materials Regulation.

April 29 ......................................................Courtyard, New Albany
October 7 ..................................................Courtyard, New Albany

HAZMAT Training Refresher

This new HM126F, 225A, 232 Refresher Class is designed for employees needing a HAZMAT Refresher. This half-day class will allow employers to split attendees into morning and afternoon offerings. The morning class will be held from 9:00 a.m. to 12:00 p.m. and the afternoon class will be held from 12:30 p.m. to 3:30 p.m. Lunch will be provided for both the morning and afternoon classes.

April 16 (Morning) ............................Arrick’s Propane, Lucasville
April 16 (Afternoon) ............................Arrick’s Propane, Lucasville
April 17 (Morning) ............................Arrick’s Propane, Lucasville
April 17 (Afternoon) ............................Arrick’s Propane, Lucasville
June 18 (Morning) ..................................Doubletree by Hilton Columbus-Worthington
June 18 (Afternoon) .............................Doubletree by Hilton Columbus-Worthington
June 25 (Morning) .............................Prism Propane, North Baltimore
June 25 (Afternoon) .............................Prism Propane, North Baltimore
COURSE SELECTION

1.0 Basic Principles and Practices of Propane
- April 18 (Blended) ........................................ Lucasville
- April 30-May 1 ............................................. New Albany
- May 20 (Refresher) ........................................ Lucasville
- May 28 (Refresher) ........................................ Columbus
- May 29 (Blended) ............................................. Columbus
- June 12 (Blended) .......................................... North Baltimore
- June 13 (Refresher) ....................................... North Baltimore
- August 6-7 .................................................. Columbus
- October 8-9 ................................................ New Albany

2.2 Bobtail Delivery Operations
- May 21 (Refresher) ....................................... Lucasville
- May 22 (Blended) ............................................ Lucasville
- May 30 (Refresher) ........................................ Columbus
- June 3-5 ..................................................... Upper Sandusky
- June 10 (Refresher) ..................................... North Baltimore
- June 11 (Blended) .......................................... North Baltimore
- June 19 (Blended) .......................................... Columbus
- October 22-24 ............................................. New Albany

2.4 Cylinder Delivery Operations
- October 10 (Blended) ....................................... New Albany

3.1 Plant Operations
- August 8 (Blended) ........................................ Columbus

4.1 Designing and Installing Exterior Vapor Distribution Systems
- April 23 (Refresher) ....................................... Lucasville
- April 24 (Blended) ............................................ Lucasville
- June 26 (Blended) .......................................... North Baltimore
- June 27 (Refresher) ..................................... North Baltimore
- July 8-10 ..................................................... New Albany
- July 11 (Blended) .......................................... New Albany
- July 12 (Refresher) ........................................ New Albany
- September 24-26 ....................................... New Albany

4.2 Placing Vapor Distribution Systems and Appliances into Operations
- September 11 (Blended) ......................... New Albany

CSR Training Seminar
- September 10 ............................................. New Albany

HAZMAT Training Refresher
- April 16 (Morning) ....................................... Lucasville
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- June 25 (Afternoon) ..................................... North Baltimore

OSHA & DOT First 90-Day HAZMAT Training
- April 29 ................................................. New Albany
- October 7 ................................................ New Albany

REGISTRATION FEES
Ohio-Based Company ........................................... $100
Registration fees for Ohio-based companies will be waived when the registrant attends the training. If registrant does not attend and does not cancel a minimum of 7 business days prior to the first date of the class, the registration fee will be charged to the credit card on file for this registration. You may send a substitute in place of the original registrant at no additional charge.

Company Outside of Ohio ................................... $300
A refund less a $25 administrative fee will be granted for cancellations received a minimum of 7 business days prior to the first date of the class. You may send a substitute in place of the original registrant at no additional charge.

EMPLOYEE TRAINING REGISTRATION 2019

Class size is limited. Attendance at all training classes are by PRE-REGISTRATION ONLY. Please complete a separate registration form for each participant.

Name

Company

Address

City

State Zip

Email

Phone Fax

PAYMENT

Amount Due $__________

- Check No. _____________ (enter N/A if unknown)
- Visa
- MasterCard
- American Express

Card Number Exp

Name on Card CVV

Billing Address

City

State Zip

Signature

CLASS LOCATIONS

For hotel reservations, please call the hotel directly and indicate that you are with OPGA.

Doubletree Columbus-Worthington
175 Hutchinson Avenue
Columbus, OH 43235

Courtyard by Marriott
5211 Forest Drive
New Albany, OH 43054

Arrick’s Propane
1399 Business Park Drive
South, Suite A
North Baltimore, OH 45872

Prism Propane
1878 E. Wyandot Avenue
Upper Sandusky, OH 43351

OSPA | 605 N. High Street #214 | Columbus, Ohio 43215 | F: 517.485.9408
For assistance, contact the OPGA office at 844.454.5338
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2019 SCHEDULE OF EVENTS

MAY 1
OPERC Board of Directors
Sheraton Columbus Hotel at Capitol Square

MAY 1
OPGA Board of Directors
Sheraton Columbus Hotel at Capitol Square

MAY 2
OPGA Day at the State House
Sheraton Columbus Hotel at Capitol Square

MAY 2
Quarterly Membership Meeting
Sheraton Columbus Hotel at Capitol Square

AUGUST 11-13
OPGA Annual Summer Conference
Hilton Netherland Plaza Hotel, Cincinnati

NOVEMBER 13
Quarterly Membership Meeting
Location to be announced

For more information and updates about these events, please visit www.OhioPropaneGas.org and check back regularly throughout the year.