PROpane DAYS THROUGH THE EYES OF A FIRST TIMER

BY MIKE WALTERS, SUPERIOR ENERGY SYSTEMS, LTD.

Through the years, I have kind of shied away from Propane Days for a number of reasons. First, it’s fairly expensive to go to Washington, DC. It takes more time away from the day to day business. Then there is the matter of not being a marketer in this stage of my career, even though I have been in the industry for nearly forty years, twenty-five in the retail industry. I really didn’t think I had much to offer at Propane Days. All of that changed when...

The first week of May, at the NPGA CETP Certification Committee/PERC Advisory Committee meeting, I was informed that I would be attending the NPGA Board Meeting. By the time I got back to my office the following week, I had said to myself, “well, if you’re going to DC, you may as well engage with the Ohio contingent at Propane Days and see what that’s all about”.
So, I sent an e-mail to Joe Buschur, told him I was considering attending PD with the Ohio group and asked him to call me when he had time. What I got was a phone call from Rosie within minutes. The rest is history.

This is one of the most enjoyable activities I have ever done and more worthwhile than I thought it would be for several reasons. First, the behind the scenes organization by Joe and especially Rosie, quite frankly, I think Rosie deserves something on the order of the Nobel Prize for her work in organizing the meetings, hosting and preparing the attendees for those two days.

Second was the people I was with, the entire Ohio group. It was such a comfortable atmosphere going to and from and being in those meetings, how we were able to play off each other, segue from topic to topic, and critique how we thought each meeting went and how we could improve, keeping in mind that each and every meeting had a personality of its own. Yes, it was hot, seems Congress cannot afford AC. Yes, it was intense, we had nine meetings Tuesday afternoon, one right after another, we were almost in a dead run, no lunch. But in retrospect, it was an incredible experience.

Third, was the various legislators and/or their aides we met with. I realized very early on that these folks are just like you and me. They are really interested in what we had to say, they are real people just like us and they want to do the right thing for the American people, well most of them anyway. I came away with the perception that perhaps it’s not the people that are the problem but the system is broken.

Finally, I was wrong. I did have something to offer. It was amazing to realize after about the first couple meetings that at least three of the topics we were discussing were within my expertise from the midstream and infrastructure point of view. And the fourth topic, well, I have been operating cranes in the industry for my entire career. These reasons allowed me to play off of my colleagues and make points that not only supported their points but added an additional twist to each subject.

In closing, I’m hooked, and personally, I don’t think we as an industry do this enough. Once a year is not enough. My advice to anyone is this, one – don’t think you don’t have something to offer. Two, you owe it to yourself to engage and have this experience. And finally, our industry needs all the help we can give it.
The July 15th deadline for completing the annual sales survey is quickly approaching. As a reminder, your company can now submit the survey online at propane.com/survey. These changes will result in an easier to complete, more timely, and more accurate report, while also providing you and your company with increased access to useful information for business planning, benchmarking, and market intelligence.

Under the Propane Education and Research Act, the legislation that established PERC, 20 percent of annual assessment collections are eligible for rebate back to the states. Each state’s allocation of rebate funds is based on the latest retail sales data for residential, commercial, industrial, internal-combustion engine fuel, and agricultural uses and sales to retail dispensers that are compiled using the responses to this survey. Your response to the Retail Propane Sales Survey is crucial to ensure that the PPGA receives an accurate allocation of rebate funding. State rebate funds are used to support programs such as irrigation, vehicle, forklift, and safe appliance rebate programs, workforce training initiatives, and consumer safety programs, just to name a few.

In addition to the local level benefits awarded based on the survey data, the information you provide improves the Propane Industry’s understanding of the market trends and growth opportunities at the national level and ensures that PERC funds and programs are directed toward the most effective ways to support the industry.

Only one person from each retail company completes the survey. Typically, the designated contact serves an operations, accounting, or management role. To find out who from your company is listed as the survey contact, and/or if you feel you should have received the survey information and did not, please email survey@propane.com or contact the help center at 833-286-0860, 9 a.m. – 7 p.m. EST, Monday through Friday.

To complete the survey online, visit propane.com/survey. If needed, you can still complete a written survey. To request a copy, please email survey@propane.com.

QUESTIONS? CONTACT ICF AT 833-286-0860, 9 A.M. – 7 P.M. EST.
At the February membership meeting, OPGA held an all-membership vote for approval of pursuing a state-level propane checkoff program, similar to PERC at the national level. The membership overwhelmingly approved the measure, granting our government affairs representative permission to engage the Ohio legislature and work to gain passage of the legislation.

Through the efforts of our government affairs team, State Senator Troy Balderson (R-Zanesville) has agreed to draft and introduce the legislation. The drafting process is close to completion and OPGA is hopeful the bill will be introduced in the near future. This is an important accomplishment for our industry, however, much work remains to be done.

The legislation would need to pass both the House and Senate before being signed into law by the Governor. As this process moves forward, we will remain engaged and serve as vocal advocates urging passage of the legislation. We will continue to keep you apprised of the latest developments as well as offer ways you can help make this proposal a reality.

IF YOU HAVE QUESTIONS OR WOULD LIKE MORE INFORMATION ON THESE ISSUES, PLEASE CONTACT ALEX BOEHNKE AT ALEXB@OHIORETAILMERCHANTS.COM OR CALL 614-221-7833.
The OPGA Scholarship Committee proudly announces that it has awarded two scholarships in the amount of $1,000 to two deserving individuals. Individuals selected for the award are:

• Neila Kinsman, daughter of Lynn Kinsman of Kinsman Propane. Neila is a student at Dordt College majoring in agricultural business.

• Michael Contreras, son of Ricardo Contreras with Quality Steel Corporation. Michael will be entering Mount Union University this fall to study civil engineering.

Neil and Michael will both receive their awards at the upcoming OPGA Annual Summer Conference in August.

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. The OPGA encourages all members to take advantage of this tremendous opportunity.
It seems as though much has already happened to make this an exciting year of changes. Please take notice of the approaching deadlines for the 2017 True-Up process beginning July 1, and the new premium installment due dates listed on your payment schedule. By changing the due dates, Bureau of Workers Compensation (BWC) hopes to streamline the billing cycle, resulting in fewer reminder invoices being sent. As always, we encourage you to get in touch with anyone on your CareWorksComp team to assist with questions you have. We're always happy to discuss your workers' comp program and suggest ideas and solutions!

IMPORTANT DATES AND UPCOMING DEADLINES

- **June 30, 2018**
  - Early Payment Discount due date — Employer must pay full Policy Year 2018 estimated annual premium in order to receive this 2% discount, which will be credited once the premium is paid.
  - Deadline to complete Safety Council participation requirements for the 2017 policy year.
  - Deadline to complete ISSP loss-prevention activities for Policy Year 2017.
  - Deadline to complete the ISPP on-site consultation survey (form SH-29) for Policy Year 2017.

- **July 1, 2018**
  - Start date of the 2018 policy year, including new 2018 rates and programs.

- **July 31, 2018**
  - Final day to join a safety council for the 2018 policy year.
  - Deadline to complete DFSP accident analysis training for 7/1 program start date (initial year only!). Please note that new supervisors have 60 days from the date of hire for the 2018 policy year.
  - Deadline to complete the online safety management self-assessment (SH-26) for a 7/1 start date for both the DFSP program and the ISSP program.

2018 TRUE-UP

For the 2017 policy year, 7/1/17 - 6/30/18, true-up reconciliation may be done beginning on 7/1/18 and must be completed by 8/15/18. It is very important that your true-up is done timely or BWC may lapse your coverage and/or remove your company from any alternative rating programs. Please see the attached information for further details.

CHANGES TO GO GREEN REBATE

Beginning with the 2018 policy year, in order to be eligible for this 1% rebate (up to $2,000) you will need to complete your true-up online and pay any balance owed at that time. Also, it’s necessary to opt in to receive invoice email notifications to qualify, once that option becomes available early this summer (these notices alert you when the next invoice is available online.)

2019 PROGRAM OFFERS

Every year CareWorksComp evaluates your company for the best fitting alternative rating programs that we can offer you. During the next few months, we’ll be sending program invitations and renewal notices in anticipation of fall 2018 deadlines. In some cases you will receive invitations to both group rating or group retro programs. Please know that we are available to discuss program details and the most appropriate fit for your business.

TWO HOUR GROUP SAFETY TRAINING

The deadline to fulfill the 2017 Two Hour Group Safety Training Requirement is 6/30/18. If you still need to complete the training, you may do so on BWC’s website, [https://info.bwc.ohio.gov/wps/portal/bwc/site/safety/safety-courses/safety-courses](https://info.bwc.ohio.gov/wps/portal/bwc/site/safety/safety-courses/safety-courses). If you have completed the training but have not notified us, please send that
PAYROLL TRUE-UP REPORTS

The Ohio Bureau of Workers' Compensation (BWC) requires that employers reconcile their actual payroll following each policy year.

The BWC establishes each employer's estimated annual premium (EAP) based on the most recent payroll that you reported to the BWC, or for a new employer, based on the 12-month payroll estimate that you provide.

At the end of the policy year, the BWC must “True-Up” the payroll report to ensure that the estimated premium was used for the previous policy year. Therefore, each employer must file a true-up report that reflects the actual payroll for the policy year. This report must be completed online and can be accessed (along with additional information and instructions) at https://www.bwc.ohio.gov/Employer/Services/Payroll/TrueUp/secure/TrueUp0.aspx.

If your actual (true-up) payroll exceeded the estimated payroll, then you will owe the BWC additional premium. If your actual (true-up) payroll is less than your estimated payroll, you will receive a credit of premium dollars.

Employer must submit a payroll true-up report even if it has zero payroll.

Private employers will receive payroll true-up notices in July, and they must complete their report to BWC and pay any outstanding balance, by August 15. Public employers will receive payroll true-up notices in January, and they must complete their report to BWC and pay any outstanding balance, by February 15.

Important: Employers who do not complete the True-Up process on time will be disqualified for all BWC Discounts and Rating Programs for that year.
JURY AWARDS DAMAGES IN LAWSUIT INVOLVING UNCAPPED GAS VALVE LEADING TO EXPLOSION AT RESIDENCE

BY KATHRYN A. REGIER
SANDBERG, PHOENIX & VON GONTARD, P.C.

A Texas jury in the Ramirez v Westwind Development case recently awarded close to seven million dollars in damages to a husband and wife arising out of an explosion at their daughter's home. The explosion allegedly was caused by the failure of the home builder and its subcontractor to plug or cap and seal a gas valve not connected to an appliance. The gas company, CenterPoint Energy, which conducted inspections of the new house before turning on the gas, was also a defendant in the lawsuit. Although the lawsuit involved a natural gas system, analogies clearly can be drawn to propane-related inspection procedures, documentation and safety issues. Let’s start with the background facts leading to the lawsuit.

BACKGROUN/DUNDERLYING INCIDENT

On the day of the incident, plaintiff and his wife were babysitting their two-year old granddaughter at their daughter’s home. When plaintiff's daughter moved into the new house, about three years earlier, she opted to go with an electric dryer instead of a gas-fueled one. On the day of the incident, the dryer apparently was not working as expected during the drying cycle so plaintiff decided to try to fix it for his daughter. He worked on the dryer, then ran it for a while but the clothes inside were still wet. Plaintiff then determined he would move the dryer to the garage for better lighting while he continued to work on repairing it. However, plaintiff contends that when he unplugged the dryer, a small electrical arc was created which ignited gas escaping from an uncapped gas valve and caused an explosion. Plaintiff was thrown back by the force of the explosion which caused a lumbar herniation and a hip injury. He also had second degree burns to 20% of his body, including his arms and face.

THE LAWSUIT

Plaintiff brought a negligence-based lawsuit against the home builder, a plumber and the gas company. He contended the home builder and its subcontractor plumber negligently failed to follow code provisions requiring that any gas valve not connected to an appliance at the time the home was sold had to be properly “plugged and sealed” to prevent a gas release due to an inadvertent opening of the valve. Plaintiff further asserted that the gas company was negligent for failing to determine during its inspections of the new home before turning on the gas, that all the gas valves not in use were properly plugged and sealed as mandated by code. Plaintiff claimed that due to the defendants’ negligence the unused, unplugged gas valve in the area of the electric clothes dryer had been accidently opened which led to the gas explosion.

TRIAL

At trial plaintiff offered his evidence on the negligence claims regarding the unplugged gas valve and code compliance issues. He contended the unsealed gas valve was “inadvertently opened” and admitted it possibly happened during his repair work on the dryer but without his knowledge. Plaintiff further asserted he did not smell any gas before the explosion. He claimed there would have been various reasons why he would not necessarily smell gas if the unused valve was accidently opened, including that the musty smell of the laundry room would have masked any gas smell, the return air vent would have pulled up gas and diminished any gas odor and his sense of smell was not very good, in part because he was a smoker.

Note that based on information obtained outside of the jury verdict summary report for this case, plaintiff's attorneys also apparently argued at trial that despite a gas company record seeming to show the service technician plugged the unused valve during the gas system inspection, the technician's “electronic action log” contradicted that claim as it indicated he was at the home in question for only about 4 minutes that day. Plaintiff's attorneys also pointed out at trial that the service technician said he did not recall doing the work. Moreover, plaintiff’s expert metallurgist testified at trial that based on the expert's inspection and testing, the gas valve at issue had “never been properly sealed and plugged.”

In addition to offering evidence as to the valve and inspection issues, defendants asserted at trial that plaintiff was comparatively at fault with respect to the incident and should have been aware of the gas smell. Moreover, defendants contended plaintiff would have heard and been aware of a “swooshing” sound as gas escaped from the open valve. Along the same lines, defendants also asserted at trial that plaintiff not only should have smelled the gas and been aware of the open valve, he failed to take proper steps to avoid an explosion, e.g. he should have opened windows and avoided creating any sparks.

As far as damages testimony at trial, plaintiff claimed his recovery from the burns was very painful and the burns left noticeable scarring on his arms and discoloration of his face. Note that by trade plaintiff was an auto mechanic at the time of the incident and plaintiff asserted that due to his injuries he needed to use a walker for mobility and would likely have to undergo future disc surgery. Plaintiff and his wife both claimed PTSD from the explo-
sion incident caused them to suffer from nightmares, depression, anxiety and flashbacks. Both plaintiffs claimed their emotional reactions to the incident were “clearly heightened” because the explosion took place in a location where they reasonably expected to be particularly safe, i.e. at their daughter’s fairly new home, babysitting their young granddaughter.

VERDICT

After hearing all the evidence, the jury determined the home builder was 60% at fault; the plumber 6% at fault and the gas company 34% at fault for the incident. Significantly, the jury decided plaintiff had no comparative fault for the explosion and resulting damages. As noted above, the jury awarded about 7 million dollars in damages including damages for plaintiff’s past and future medical expenses, physical impairment, pain and suffering, mental anguish and disfigurement. The jury also awarded past and future mental anguish damages to plaintiff’s wife. Note as far as the overall damages award, it is possible the award was later reduced through various means or that an appeal was contemplated or taken on certain issues. However, suffice it to say, the jury’s decision after hearing the evidence presented at trial clearly shows the jury’s strong belief defendants were negligent and plaintiff was not at fault.

"IN THE MIDDLE OF DIFFICULTY LIES OPPORTUNITY"

— ALBERT EINSTEIN

Obviously, plaintiff’s claims in the case discussed above zeroed in on the sufficiency of not only the builder’s work on the new residential gas system at issue but also inspections of the system for code compliance. As far as a gas supplier, negligence claims under similar circumstances, will turn on whether the evidence shows the company complied with its duty to conduct a sufficient and proper initial inspection of the entire gas system before establishing gas service at a new residence. Propane marketers and their employees should carefully and consistently follow all inspection and service call procedures, checklists and documentation requirements, and update these as needed with procedure or code changes. This is an important and ongoing improvement step in reducing exposure and litigation in alleged gas-related incidents.

KATHRYN A. ("KATY") REGIER IS AN ATTORNEY WITH THE SANDBERG, PHOENIX & VON GONTARD, P.C. LAW FIRM IN ITS KANSAS CITY, MO OFFICE. SHE CAN BE CONTACTED AT: KREGIER@SANDBERGPHOENIX.COM OR (816) 425-9683.
Propane Day at the Statehouse

To those members that were able to take time to be at the Ohio Statehouse in May to help promote Ohio’s propane industry to our state policy leaders, the OPGA THANKS YOU! For those that missed it, here are some highlights.
A BEST FRIEND

never

LEAVES YOU HIGH AND DRY.

FETCHING FROM A WIDE RANGE OF SOURCES, INCLUDING PHYSICALLY STORED PROPANE, MEANS WE CAN BRING YOU A SURE AND STEADY SUPPLY, REGARDLESS OF SHORTAGES.

Count On A Doggedly Reliable “Wholesale Only” Propane Supplier.

Call Today: (616) 786-0001
sales@smithgas.com • www.smithgas.com

Get the latest in propane pricing, availability and MORE.
THE EXCITING BENEFITS OF AN OPGA MEMBERSHIP

Why should a company want to join the Ohio Propane Gas Association? The OPGA offers many exciting benefits, some of which include:

- representation before the Ohio House of Representatives, the Ohio State Senate and state executive agencies on issues impacting the propane industry in Ohio
- Certified Employee Training Program (CETP) courses
- discounted event registration prices and much more!

Most of all, joining the OPGA allows our members to exchange ideas with others in the industry, participate in decisions that impact your business, obtain tools that will assist you in educating the public about the benefits and safety of propane.

If you or someone you know has interest in joining the OPGA, please visit www.ohiopropanegas.org for more information and a membership application. If you have any questions about membership, association events or programs, please call our office at 844-454-5338.

TO OUR CURRENT OPGA MEMBERS

Are you a current member of the OPGA and believe you are not receiving information from us? As a reminder, the OPGA database is dependent upon information provided in the annual dues notices. When dues are returned to the OPGA, please be sure to include everyone from your company that should receive emails from the OPGA; those who should receive The Buckeye Bulletin digital newsletter from the OPGA; and those who should receive this OPGA Newsletter, Ohio Propane News.

Please call our office at 844-454-5338 and we will be happy to assist you if you need to update your information.

OHIO PROHANE GAS ASSOCIATION

2018 EMPLOYEE TRAINING CETP & NON-CERTIFIED

Course schedule and registration available at www.ohiopropanegas.org
Make the call:

• To protect your loved ones
• 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.

Gregory I. Hardy, CFP®
Beckwith Financial Services, Inc.
5228 Lovers Lane, Ste 100B
Portage, MI  49002
269-492-6983
gardy@cambridgeresource.com
THE OHIO PROPANE PAC NEEDS YOU!

While our industry has started to have legislative successes over the last few years with the addition of our lobbyist, our industry cannot be successful without a strong PAC.

Many often wonder what the PAC is does for the OPGA. The simple answer is: the OPGA PAC helps our OPGA lobbyist foster relationships for the OPGA and the Ohio propane industry. The OPGA PAC does not buy votes. The OPGA PAC helps our lobbyist attend meetings and events where our lobbyists can highlight the Ohio propane industry and our industry needs.

Think about the money and influence that Ohio’s natural gas and electric utilities have. The OPGA will not be successful fighting the huge and well funded utilities without PAC contributions from members like you. It is going to take efforts from all of us working together within the propane industry to fight for legislative successes in Ohio.

And we all know that 2018 is shaping up to be one of the most extraordinary elections our state has faced. Imagine the impact we could have if every member contributed to the OPGA PAC. Imagine the impact we could have if every employee contributed to their industry PAC that protects and fights for them and their jobs.

The OPGA is constantly fighting for our industry, for our livelihoods, and for you! The OPGA cannot do this without support from you. Large or small, we appreciate any effort and contribution you make to help our Propane Industry and the OPGA PAC.

OPGA lobbyist Alex Boehnke and MPGA Vice President Terry Clevenger at a legislative golf outing.

THE OHIO PROPANE PAC NEEDS YOU!

While our industry has started to have legislative successes over the last few years with the addition of our lobbyist, our industry cannot be successful without a strong PAC.

Many often wonder what the PAC is does for the OPGA. The simple answer is: the OPGA PAC helps our OPGA lobbyist foster relationships for the OPGA and the Ohio propane industry. The OPGA PAC does not buy votes. The OPGA PAC helps our lobbyist attend meetings and events where our lobbyists can highlight the Ohio propane industry and our industry needs.

Think about the money and influence that Ohio’s natural gas and electric utilities have. The OPGA will not be successful fighting the huge and well funded utilities without PAC contributions from members like you. It is going to take efforts from all of us working together within the propane industry to fight for legislative successes in Ohio.

And we all know that 2018 is shaping up to be one of the most extraordinary elections our state has faced. Imagine the impact we could have if every member contributed to the OPGA PAC. Imagine the impact we could have if every employee contributed to their industry PAC that protects and fights for them and their jobs.

The OPGA is constantly fighting for our industry, for our livelihoods, and for you! The OPGA cannot do this without support from you. Large or small, we appreciate any effort and contribution you make to help our Propane Industry and the OPGA PAC.

OPGA lobbyist Alex Boehnke and MPGA Vice President Terry Clevenger at a legislative golf outing.

THE OHIO PROPANE PAC NEEDS YOU!

While our industry has started to have legislative successes over the last few years with the addition of our lobbyist, our industry cannot be successful without a strong PAC.

Many often wonder what the PAC is does for the OPGA. The simple answer is: the OPGA PAC helps our OPGA lobbyist foster relationships for the OPGA and the Ohio propane industry. The OPGA PAC does not buy votes. The OPGA PAC helps our lobbyist attend meetings and events where our lobbyists can highlight the Ohio propane industry and our industry needs.

Think about the money and influence that Ohio’s natural gas and electric utilities have. The OPGA will not be successful fighting the huge and well funded utilities without PAC contributions from members like you. It is going to take efforts from all of us working together within the propane industry to fight for legislative successes in Ohio.

And we all know that 2018 is shaping up to be one of the most extraordinary elections our state has faced. Imagine the impact we could have if every member contributed to the OPGA PAC. Imagine the impact we could have if every employee contributed to their industry PAC that protects and fights for them and their jobs.

The OPGA is constantly fighting for our industry, for our livelihoods, and for you! The OPGA cannot do this without support from you. Large or small, we appreciate any effort and contribution you make to help our Propane Industry and the OPGA PAC.

OPGA lobbyist Alex Boehnke and MPGA Vice President Terry Clevenger at a legislative golf outing.
30
20
10

70TH ANNUAL SUMMER CONVENTION
AUGUST 5-7
COLUMBUS, OHIO
Join us for the 70th Annual OPGA Summer Convention, August 5-7, at the Hilton Columbus/Polaris. The OPGA Convention will provide valuable propane-focused education, as well as opportunities to network with industry colleagues.

This year’s convention will fill your playbook with tools and resources to kick off the next propane season and make it a record-breaking winner. Bring a guest or your family and enjoy Columbus, as well as the many activities at the convention.

SCHEDULE OF EVENTS

SUNDAY, AUGUST 5

1:00 p.m. – 5:00 p.m.
Convention Registration and Silent Auction
The Silent Auction will be open for bidding beginning at 1:00 p.m. on Sunday and will conclude at 7:00 p.m. on Monday. The winners will be posted during the dinner on Monday evening. All proceeds benefit the OPGA Scholarship Program. If you would like to donate an item, please contact Rosie Buschur at rbuschur@mcmahansbottlegas.com or complete the Silent Auction section of the convention registration form.

12:00 p.m. – 2:00 p.m.
Executive Committee Meeting

2:15 p.m. – 3:15 p.m.
Committee Meetings

3:30 p.m. – 5:00 p.m.
Annual Membership Meeting

6:00 p.m. – 9:00 p.m.
Welcome Reception and Dinner
The convention will kick off with a tailgate-themed reception and dinner on the patio. Catch up with friends and colleagues. This relaxed evening will include music, lawn games and tastings of Ohio’s finest beer and wine. Don’t forget your team spirit! Wear your favorite team.

Purchase your ticket for the Ohio Propane PAC Reverse Raffle! Only 60 tickets will be sold for a chance to win $1,000, in addition to many other prizes. Winners will be drawn at the end of the evening.

MONDAY, AUGUST 6

7:00 a.m. – 11:00 a.m.
Convention Registration and Silent Auction

7:30 a.m. – 9:00 a.m.
Breakfast

8:00 a.m. – 9:00 a.m.
Tank Monitors: The Road to 55% Average Fill
Mike Vigliotti, Tank Monitor Sales Specialist, Bergquist Inc. and Derek Montgomery, Great Lakes Region Solutions Manager, WESROC
This presentation will show the benefits of tank monitoring and the options available.

9:00 a.m. – 10:00 a.m.
Customer Service: Walk the Talk and Talk the Walk
Bob Herron, Safety, Training and More LLC
This session will address important issues that you should be reviewing with your employees, such as duty to warn, calls about leaks or out of gas, propane odor (scratch and sniff test for employees) and more! The acting of scripted case studies will also be included to demonstrate how you can better prepare your employees for key customer service calls.

10:00 a.m. – 10:15 a.m.
Break
10:15 a.m. – 11:15 a.m.
New Tools to Help Marketers Manage Price Volatility
David Thompson, CMT, Executive Vice President, Powerhouse
Propane marketers face ever-increasing competition. Market volatility can turn yesterday’s great price into a disaster just a few days later. Marketers must find effective solutions to these challenges. Attendees will leave this session with up-to-date knowledge of the newest hedging and risk management tools available, including an easy to use web-based platform. Marketers will learn how to build a market sales campaigns that incorporate hedging tools to protect their margins and grow their business.

11:15 a.m. – 12:00 p.m.
Learn How to Make a Sale Without Giving a Price
David Lowe, Sales Consultant, Pro Image Communications
This technique will allow companies to promote their value rather than their price. Attendees will learn how to make a sale without giving a price and allow them to see how these calls can be altered to provide the caller with the necessary information to make a better educated buying decision. The session will allow attendees to be walked through a review of a sample script that enables them to make sales without providing a price first.

12:00 p.m.
Free time to visit Columbus.

12:30 p.m. – 4:00 p.m.
Ohio Stadium Tour
Go behind the scenes at the Ohio Stadium on a guided tour that takes you inside the storied history of Buckeye Football. During a tour of Ohio Stadium, you will have an exclusive look at some of the most treasured spaces in Ohio Stadium. Transportation will depart from the hotel at 12:30 p.m. A box lunch will be provided. Pre-registration is necessary.

6:00 p.m. – 7:00 p.m.
President’s Reception

7:00 p.m. – 9:00 p.m.
Dinner and Awards Program
We will honor the outgoing leaders and install new officers and board of directors. Special awards and scholarships will also be presented.

TUESDAY, AUGUST 7

8:00 a.m. – 9:00 a.m.
Breakfast

9:00 a.m. – 10:30 a.m.
OPGA and NPGA Legislative and Regulatory Update

11:30 a.m.
Bob Moll Memorial Golf Outing at Bent Tree Golf Club
The Annual Bob Moll Memorial Golf Outing will be held on Tuesday, August 7 beginning at 11:30 a.m. The registration fee includes golf with shared cart, lunch and beverages. Winners will be announced at the course immediately following. Pre-registration is necessary.
REGISTRATION

REGISTRANT

Name

Company

Address

City State Zip

Phone Fax

Email (confirmation sent via email only)

SPouse/GUEST (not employed in propane industry)

Name

CHILDREN (please use a separate page if bringing more than two)

Name Age

Name Age

CONVENTION REGISTRATION PACKAGES Includes all programs and planned meal functions. Golf Oudin not included.

ON/BFORE JULY 20, 2018

1. Complete Package
   - Member $210
   - Non-Member $285
   $ ________

2. OPGA Past President (retired)
   - Past President $0
   $ ________

3. Spouse/Guest Package
   - Spouse of Member/Non-Member $165
   $ ________

4. Child Package
   - Age 13 and over $165
   - Ages 4-12 $90
   - Age 3 and under $0
   $ ________

AFTER JULY 20, 2018

1. Complete Package
   - Member $285
   - Non-Member $360
   $ ________

2. OPGA Past President (retired)
   - Past President $165
   $ ________

3. Spouse/Guest Package
   - Spouse of Member/Non-Member $240
   $ ________

4. Child Package
   - Age 13 and over $205
   - Ages 4-12 $130
   - Age 3 and under $0
   $ ________

OPTIONAL EVENTS Please indicate the number of registrants attending the following events. All events below are included in the registration fee.

- Sunday Business Meetings

- Sunday Welcome Dinner

- Monday Continental Breakfast

- Monday President’s Reception and Dinner

- Tuesday Breakfast Buffet

PLEASE COMPLETE REVERSE SIDE >>
BOB MOLL MEMORIAL GOLF OUTING: TUESDAY, AUGUST 7
$99 per person includes lunch, two drink tickets, greens fees for 18 holes and shared cart.

1. Name ____________________ Handicap ____________ $ ____________

Please pair me with:

1. Name ____________________ Handicap ____________  ❑ Registered separately $ ____________

2. Name ____________________ Handicap ____________  ❑ Registered separately $ ____________

3. Name ____________________ Handicap ____________  ❑ Registered separately $ ____________

OHIO STADIUM TOUR
$40 per person includes transportation, box lunch and tour of the stadium.

1. Name ____________________ $ ____________

2. Name ____________________ $ ____________

3. Name ____________________ $ ____________

4. Name ____________________ $ ____________

PAC RAFFLE Payment must be by personal check or credit card

❑ I will bring prizes for the Ohio Propane Reverse Raffle $ ____________

❑ Contact me for personal credit card payment $ ____________

SCHOLARSHIP FUND/SILENT AUCTION

❑ I will bring a gift donation for the OPGA Silent Auction $ ____________

❑ I will make a monetary donation to the OPGA Scholarship Fund $ ____________

Description of Donated Item

SPECIAL REQUESTS
Please indicate here if you are disabled, require special services or have dietary restrictions.

PAYMENT ❑ VISA  ❑ MasterCard  ❑ American Express  ❑ Check # ____________ Total Amount Due $ ____________

Card Number ____________ Exp. Date ____________ CVV ____________

Cardholder Name ____________________ Signature ____________________

Billing Address (if different from above)

Refund cancellations must be received by July 20, 2018 to receive a refund minus a $25 processing fee. No refund granted after July 20, 2018.
NPGA RECOGNIZES OPGA MEMBERS

We all know that the Ohio propane industry is filled with outstanding members. The OPGA is thrilled to see that others recognize this fact. Earlier this month, several OPGA members were recognized by the NPGA for their efforts, including:

- Mike Walters with Superior Energy Systems for Safety Award;
- Ray Murray with Ray Murray, Inc. for the Distinguished Service Award;
- Bob Barry with Bergquist, Inc. who was elected to the NPGA Executive Committee

The OPGA is proud of all these industry members for their leadership!
You Can Support the 
NPGF Scholarship Program 
with Every Amazon Purchase

HERE’S HOW IT WORKS:

To start, visit smile.amazon.com

Sign into your Amazon account.

Search and select NPGF Scholarship as your organization

Click “Start Shopping” and for every dollar you spend AmazonSmile Foundation will donate 0.5% of the purchase price of eligible products to the Scholarship program.

Once you set your Amazon account to support NPGF, your account will always recognize it as your charity of choice and all of your settings will remain the same.

Remember, always start at smile.amazon.com and Amazon will donate 0.5% of the price of your eligible AmazonSmile purchases.
2017-2018 OPGA OFFICERS/DIRECTORS

OFFICERS
President | Frank Edwards, Linden’s Propane Service
frankedwards@lindenspropane.com
Vice President | Terry Clevenger, O.E. Meyer Co.
tclevenger@oemeyer.com
Treasurer | George Walton, Prism Propane LLC
george_walton@prismpropane.com
Secretary | Eric Sears, Auxier Gas Inc.
ero@auxiergas.com
Past President | Brian Buschur, McMahan’s Bottle Gas
bbuschur@mcmahansbottlegas.com

DIRECTORS
Northeast Director | Mike Walters, Superior Energy Systems
Northwest Director | Gary Veith, Schilling Propane
Southern Director | Josh Greene, Arrick’s Propane

NPGA STATE DIRECTOR
Joe Buschur, McMahan’s Bottle Gas

AT-LARGE-DIRECTORS
Dale Aldrich, Bergquist, Inc.
Butch Carper, Rutland Bottle Gas, Inc.
Diana Vick, Collett Propane, Inc.

COMMITTEE CHAIRS
Autogas/New Technologies | Eric Sears, Auxier Gas
Code & Safety | Jarrod Bowers, Prism Propane
Convention | Sara Seebohm, Alternative Fuels
Education | Mike Fisher, Gas Equipment Co., Inc.
Government Affairs | Chris Buschur, McMahan’s Bottle Gas
Member Services | Dave Bertelsen, Matheson Tri-Gas
PAC | Brian Buschur, McMahan’s Bottle Gas
PERC | Ralph Arrick, Arrick’s Propane
Propane Awareness | Frank Edwards, Linden Propane Service
Scholarship | Brian Buschur, McMahan’s Bottle Gas
Transportation | Gary Veith, Schilling Propane

STAFF
Executive Director | Derek Dalling
Deputy Executive Director | Matt Solak
Membership Director | Michelle Dishaw
Events Director | Geri Root
Financial Coordinator | Denise Stone
Executive Assistant | Trina Miller
Graphic Design | Melissa Travis

DISCLAIMER
The information contained herein is provided as a service by the Ohio Propane Gas Association (OPGA) for the purpose of education, communication, and information and OPGA accepts no liability relative to the contents or accuracy. Nothing in this publication is intended to be construed as legal advice. The user is strictly cautioned to seek legal assistance when attempting to determine any legal rights, responsibilities and procedures with respect to business affairs, or other legal aspects of operating a propane business. OPGA disclaims any and all liability for injury and/or other damages which result to a user from the material offered or discussed herein.

2018 SCHEDULE OF EVENTS

AUGUST 5-7
70th Annual Summer Convention
Hilton Polaris/Columbus

NOVEMBER 13
OPERC Board of Directors Meeting
Nationwide Hotel and Conference Center

NOVEMBER 14
Quarterly Membership Meeting
Nationwide Hotel and Conference Center

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

A Change Worth Making
To the all in one regulator with dielectric union

800.537.7518
Your questions answered by the people who know propane equipment.