BUTANE-PROPANE NEWS

BPN

AUGUST | 2019



NEW INVENTORY FOR MID-ATLANTIC

WESROC DATA ONLINE WIKON

iTank ISA

THE RELIABILITY YOU DEPEND ON,
THE SERVICE YOU KNOW,
THE REPUTATION YOU TRUST,
NOW WITH A NEW NAME.

ANOVA

Connecting the industrial world - for better.



ANOVA

LEARN MORE AT WWW.anova.com

EFFECTIVE AD VEHICLES

STEVE RELYEA

When your fleet is on the road to service current customers, those vehicles also advertise your business to potential new customers.

Deborah Scott, founder and CEO of Riveting Wraps (Bellevue, Wash.; *rivetingwraps.com*), helps companies across the country make the most of their vehicle branding. Riveting Wraps designs, produces, ships, and installs graphics for clients nationwide. She shared with ***BPN*** some ways to maximize the advertising effectiveness of your fleet.

Grab viewers' attention: "Your graphics have to be eye-catching before they can be memorable," Scott notes. She suggests using large, bold designs featuring high contrast and interesting shapes and colors. "As humans, we are 'programmed' to notice colors and shapes more quickly than text. So using large, bold designs either as part of your logo or around your logo will help you earn attention."

Make the text easy to read: A vehicle that's in motion may have the viewer's attention for only six seconds or less, so any text on it should be designed to be quickly legible. Scott advises that clients avoid scripted fonts, letter outlines, shadows, or other special effects. "These might look good on a brochure or web page when someone is giving you more dedicated attention, but on the road you want to make readability as easy as possible," she explains.

Use images to convey information: "Because images are quicker and easier for a viewer to process than text, we would first ask if there is any local iconic landmark that would represent your service area," Scott says. "For example, if you were serving the greater Seattle area, you might want to include an image of the skyline with the Space Needle. Without words, any viewer would immediately know that you have a Seattle-based business."

Create repeat impressions: Messages are more effective when they are repeated, so create and maintain a consistent look, Scott suggests. Wrap or install matching graphics on all your fleet vehicles. Don't change those graphics unless you are rebranding or need to update information. Create a simple style guide so that all your communications, including your fleet graphics, feel connected. "By doing so, you create an advertising campaign on the road," Scott says.

Propane marketers have some advantages over other businesses when it comes to using their fleet for advertising, Scott notes. First, they work within a limited radius, so it's easy for them to create repeat impressions. Second, bobtails and other tanker trucks have a unique shape, so they are eye-catching. With the addition of graphics that are attention-grabbing, quickly legible, and memorable, marketers can further boost their bobtails' effectiveness as advertising vehicles.

INSIDE THIS ISSUE

VOLUME 51 | NO. 8
AUGUST 2019

16
NEW BALTIMORE TERMINAL
A Tri Gas & Oil affiliate's terminal provides speed, convenience, and safety.

19
SAFETY MEASURES
An attorney addresses the importance of making safety the highest priority.

22
NEVER STOP LEARNING
The owner of an 80-year-old company tells how he's adapted to changes.

27
PUSHING GALLON GROWTH
Randy Thompson, the new chairman of NPGA, has set big goals for the industry.

DEPARTMENTS

3 Beyond the Mains
6 LPG Marketplace
8 LPG Worldwide
10 Newsfronts
14 Propane and the Law
36 People
37 Shopper's Mart
37 Calendar
39 Classified Advertising
45 Advertisers Index



OUR COVER

Railroad workers swiftly hook up lines to a newly arrived propane railcar for offloading into two 60,000-gal. storage tanks at the Canton Railroad in Baltimore, Md., for Mid-Atlantic Rail Services, the newest affiliate of the Tri Gas & Oil Co., Inc. family of companies. Photo courtesy Susan Martin of Tri Gas & Oil.



BPN

BUTANE-PROPANE NEWS

STAFF

NATALIE PEAL . . . . . .Publisher
JOHN NEEDHAM . . . . . Editor-in Chief
STEVE RELYEA . . . . . Managing Editor
PAT THORNTON . . Editor/Special Projects
TARA MOLINA-PARTIKA Ad Sales Manager
ANDREA YOUNG . . . . Marketing Manager
SHERI SINSKE . . . . . Circulation Manager
JULIE DAVIS. . . . . Office Manager

PUBLISHED BY

Butane-Propane News, ISSN 0007-7259, is published monthly by:

Butane-Propane News, Inc.,
338 E. Foothill Blvd.
P.O. Box 660698
Arcadia, Calif. 91066

bpnews.com
(626) 357-2168, FAX (626) 303-2854
subscriptions@bpnews.com

NATALIE PEAL . . . . . President
NANETTE DOUGALL . . . . . Vice-President

SUBSCRIPTIONS

Subscription Prices: United States, U.S. Possessions – one year, **$34**, two years, **$50**. Canada – one year, **$43**, two years, **$65**. All other countries – one year **$70**, two years **$108**. Air mail **$50** per year extra. Single copy price within the U.S., Possessions, and Canada, **$10**.

Available on microfilm from University Microfilm International, 300 N. Zeeb Road, Ann Arbor, Mich. 48106.

NEWSLETTER DEPT.

JOHN NEEDHAM . . . . . .Editor
BRENDA LIESWALD . . Circulation Manager
Weekly Propane Newsletter

Newsletter editorial communications and subscriptions for the WEEKLY PROPANE NEWSLETTER should be directed to P.O. Box 660698, Arcadia, Calif. 91066.

AFFILIATIONS

BPA WORLDWIDE BUSINESS
NPGA NATIONAL PROPANE GAS ASSOCIATION

MAILING INFORMATION

Periodical rate postage paid at Arcadia Post Office and additional mailing offices.
USPS 457-950

POSTMASTER send address changes to Butane-Propane News, P.O. Box 660698, Arcadia, Calif. 91066.

Ship advertising materials to Butane-Propane News, 338 E. Foothill Blvd., Arcadia, Calif. 91006

CPM 40065056 **ISSN 0007-7259**

Canadian Return Address:
DP Global Mail, 4960-2 Walker Road, Windsor, Ont. N9A 6J3

PROPANE education & research COUNCIL



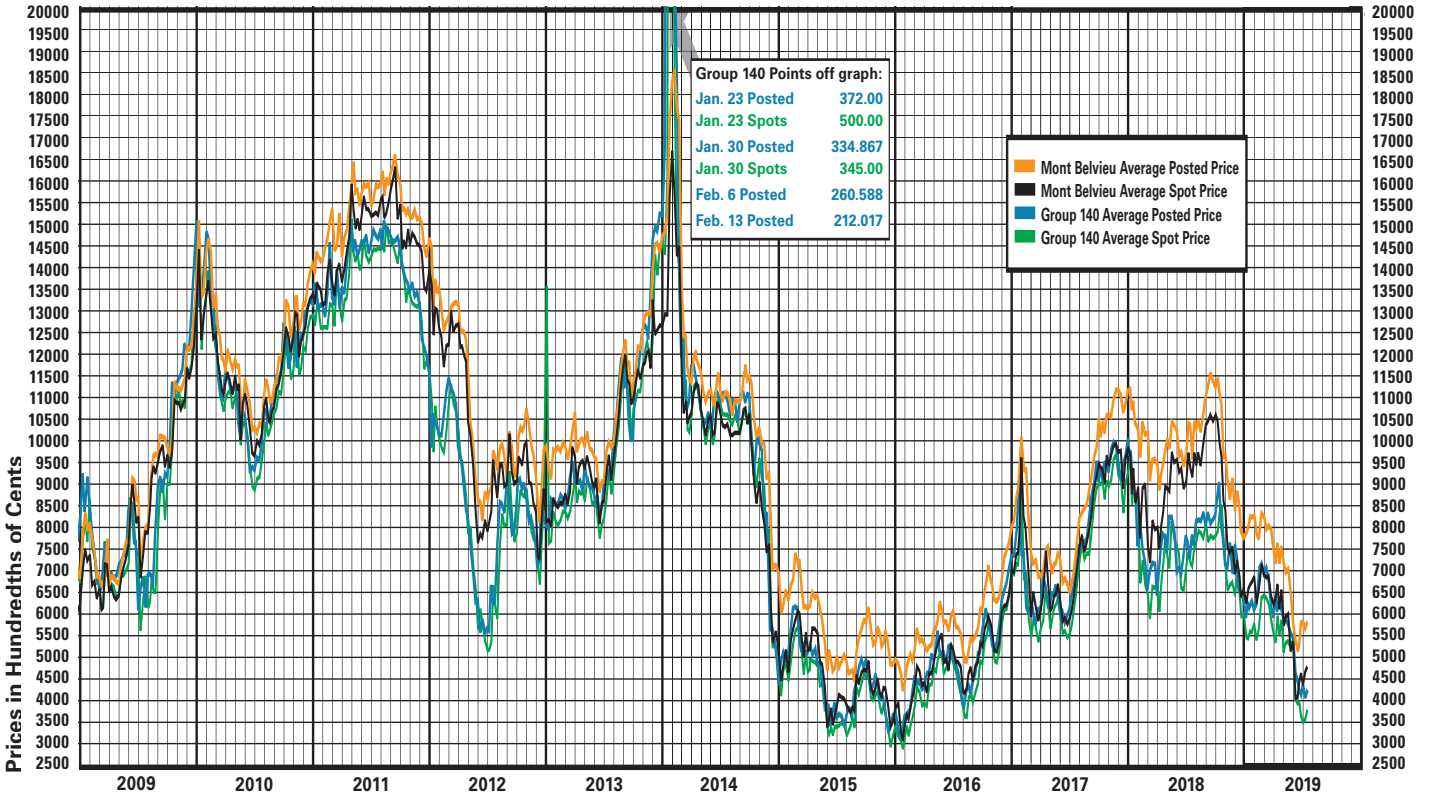
IT'S SIMPLE. MORE SKILLS MEAN MORE SALES.

Enhancing your knowledge and skills is the surest path to increasing propane sales. The new **Propane Sales Training** program delivers smart insights and proven strategies that make a real difference for marketers and customer service representatives. Whether you are new to the industry or a veteran looking to take your performance to the next level, this convenient online training lets you choose the topics you need to learn at a pace that works best for you.

Enroll now at **Propane.com/SalesTraining**.

PROPANE SALES TRAINING
LEARN • CONNECT • EXCEL

PROPANE.COM



MONT BELVIEU & GROUP 140 AVERAGE THURSDAY PROPANE PRICES

MID-WEEK AVERAGE POSTED/ SPOT PROPANE PRICES

(Cents per Gallon)

Date	Mont Belvieu		Group 140	
	POSTED	SPOT	POSTED	SPOT
6-13-19	51.506	40.25-40.625	44.230	38.50-39.25
6-20-19	52.923	43.375-44.125	42.480	38.50-39.50
6-27-19	58.090	45.75-46.25	41.380	36.00-36.625
7-4-19	58.007	42.50-43.25	43.730	34.625-35.00
7-11-19	56.673	46.375-46.75	40.830	34.75-35.625
7-18-19	58.173	46.25-48.00	42.450	37.625-38.00

CANADIAN INVENTORIES

(July 1, 2019)
Thousand Cubic Meters

PROPANE

Region	7-19	6-19	Change	7-18
Propane—East	233.8	153.7	+52.1%	362.6
Propane—West	584.2	524.9	+11.3%	769.4
Total Propane	**818.0**	**678.6**	**+20.5%**	**1131.9**

BUTANE

Butane—East	292.7	245.0	+19.5%	337.2
Butane—West	458.7	400.6	+14.5%	841.1
Total Butane	**751.5**	**645.6**	**+16.4%**	**1178.2**

Source: National Energy Board

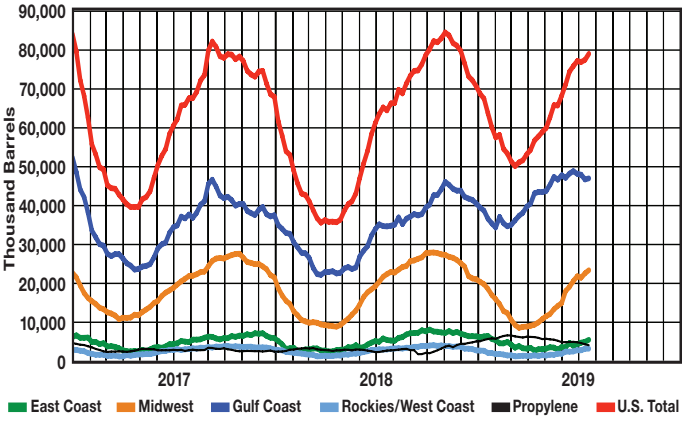
U.S. PROPANE INVENTORIES

(June 28, 2019 to July 19, 2019 and One Year Ago)
Thousand Barrels

	6/28/19	7/5	7/12	7/19	7/20/18
East Coast	4,400	4,752	4,969	5,481	5,433
Midwest	21,814	21,457	22,591	23,378	21,401
Gulf Coast	48,168	47,948	46,732	46,999	34,652
Rockies/West	2,792	2,778	3,185	3,194	2,996
U.S. Total	77,174	76,933	77,477	79,052	64,482
Propylene	4,861	4,644	4,324	4,085	2,716

U.S. PROPANE INVENTORIES

Jan. 1, 2017 to July 19, 2019



120 -2,000 Gallon Models
AG, UG, AG/UG, Dispenser

PROUDLY MADE IN AMERICA



QUALITY STEEL

Because Quality Steel Means Quality Tanks

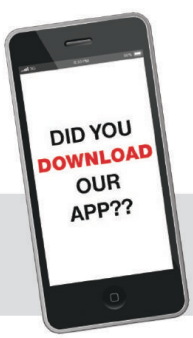
★ **Thank You for Supporting USA Manufacturers** ★

We want to make it easier for you to do your tank business!

QUALITY STEEL CORPORATION

BEST PLACES TO WORK IN MISSISSIPPI

Quality is more than just our name. We strive each and every day to provide our valued customers with the absolute best products and services available. We are family owned and appreciate the relationship we have with our customers. When you want the best...choose **QUALITY**.



Visit Us Online:
www.propanetank.com

T R U S T E D

B E S T

- QUALITY
- Customer Service
- Delivery
- Our People
- Warranty
- Distribution Network
- Inventory

OHIO LOCATION
721 Graham Drive
Fremont, OH 43420
419-334-2664



UTAH LOCATION
5601 Axel Park Rd.
West Jordan, UT 84081
801-280-1133

HOME OFFICE
2914 U.S. 61
Cleveland, MS 38732
800-345-2495

PTT PLANS BURMA TERMINAL PROJECT

Thailand's state-controlled PTT is planning to build an oil product and LPG storage terminal in Myanmar (Burma) as the country's fast-growing economy continues to draw energy investment, Argus Media reports. The company's retail arm PTTOR and the domestic private-sector firm Bright Energy have agreed to a joint venture for the warehouse and port project in Thilawa, near Myanmar's commercial capital Yangon.

The terminal will have the capacity to store more than 1 MMbbl of oil and 4500 metric tons of LPG, which the companies said will make it the largest oil depot in the country when it is completed in 2021. PTTOR and Bright Energy will also set up wholesale and retail sales operations, targeting 1000 tons a month of LPG sales. Additional partnership goals were not clear.

Argus notes that foreign companies are increasingly eyeing investments in Myanmar's energy sector.

The country has the fastest-growing economy in Southeast Asia, according to the Asian Development Bank, with GDP growth projected at 6.6% this year. But U.S. and European Union sanctions against the country's previous military administration, which were eased following political and economic reforms that started in 2011, have left the nation acutely short of energy infrastructure.

Myanmar has just three aging refineries and relies on fuel imports from China, Singapore, and elsewhere in the region. Its LPG demand is largely met through truck sales from Thailand and more recently China, with domestic output at only about 10,000 tons a year, well short of demand that could hit 80,000 tons this year.

Two other LPG terminals came online last year and three more could start up by 2020, taking total storage capacity to more than 14,000 tons. Chinese firms are building the country's biggest energy infrastructure project, a deep-water port and terminal project in Kyaukpyu in western Rakhine state, from where crude and natural gas is exported to China through the 1500-kilometer Burma Road pipeline network.

PRIVATE LPG SALES WEIGHED

The Indian government has established a panel to consider allowing private firms to sell subsidized LPG cooking fuel, a longstanding demand by companies like Reliance Industries in a country where state companies dominate the market by luring customers with state-sponsored subsidies, reports the *Economic Times*.

Reliance Industries, which operates the world's largest refinery in Jamnagar, is a leading LPG producer and has been lobbying the government to permit private stakeholders to distribute subsidized cylinders. Currently, state oil firms sell cylinders to retail customers at market prices; buyers are reimbursed the subsidy.

Excluding private entities makes LPG more expensive compared to volumes sold by state players. India's oil ministry has set up a five-member panel charged with reviewing the marketing of LPG within the existing structure and assessing whether competition should be allowed in the marketing of the controlled commodity. The body will also determine if there is any need to liberalize government policies to increase the participation of the private sector.

The *Economic Times* reports Reliance Industries serves about a million cooking gas customers across several states, a tiny number compared to the country's customer base of 26.5 million. India's cooking gas customer population has exploded in recent years due to the government's focus on providing cleaner fuel to more homes. About 20 million customers do not receive a subsidy, a potentially attractive segment private players hope to attract with better services.

PETROBRAS DELAYS BIDS FOR LPG UNIT

Reuters reports that Brazil's state-controlled oil company, Petroleo Brasileiro SA (Petrobras), received non-binding bids for its LPG unit in June. Initially Petrobras set the delivery date for proposals to acquire Liquigas Distribudora SA for June 6, but the process was delayed until June 11 in order to await Brazil's Supreme Court ruling regarding the need for congressional approval for the sale of company subsidiaries. The court ruled no approval from Congress was required.

Among the investors interested in acquiring Liquigas are the private equity firms Advent International Corp., Warburg Pincus, and CVC Capital Partners.

CVC was said to be in talks with an undisclosed partner to form a consortium. The Brazilian investment firm Itausa Investimentos Itau SA was in talks with the LPG distribution company Copagaz in a potential joint bid, sources told Reuters.

Another financial firm expected to bid was the sovereign wealth fund Mubadala Investment Co., which was recently outbid by France's Engie SA in the process to purchase the pipeline network company TAG from Petrobras. The Turkish firm Aygaz AS, which has joined the Liquigas sale process, was also expected to submit a bid. Ultrapar, which had signed an agreement to buy Liquigas in 2017 but was barred by the Brazilian antitrust watchdog Cade, was considering a bid in a consortium, but it remained unclear if it would make one.

Reuters reports that Petrobras restricted bidders in April to avoid a second blocking of the deal by Cade. Direct competitors with more than 10% of market share in the Brazil LPG distribution market cannot have a stake in a consortium higher than 30% of Liquigas revenue. Liquigas has 20 million customers and 5000 points of sale.

#WorldLPGForum
#EuropeanLPGcongress



REGISTER TODAY FOR THE BIGGEST LPG EVENT OF THE YEAR

32nd World LPG Forum & European Congress

24th-27th September 2019

AMSTERDAM

WLPGA

LPG EXCEPTIONAL ENERGY

Liquid Gas Europe

www.worldlpgforum-aegpl2019.com

FORWARD ENERGY PURCHASES DIVISION OF HIRSCHMAN OIL

Forward Energy, a subsidiary of Forward Corp. (Standish, Mich.), has acquired the propane division of Hirschman Oil and Propane, an 85-year-old company headquartered in Reese, Mich. Details regarding the transaction were not released.

Forward Energy said the purchase boosts its strategic growth, both in number of customers and service area. Now primarily serving customers in central and northern Michigan, the acquisition expands its reach farther south and into the state's Thumb region. The company said it will now serve more than 6000 propane customers across 23 counties, making it one of the largest locally owned suppliers in Michigan.

Hirschman Oil and Propane will continue to do business as Hirschman Oil Supply, focusing on fueloil, diesel, gasoline, and lubricants. The company will move to a new office building later this summer at 2727 W. Vassar Road in Reese. Forward Energy will maintain an office in Reese in the current Hirschman building, in addition to its main office in Standish and a satellite office in Roscommon.

EDP ACQUIRES CALIFORNIA'S FALLBROOK PROPANE GAS CO.

Chicago-based Energy Distribution Partners (EDP) has acquired Fallbrook Propane Gas Co. with operations in and around Fallbrook, Calif., in northern San Diego County. Details regarding the transaction were not released.

Fallbrook Propane was founded as North County Welding Supply Inc. in 1986 by Merrell and Deborah Everett. The business soon expanded to include propane and the Everett's children joined the company after college, contributing to Fallbrook Propane's significant success. As a result, the company has grown to become a well-respected propane supplier that serves more than 8000 customers.

Although its customer base is primary residential, Fallbrook Propane also serves multiple casinos and other commercial businesses and agricultural operations. The operating territory includes all of San Diego County and the southeastern portion of Riverside County.

QUARLES PETROLEUM ACQUIRES PAPCO'S PROPANE BUSINESS

Quarles Petroleum (Fredericksburg, Va.), a regional provider of residential and commercial fuel, has acquired the commercial and residential propane business of PAPCO Inc. Quarles said it will transition PAPCO customers into its service centers in southeastern and central Virginia. Quarles clarifies that PAPCO is divesting only its propane business, and will continue to operate its fuel business based in Virginia Beach, Va.

"The acquisition of PAPCO's propane business is another step to achieving our goals for strategic growth, increasing our customer base within our existing delivery territories, and expanding into new markets, in this case Hampton Roads and Virginia Beach," said Paul Giambra, Quarles Petroleum CEO.

Established in 1940 as a one-truck oil company in Warrenton, Va., Quarles Petroleum is a regional provider of residential propane and fueloil; commercial delivered fuels; fleet card sites and services; and lubricants. The family-owned firm serves customers in Virginia, Maryland, Delaware, West Virginia, Pennsylvania, and North Carolina.

AGILITY TRUCK, BUS ENGINE RECEIVES EPA CERTIFICATION

Agility Fuel Solutions (Costa Mesa, Calif.), a provider of clean fuel solutions for medium- and heavy-duty commercial vehicles, said it has received 2020 U.S. Environmental Protection Agency (EPA) certification for its 488LPI propane engine for sale in truck and bus applications.

The 488LPI is built using Agility Fuel's patented liquid propane injection technology to ensure consistent injection of propane in liquid state across all cylinders under all operating conditions, thereby improving engine performance. Agility designed the engine for reliability, with improvements such as a valve train with roller rockers and newly designed dress parts specifically engineered to ensure durability and fuel efficiency.

A custom configuration of the 488LPI is supplied to Freightliner Custom Chassis Corp. (FCCC) as part of the DriveForce brand of engines. The DriveForce 8.0-liter is available for the Thomas Built Buses Inc. Saf-T-Liner autogas school bus and for the FCCC S2G medium-duty truck.

"We are pleased to have received EPA certification early, as it gives propane fleet customers further confidence in our products as they plan their future clean-fuel vehicle purchases," said Brad Garner, president of the Powertrain Systems division at Agility Fuel Solutions. "With this propane system, customers have an attractive option to control fuel costs and meet fleet sustainability goals through expanding clean-fuel vehicles in their fleet."

PROPANE AUTOGAS BUSES TRANSPORT AIRVENTURE VISITORS

Propane autogas school buses transported visitors at the Experimental Aircraft Association's (EAA) AirVenture, a weeklong aviation celebration held in July in Oshkosh, Wis. The buses were contracted from Kobussen Buses Ltd. During the school

REGO®



We've got the one for YOUR application!

10 Year Warranty • 25 Year Recommended Service Life

R.E. MICHEL COMPANY *and* DLPE DEALERS LP EQUIPMENT

Locations from Coast to Coast...

Customers First!

remichel.com/dealerslp.com

year, these buses service Oshkosh Area School District.

"It was a natural fit to help out AirVenture's transportation efforts by using local school buses during the summer downtime," said Dan Kobussen, vice president of Kobussen Buses. "These innovative propane buses reduce emissions and run on a domestically produced fuel." Kobussen hopes to attract drivers with these clean, quiet, and well-heated alternatively fueled buses. Each Blue Bird Vision propane school bus is equipped with Ford Motor Co.'s 6.8-L V-10 engine and powered by a ROUSH CleanTech propane fuel system.

Susan Schnorr, executive director of business services for Oshkosh Area School District, said, "Our district partners with EAA to provide students insight into the history and understanding of aeronautics. We are happy to share our technologically advanced propane buses for their annual event to show attendees that this technology is working for districts every day."

PERC RELEASES RESOURCE FOR PROPANE-FUELED FORKLIFTS

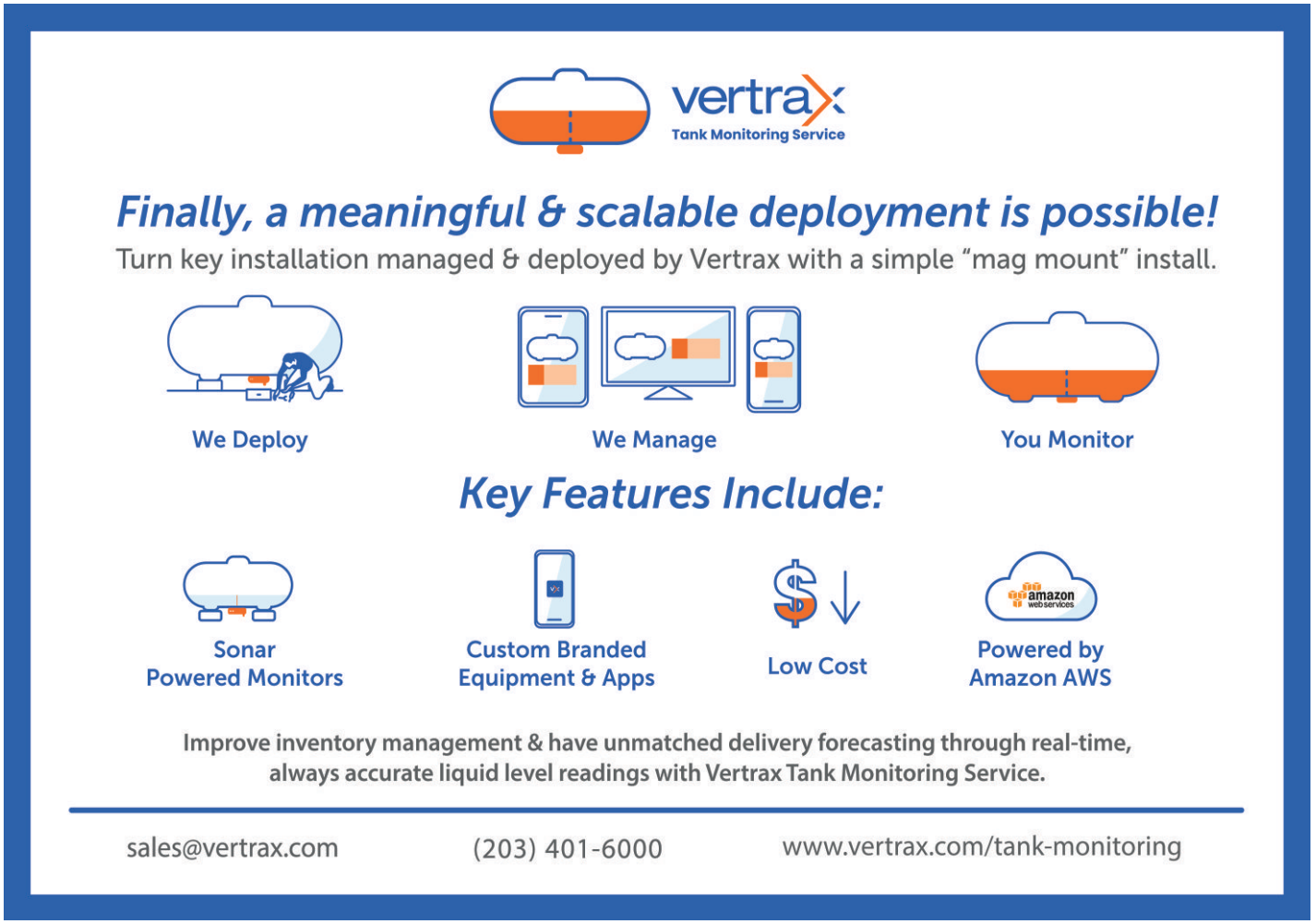
A new online resource details how business owners can improve operations by choosing propane-powered forklifts. Released by the Propane Education & Research Council (PERC), the free business guide outlines the primary benefits of propane-fueled lifts, including cost savings, lower emissions, increased productivity, training for equipment operators, and the versatility to work indoors and outdoors.

"If businesses are looking for easy refueling, fewer emissions, or equipment that never quits, propane forklifts get the job done—whether it's a small task or a heavy lift," said Jeremy Wishart, PERC director of off-road business development. "Our newest resource will showcase all that a propane forklift can do for their specific operation."

The guide also features case studies of professionals who have found success using propane forklifts for a variety of reasons. Propane's versatility and key advantages over other fuels make it extremely valuable to material handling, distribution, and logistics. Not only does propane reliably deliver the power and versatility that businesses need, the fuel also has the capability to handle virtually every size of workload—meaning businesses can plan for only one fuel type for any product.

The free business guide can be viewed and downloaded as a PDF file at *Propane.com/For-My-Business/Material-Handling/Propane-Is-Good-For-Business/*.

For additional information about the benefits of propane forklifts for material handling operations, visit *Propane.com/For-My-Business/Material-Handling/*.



The reviews are in: EDP rates 5 stars!

TRUSTED LEGACY HONORED

If recommendations are the best advertising, hear from your peers:



"From top on down, EDP has shown to be a first-class operation. And we're glad CC Propane won't just get folded into a bigger industry play, as a different partner might have done."

— ***Jay and Shelli Sweede****, CC Propane; Wapakoneta, OH*

"★★★★★"



"EDP is taking good care of our employees, committed to exceptional customer service and continuing to support our involvement in the local community."

— **Steve Autore,** *Autore Oil & Propane; Cedarville, MI*

"★★★★★"



"It's not often in one's life that being trusting and transparent results in mutually agreed upon and achieved goals. Very professional!"

— Larry Brooke and Leah Henry,
Kitsap Propane/Jefferson Propane, Kingston, WA

"★★★★★"



For a confidential conversation about your high-quality propane operation, contact David Stroupe, 312.254.5954 or dstroupe@edplp.net.

ENERGY DISTRIBUTION PARTNERS
www.edplp.net



N.Y. COURT DISMISSES CLAIM FOR GAS LEAK CAUSED BY HURRICANE

DAVID R. SCHLEE

Extreme weather and its consequences are increasingly the subject of litigation. Late last year an appellate court in New York state dismissed such a claim and reaffirmed the principle that the gas supplier is only responsible for losses caused by its negligence. The case is *Deitrick v Keyspan East Gas Corp.*

On Oct. 29, 2012, during the height of Hurricane Sandy, a tree was uprooted in the yard of a residence on Long Island, N.Y. The uprooting of the tree broke an underground natural gas service line. Gas leaked from the broken line and entered the residence. There it found a source of ignition that resulted in a violent explosion, destroying the residence and showering debris onto the Deitricks' house next door.

The Deitricks filed suit against the gas company, Keyspan East Gas Corp., claiming that Keyspan had negligently installed and maintained its underground gas service line, and that they suffered damage to their house, as well as personal injuries. Keyspan filed a motion for summary judgment, which the trial court granted. They appealed.

The appellate court began by reviewing the rules that, under New York law, would establish liability on the part of a gas supplier:

> ***"While a gas company has a duty to maintain and repair its gas lines to avoid injury to neighboring property owners, the utility is liable only for injuries caused by its negligence in the installation or maintenance of its system. A gas company is not an insurer against accidents from escaping gas. It is only responsible if it is shown that gas escapes through its negligence. Unless there is***



some warning of a possible defect with respect to a utility line, the supplier is not obligated to tear up the streets to inspect the pipes, and it is obviously impractical and would undoubtedly create new hazards if the supplier was expected or required to regularly unearth its entire system."

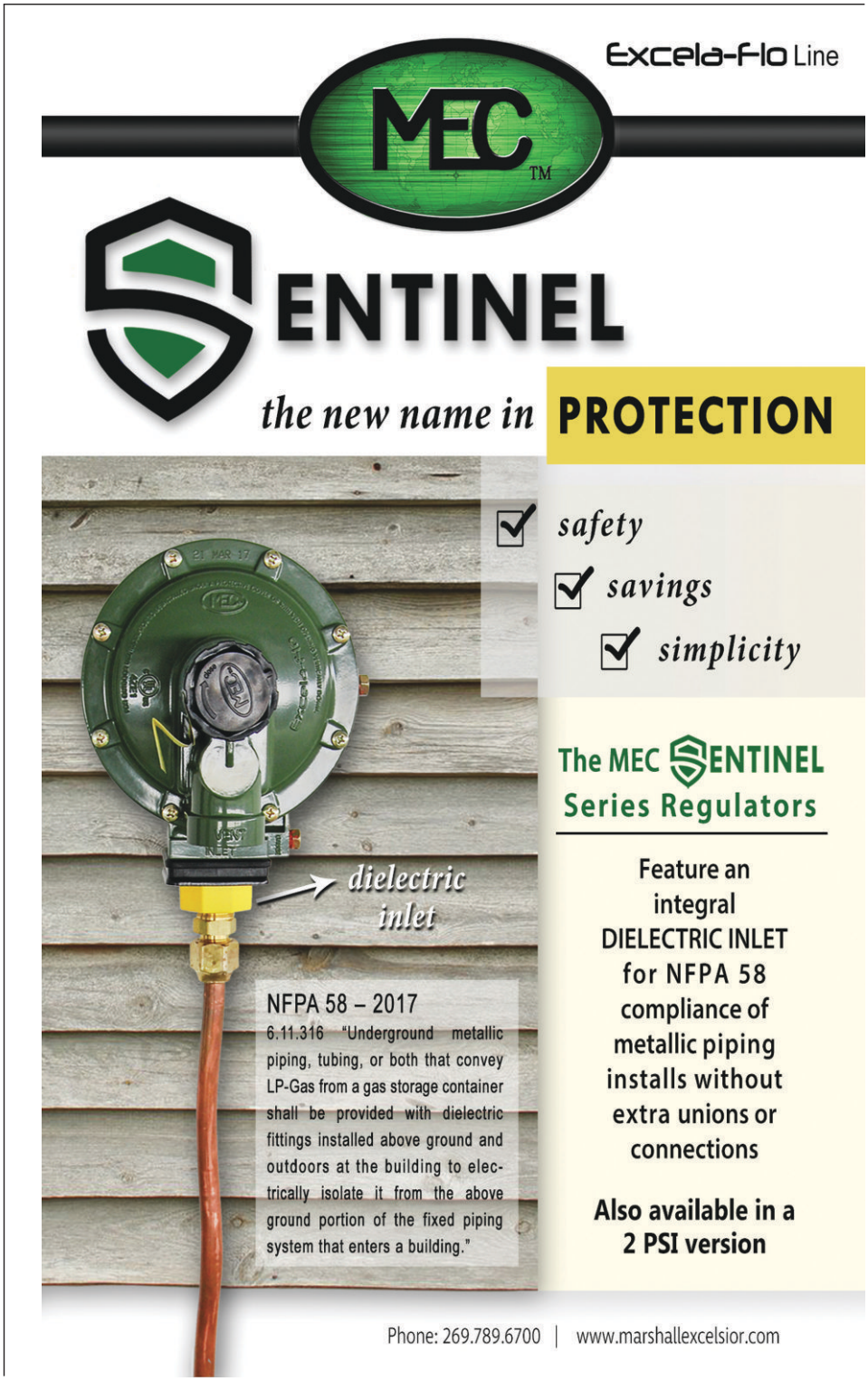
The court then applied these rules to the case at hand to conclude that the Deitricks had not submitted sufficient proof on their claim that the gas line was negligently installed:

"Here, Keyspan established that it was not negligent in the installation of the subject gas service line. It submitted evidence that the tree that uprooted it was not present in 1936 when the gas service line was installed. This evidence included the deposition testimony of a former senior administrator for Keyspan's predecessor, who testified that the presence of a tree would have rendered it impossible to install the line where it was placed in 1936. Keyspan also submitted an affidavit of an arborist, who opined that the subject tree was a mature tree planted after the construction of the community was completed in 1938, based on the fact that nearly every other house on the subject block had alternating plantings of similar sized trees, thereby demonstrating that the trees were intentionally planted as part of the development of the community. In opposition, the plaintiffs failed to raise a triable issue of fact. They did not submit evidence as to how the subject tree could have been present in 1936 during the installation of the gas service line, or evidence of an alternate means of installation had the subject tree been present on the neighboring property when the gas line was installed. Moreover, the plaintiffs' arborist failed to address the opinion of Keyspan's arborist that the subject tree was a mature tree planted after construction of the community was completed in 1938."

The court was also unimpressed with the Deitricks' claim that the gas line was negligently maintained by Keyspan:

"Further, Keyspan established that it was not negligent in maintaining the gas service line. Keyspan's experts noted that it had complied with applicable regulations by performing a walking survey of the property on which the tree was located to detect leaks on July 28, 2010, within the three-year period prior to the explosion. Keyspan submitted evidence demonstrating that no leaks were detected during that walking survey. In opposition, the plaintiffs failed to raise a triable issue of fact as to whether the appellant negligently maintained the gas service line. The opinions of the plaintiffs' experts did not rely on any applicable regulations or accepted industry standards and, instead, cited an American National Standards Institute (hereinafter ANSI) requirement, which the experts failed to demonstrate represented the general custom or usage in the industry. The plaintiffs' contention that Keyspan was required to unearth its gas service lines without any evidence of a leak, relying on an ANSI requirement, is without merit."

David Schlee is a shareholder in the Kansas City law firm of Schlee & McCarthy PC. Readers may contact him at drschlee@schleelaw.com.





BALTIMORE TERMINAL: DESIGNED FOR SPEED, CONVENIENCE, SAFETY

STEVE RELYEA

This new propane bulk terminal in Baltimore was commissioned in December 2018. It was built by Tri Gas & Oil for its newly launched affiliate, Mid-Atlantic Rail Services (MARS).

Photos courtesy Susan Martin of Tri Gas & Oil

To learn what transport drivers want from a terminal, two of the principals of Tri Gas & Oil (Federalsburg, Md.) got in a transport truck and experienced it firsthand. That paid dividends when the company decided to build a new propane bulk terminal in Baltimore for its newly launched affiliate, Mid-Atlantic Rail Services (MARS).

"We are a discerning buyer," says Nash McMahan, president of Tri Gas & Oil. He and his father Keith McMahan, chairman and CEO of Tri Gas & Oil, spent time in the transport truck before beginning the project. Based on what they saw, he says, "We wanted to provide high-speed loading, ease of getting in and out of the facility, and a facility drivers will want to use. The drivers we are now serving say we have met those goals."

The Baltimore terminal was commissioned in December 2018. MARS is a new corporation that houses the terminaling business, including the new terminal and an existing one. Tri Gas & Oil is a fuel wholesaler with both a wholesale division and a residential and commercial division.

"We are no stranger to rail terminals; our first one was built in 1990 and is still in operation," McMahan says. "We determined this was the right time to bring the same model to the mid-Atlantic region to service this market."

Superior Energy Systems (Columbia Station, Ohio), the general contractor on this project, has been busy with many projects in the region. "We have been working all along the East Coast, from South Carolina to Maine, over the last five years," says Jim Bunsey, director of operations for Superior Energy Systems. "There have been many terminal expansions because of the demand from population growth and need."

Tri Gas & Oil had operated at the Baltimore location for the last three winter seasons using a transloader. About a year ago, the company's board of directors approved moving forward with permanent infrastructure.

GOALS MET

Today, the Baltimore terminal includes two 60,000-gal. tanks providing 120,000 gallons of HD-5 propane storage, four rail spots for off-loading, two transport truck loading stations, and one bobtail loading station.

It meets the goals the company had set before the project began. As McMahan explains, "This terminal offers high-speed loading through a fully digital operating system, easy access to major interstates, and the security of having staff onsite during all hours of operation to aid in loading transports. That takes the level of safety up."



Tri Gas & Oil's first rail terminal was built in 1990. "We determined this was the right time to bring the same model to the mid-Atlantic region to service this market," says Nash McMahan.

Double-acting compressors by Corken quickly unload and recover vapor from railcars. Turbine pumps by Flowserve provide high-speed loading of trucks. "Centrifugal turbine pumps fill quicker," says Derek Rimko, vice president of operations for Superior Energy Systems. These pumps allow for high-speed loading rates of 550 gallons per minute. They can load a transport truck at an average rate of 18 minutes per truck. With two transport truck loading stations, the new terminal can load up to six transport trucks per hour.

Turbine pumps are an upgrade that both new and older terminals consider. "Time is money," Bunsey says. "By upgrading to turbine pumps, terminals can meet customer needs. If customers have to drive farther but can fill quicker, they will make the drive." Rimko adds that when an existing facility is looking to upgrade, they consider automation throughout the system; the pumps and the volume they have; and replacing antiquated piping to increase safety.



The MARS Baltimore terminal is equipped with one bobtail loading station, boasting a liquid site flow, electronic load handling, and a high-efficiency controller.

LOCATION, SPEED, STORAGE

Bunsey explains that when wholesale customers are choosing a terminal, they look at the location, speed, and onsite storage capacity. "They look at how far they have to drive, how quickly they can load their transport, and, especially during peak demand months, whether there is enough propane there to service them."

The terminal's fully digital operating system offers a number of benefits for both the terminal company and terminal customers. "It's a very robust electronic system," says Donald Fernald, president and CEO at Superior Energy Systems. This GVM Integration system enables the terminal to be unmanned, so the driver can do all the inputs and outputs for the loads. The inputs include the driver number, so the system can tell if the driver has been trained, and information about the truck, so the system knows how many gallons the truck can take. The system also al-



For high-speed loading of transport trucks, the terminal is equipped with turbine pumps, allowing for loading rates of 550 gallons per minute. They can load a transport truck in approximately 18 minutes, loading up to six transport trucks per hour.



As new inventory arrives, Canton Railroad workers hook up to offload propane into onsite storage tanks accessible to transport and bobtail drivers.



Switching and operations of the MARS Baltimore terminal are provided by Canton Railroad, a Class III switching and terminal railroad. Two 60,000-gallon tanks provide a current capacity of 120,000 gallons of HD-5 propane storage.

lows the terminal owner to allocate loads to certain customers, so the owner can determine how many loads or how many gallons a customer can get. Lastly, the digital operating system saves the information about each transaction and forwards it to the terminal's office for billing.

Fernald added that the Baltimore terminal also features a remote inventory control system, which enables Tri Gas & Oil to monitor how many gallons are in the tanks, and a Dräger flame and gas detection system, which is outside code requirements.

Tri Gas & Oil's Baltimore terminal is served by Norfolk Southern and CSXT railroads. Switching and operations are provided by Canton Railroad, a Class III switching and terminal railroad in Baltimore County.

"We have the opportunity for servicing outside normal business hours," McMahan says. "The hours are now Monday through Friday, but if we need additional switches, Canton Railroad has committed to make that happen for us."

VERTICALLY ORIENTED COMPANY

MARS is the newest addition to the Tri Gas & Oil family of companies. The wholesale division of Tri Gas & Oil offers fuel delivery, risk management, supply physical and financial hedges, fixed pricing, spot contracting, index, and swaps/options. The residential and commercial division of Tri Gas & Oil serves the eastern and western shores of Maryland and Delaware and surrounding areas. It provides propane, heating oil, petroleum-based fuels, and propane appliances to area homes and commercial businesses.

"Tri Gas & Oil is a vertically oriented company," McMahan says. "We have a very wide range of offerings. We're in the retail business, we're in the wholesale business, we're in the transportation business, and we're in the terminaling business.

"Tri Gas & Oil can offer you the physical gallon; MARS can offer terminaling of our railcar or yours; and Tri-Trucking can give you a delivered product," he adds. "All three can be done with one sole source."

The new terminal is located just north of the Baltimore Harbor Tunnel, off of Interstate 95 or Interstate 895. ■



IMPLEMENTING SAFETY MEASURES TO REDUCE LIABILITY

ANDREA YOUNG

Can you recall these popular adages? “An ounce of prevention is worth a pound of cure.” “It’s better to be safe than sorry.” “Safety doesn’t happen by accident.” Proverbs such as these likely resonate with the majority of propane marketers who understand the very existence of their business hinges on one critical factor—safety. Sayings like these stand the test of time because they serve as practical reminders to be careful, to play it safe, to not become complacent.

Safety underpins everything as it relates to the overall success of a propane business. In a recent seminar, trial attorney John G. Hansen of McCoy Leavitt Laskey LLC, a national catastrophic fire and explosion law firm, pointed out how many gallons would need to be sold to cover three realistic settlement amounts. It would take 10 million gallons to cover a $2-million settlement, 11 million gallons to cover a $2.2-million settlement, and 25 million gallons to cover a $5-million settlement. Nothing will repair the damage a safety incident can cause to a business’ reputation.

When it comes to safety—there’s nothing bigger than the little things. In his seminar at the Mid-States Propane Expo & Trade Show in Olathe, Kan., Hansen led a lively legal presentation that addressed the importance of creating a work environment in which safety is the highest priority; taking proactive, preventive safety measures that involve the entire staff; and acknowledging, sharing, and rewarding best practices. These, he said, are paramount to maintaining a thriving propane business.

Hansen, who serves as regional and national counsel for several clients including the National Propane Gas Associa-

tion (NPGA) and the Propane Education & Research Council (PERC), prides himself on providing clients effective and efficient legal representation for 30 years, focusing primarily on defending catastrophic fire and explosion cases brought against gas suppliers and product manufacturers, and others. He has developed a particular expertise in propane cases in which he has represented retailers, wholesalers, transporters, and refineries in cases brought throughout the United States. Hansen has litigated hundreds of cases and has heard and seen firsthand how details in a case can get scrutinized under a legal microscope. He began his presentation by emphasizing the fact that no propane marketer ever wants to confront the worrisome question, "Did we do something wrong?"



Trial attorney John G. Hansen (right) and Randy Warner, product manager at Cavagna North America, role-play a deposition.

The propane industry prides itself on its safety record and does an excellent job with safety training and certification programs, safety materials, and other resources. Marketers are well aware that all it takes is one small mistake or wrong assumption to contribute to a potential accident and legal liability.

Hansen shared (gruesome) details from various legal cases in the news to help illustrate the severity of the burn injuries caused by an accident and helped the audience grasp firsthand just how, "there is nothing worse than a burn injury." Hansen's engaging presentation held the audience's attention especially during the role-play portions of depositions and court testimony. Hansen would pause to point out the areas where safety industry standards were not adhered to and offered the defense perspective with suggested actions to help avoid legal liability and the agony of worrying, "Did we do something wrong?"

Although juries are instructed to be fair and impartial, I realized after squirming through some of the injury details, it might be hard not to lean sympathetic to the pain and suffering of a burn victim. Ask yourself, when it comes to deciding between an injured plaintiff and the gas companies, who do you think jurors are more likely to identify with emotionally?

The following areas were among some of the topics addressed during Hansen's legal presentation that provided propane marketers insight about ways to implement safety measures to help reinforce their businesses against future liability issues:

CSRs—YOUR FIRST LINE OF DEFENSE

The critical role of a customer service representative (CSR) cannot be overstated when it comes to safety and accident prevention. Hansen remarked that customers expect CSRs to be knowledgeable and ready to give good advice. Many marketers, he added, still don't train their CSRs. Hansen frequently hears comments like, "They just take calls. They don't want to get involved. That's not their job. You can't expect them to know that stuff."

Hansen ardently disagrees, stating, "There are too many examples of when an accident could have been avoided if the call had been handled differently." He emphasized that it is crucial that customer service reps receive proper training. "CSRs are a first line of defense when it comes to fielding calls and giving advice regarding a potential safety situation. A CSR definitely should not make assumptions. It is important to remember that an employee may be required to give statements in a legal deposition or testify if a case goes to court, so it is your responsibility to arm them with all the tools they need to protect your business and represent you well."

Hansen recalled details from the deposition of a safety manager who was questioned for eight hours under oath. He replaced some of the safety manager's misstatements with correctly revised answers to illustrate how CSRs can be more empowered to strengthen safety efforts. Here are some of the suggestions that were discussed:

1. Make CSRs part of the safety team. Have them attend safety meetings. Make sure they comprehend the vital role they play regarding customer and employee safety.
2. Train CSRs so they are well informed about proper propane safety procedures and are trained to respond appropriately to customer calls.
3. Have a prepared script for CSRs and make sure they follow it.
4. If a CSR doesn't know an answer, encourage them to ask questions and seek information from other professional staff members.
5. Review proper safety materials with CSRs frequently. In a legal situation, an employee could be asked questions

TIPS FOR CSRs:

1. Don't make assumptions. Deal with facts.
2. Stay calm. Don't get hurried or flustered.
3. Make sure the caller gets an accurate and complete safety message, i.e., did the CSR tell the caller not to return to the building, not to flip any switches, not to use a phone or cell phone, or other appropriate safety instructions?
4. If a CSR doesn't know the answer, encourage questions of the safety manager, service tech, or other professional staff.
5. Always address a call stating, "I smell gas," "I'm out of gas," or "I have a leak" as if it were a true emergency. Take customer calls seriously and always assume the customer is right. If there is the slightest question about the integrity of the gas system, if there has been an interruption in service, an out-of-gas situation, or when in doubt: do a leak check and document it!

such as, "Have you read the PERC safety brochure? When was the last time you reviewed the safety brochure? Can you tell us what the next step is in the warning?" It's always a best practice for employees to be up-to-date and be familiar with safety materials.

REMEMBER:

If It Wasn't Documented, It Wasn't Done. Customer Certification Forms, etc.

The motto of our litigious society, "If it isn't documented, it wasn't done," simply cannot be stressed enough! Document, document, document. If you are ever required to go to court, you can't prove anything was done properly unless you have the paperwork to prove it.

The majority of propane marketers in the audience agreed with Hansen that, "Every propane marketer should get a 'New Customer Certification' form on file that has been signed and dated by the customer stating that they received and read the PERC *Propane Safety Information for You and Your Family* brochure."

Understand the Difference Between an "Interruption of Service" and An "Out-of-Gas Situation"

There have been cases where a delivery driver thought the propane tank still had pressure so a leak test was not performed. Never assume anything! If you have doubts or questions, knock on the customer's door and ask more questions. Don't forget to document everything!

Where in the Code is "Out of Gas" and "Interruption of Service" Defined?

One of the biggest liability issues may not be well defined. Do you know where "Out-of-Gas" situations are defined? NFPA58? NFPA54? CTEP classes? Employees should be very clear about this and knowing the difference between an Out-of-Gas situation and an Interruption of Service and how to handle each, respectively.

5% Rule

No matter what, in the event that a propane tank gauge reads 5% or lower, always perform a leak test and always document it!

DUTY-TO-WARN SAFETY OBLIGATION

As you know, propane marketers have a duty-to-warn obligation to provide customers with the information they need to safely and comfortably enjoy all the benefits that propane can deliver. Typically, a PERC *Propane Safety* or *Propane Safety Information for You and Your Family* brochure is mailed to every customer annually, often by a third-party vendor that provides certification of service. The business should receive the mailing at its business mailing address. The unopened envelope should be kept on file along with the customer mailing list, U.S. postal reports, vendor, and other mailing documentation.

SAFETY QUESTIONS FOR RETAIL PROPANE MARKETERS

Here are some sample questions that might be asked during a deposition:

1. Does your company follow the warnings in the PERC *Propane Safety* brochure?
2. When was the last time employees read the PERC *Propane Safety* brochure? Do they know what it says?
3. Do you provide customers with a copy of the PERC *Propane Safety* brochure? Can you provide documentation that a duty-to-warn mailing was sent?
4. Have your employees heard of odor fade?
5. Is there ever a time when people can't smell the odor of propane gas?
6. Do you recommend installing a combination carbon monoxide and propane gas detector?

Hansen left the audience with this parting advice, "Know that attorneys will imply to a jury that the propane company doesn't care about safety. Now, if you are ever to encounter a situation where you must defend your business in court, you will have prepared beforehand and will be ready to provide well-documented evidence that proves your business does care and goes to great lengths to take every precaution."

Hansen wrapped up the presentation noting the industry's excellent safety record and the meticulous self-regulation and commitment to safety will likely put him out of business. And, he said he'd be happy if he never had to look at another burn victim photo. Maybe, he mused, "I'll take up a more uplifting career like divorce law."

In addition to his litigation practice, Hansen regularly consults with clients regarding safety, training, and warning issues, and proactively works with his clients to prevent accidents. He is also a frequent speaker at industry conferences focusing his presentations on practical advice designed to enhance safety. He is a past president and current board member of the Propane Gas Defense Association and has achieved the highest rating from Martindale-Hubbell (AV). ■

ADAPTING TO THE CHANGING WORLD: NEVER STOP LEARNING

STEVE RELYEA

Four years ago, after having operated a propane company for some 35 years, Alan Friedman went back to school. He had been running the company since around 1980, when he was just 16 years old and still in high school. Despite having to learn everything on the job, he was accepted to the Harvard Business School Owner/President Management (OPM) program in 2015.

"I needed to reinvent myself and the company in a changing world," Friedman says. "I wasn't tech-savvy and I felt I had to do something to take the company in a new direction and keep it going. The world was changing; I had been running the company for 30-plus years and I had to adapt to keep up with the changes."

He and his company, Superior Energy LLC (Vernon, Conn.), have indeed kept up. When Friedman took over, the company had four employees; today it has 12—many who have worked for Superior their whole lives, offering a combined experience of more than 150 years.



Sarah Friedman founded the company as Superior Propane in 1939. Needing propane for the family farm, she decided to buy it in bulk and sell the excess to other local farmers.

The company now delivers propane to a wider area and sells, installs, and services a wider selection of appliances. From one office, Superior Energy works with customers in Connecticut, Massachusetts, and Rhode Island. Its licensed service technicians can handle everything from small cooking appliances to 30,000-gal. tanks. The company services both residential and commercial customers. As this was written, the company had 201 reviews and a 5.0-star rating on Google; 81 reviews and a 5.0 rating on Facebook; and an A+ rating at the Better Business Bureau.

"We're full service and high quality," Friedman says. To achieve those kinds of customer ratings and business growth, Friedman has made changes along the way.

80 YEARS, MANY CHANGES

He is the fourth person to lead the family-owned and -operated business. The company was founded in 1939 by his grandmother, Sarah Friedman. Sarah, her husband Max, along with six kids (youngest son Harry was born later) immigrated to the U.S. from Europe to work as farmers. She spoke little English but knew a business opportunity when she saw one. Needing propane for the family farm, she decided to buy the propane in bulk and sell the excess to other local farmers. Thus, the company was founded as Superior Propane Inc. in Ellington, Conn.

"The closest place to buy propane was Springfield, Mass.," Alan Friedman explains. "Today

it might take 30 or 40 minutes to get there, but then, with no highway and with 1930s trucks, it took an hour and a half or two hours. So, she started buying propane and selling it to people across the street. That would save them having to drive to Springfield. The area was all chicken farms; there were maybe eight to 12 farms within a mile. Those were her customers. She was a woman ahead of her time, a real powerhouse. Especially as an immigrant, and mother of seven, she was really the first in our family to not fear change, or a challenge."

Sarah's son Izzy took over and ran the company until around 1948. Izzy was a U.S. army veteran and electrician, so for a time the company was called Superior Gas & Electric. Then Sarah's youngest son—Alan's father, Harry—ran the company from the 1950s, after returning home from serving as a Marine in the Korean War, to 1980.



After running Superior Energy since around 1980, and having to learn everything on the job, Alan Friedman was accepted to the Harvard Business School Owner/President Management program in 2015.

"My father brought in the first bulk trucks," Alan Friedman says. "It was a slow transition. My grandmother only sold bottles. When I took over in 1980, it was still only 30% to 40% bulk."

Harry Friedman grew the company and was the first to add staff. By 1980, the company had grown to four employees.

"Starting in the 1950s, the economy grew, the area grew, and the company grew along with it," Alan Friedman says. "The farms turned into subdivisions. There were a growing number of restaurants and other businesses that used



Sarah, Izzy, and Max Friedman in front of the family farmhouse that also served as the office of their propane company from 1939 to 2000.



Sarah and Harry Friedman sit with Harry's daughter in front of the family farmhouse.

Superior Propane Then &

propane. My dad grew the company by getting restaurants as customers; he was on the road all the time. At the time, the subdivisions weren't using propane. The builders' mentality was that if they couldn't get natural gas, they would use heating oil. It took a long time for them to consider propane."

That was the case up until the late 1990s. Then, propane began replacing fueloil. Superior Energy put in its first all-propane subdivision around 2000.

"That's when we had our first big break," Friedman says. "A builder called me just for the price of gas logs and some gas stoves. I asked how he was going to heat the homes; he said oil. I asked, 'Why not propane?' He said he had never thought of it. He tried a couple of houses and then went all propane. Once there was a tank in the yard, he used propane for everything."



Superior's 1928 Stewart truck participated in the Ellington, Conn., Memorial Day parade.

A NEW GENERATION

Alan can't remember his age when he began working at the company. He does know that he was driving service trucks and bobtails at the age of 14. "It was farm country and the 1970s, so things were a lot laxer in those days." After his mother passed away from cancer in 1980, his father came to the office only rarely. It was up to a teenage Alan to pay the bills and keep the family income and business going.

"I was already doing the mechanics of the business—the tanks, the trucks, delivery—so then I had to learn how to run a business," Friedman says. "I learned by trial and error."

Just to be able to keep up with both work and school, he slept most nights at the old family farmhouse in Ellington that served as the original Superior office. He has been running the business since then. (They moved to their modern office and showroom in Vernon in 2000—no overnight beds in sight.)

One of the first things Alan did as owner was to replace the existing crew who had a hard time taking direction from "the boss's" teenage son. Many of the people he hired to replace that crew are still with the company more than 30 years later. "They have aged and grown with me. We are like family and I trust them implicitly." Friedman spends a good deal of money on training every year and brings trainers to the office. "Your most important asset is your people," he says. "You should pay them well, treat them well, and empower them. If your people are happy, they will take care of your customers and stick by you and the company."



In the 1950s, Superior operated from its original location in Ellington, Conn. The company was renamed Superior Energy in 1998 and moved to Vernon, Conn., in 2000.

LEARNING TO ADAPT AND NOT FEAR CHANGE

In 2015, Friedman entered the three-year Harvard Business School OPM program. Going back to school at that age was difficult. The other students were in their 30s and more tech-savvy. The schedule was challenging too: study group at 7:30 a.m., class from 9 to noon, class again from 1 p.m. to 4, and study group again from 6 to 9. That was the schedule for six days a week, and it doesn't include the time for the required reading. The students had to live on campus three weeks a year and then implement what they learned at the office and show the professors their progress. "I would call my wife and say, 'Why am I doing this? I'm paying to go through this.' But in the end it was worth it."

The changes recommended at Harvard, and adopted at Superior Energy, included the hiring of remote workers to handle their online presence,

& Superior Energy Now



Superior Energy supports several charitable organizations and events, including pet adoptions and holiday toy drives. For every customer who requests delivery from its pink truck, the company makes a donation to one of the organizations.

and the formation of an advisory board. These have helped Friedman adapt to the many changes he has seen in the propane business over the last 40 years.

Among those changes is the need to adapt to the internet. Today, Superior Energy is fully digitized. All deliveries are digitized, including the routing, tickets, and filing. Customers can order online and can chat with the company online. Even if a customer contacts Superior on a Sunday afternoon, the company will get back to them quickly. Customer service is their main priority always.

The company confirms service appointments by texting customers and asking them to confirm the appointment or reschedule. "That's what the younger generation wants," Friedman says. "They want a text or email, not a phone call. But, even with that, we still remain true to our small, local business roots and those customers who have been with us for decades—some as long as 40 years. They appreciate that when they do call, they always speak with a live person, likely the same person who first set them up on their account!"

At the same time, on appliance sales, Superior has had to face new competitors like Amazon. Today, consumers can buy appliances online for the same price businesses like Superior buy them for. "We can't change that, so we need to work with those changes," Friedman says. They instead emphasize the ease and savings of not having to pay expensive shipping rates—which always carry with them the potential that something will arrive broken, leading to the hassle if it needs to be returned, etc. Superior, therefore, offers its customers a warranty on all the products it sells *and* offers professional delivery and installation. Most people like the idea of saving time and getting the quality guarantee that comes along with it.

Another change is that it's harder to hire and retain blue-collar workers. "That's a change in our country, not just our industry," Friedman says. "The blue-collar workforce is aging. What kid wants to be a plumber or an electrician? They want to be a millionaire, without knowing how they're going to get there or wanting to put in much effort."

Friedman says he expects this problem to get worse as current workers retire and as the government makes it more difficult to get a commercial driver's license. "I've been very lucky," he says. "People come to us. My crew has been here so long, and they speak so highly of the company, that people seek us out. You have to not just hire people, but retain the good crew you have. I reward my crew and I am lenient when it comes to taking time off for family matters. A company has to keep employees happy, keep customers happy, and make money. You can't just do two out of three; you have to do all three."

A change unique to New England is the large-scale conversion from fueloil to propane or natural gas. Friedman added boiler swap-outs to his range of services about 10 years ago. At the same time, he has had to adapt to competition from companies from the oil business who have moved into propane. "Fifteen years ago, I had 10 competitors; now, I probably have 100."

"You have to continue to reinvent yourself and your company," Friedman adds. "You have to learn and learn. It doesn't have to be Harvard, it can be any college or reading, but you have to learn to adapt and not fear change. Then there is the hardest part: the implementation and follow-through. If you fail, fail fast, and then try again. And always, always remember that you cannot accomplish anything without your support staff and the people you surround yourself with. Show them that you value and appreciate their input and all they do to make your business a success." ■

IMPLEMENTING A 20% RULE: WHY AND HOW

STEVE RELYEA

Delivery efficiency is both critical and controllable. David Lowe, vice president of Pro Image Communications (Grand Blanc, Mich.), notes that propane marketers can't control the weather or the wholesale price of the fuel, but they can control their own company culture and delivery efficiency. With the right roster of drivers, equipment, and methods of dispatch, he says, marketers can boost their delivery efficiency and productivity.

In his seminar at the NPGA Southeastern Convention, "Delivery Efficiency Case Studies," Lowe presented data and offered tips to help marketers improve their productivity. Both the data and the tips come from real-life experience. Lowe represents Pro Image as an Energy Professional providing propane clients with unique marketing, sales, training, and consulting programs. His seminar was based on data collected from clients that had come to him for analysis of their operations.

Ideally, Lowe says, all tanks would be filled at 20%. More likely, he adds, it is done at 30%. Based on 12 months of data from those clients, though, he found that they were filling tanks at a point between 38% and 44%.

MAKING CHANGES

During the seminar, he presented several case studies showing the data from clients, before and after they made changes to improve their delivery efficiency.



David Lowe

In one, he analyzed the numbers for a January in which the marketer delivered whenever the company wanted and the following January in which the marketer delivered only when customers were at 20%. After implementing the 20% rule, this marketer delivered 14% more gallons per drop; 20% more gallons per mile; and 26% more gallons per day.

In another case study, he analyzed the numbers for a January in which the marketer delivered when the tank was at 30% and the following January in which the marketer delivered at 25%. In this case, after implementing a 25% rule, the marketer delivered 4% more gallons per drop; 11% more gallons per mile; and 15% more gallons per day.

In a third analysis, he made a comparison that showed the difference between filling tanks at 30% versus doing it at 20%. By making this change, the client improved the number of gallons per drop by 13%; the number of gallons per mile by 29%; and the number of gallons per day by 23%.

Making these kinds of improvements in delivery efficiency requires several actions: Make sure drivers don't get called off route to do other things when they should be making their scheduled deliveries; avoid runouts by improving your process, not by delivering more often than you should; and, if a will call customer is unable to afford a full 300-gallon delivery, offer a price protection program plan. Better yet, don't offer customers a will call plan; offer only automatic delivery.

"If you don't offer will call, they don't ask for it," Lowe said. "If there is an issue, you can place the account on a budget plan. You are the energy expert and you don't have to say no. A budget plan makes it like natural gas; the customer pays the same every month. If you have them put it on their credit card, and there is a problem in the future, then they get mad at the card, not you."

He also recommended running the numbers and getting rid of customers who don't make the company money. One way to do that is to ask every driver and customer service representative to name three customers they'd like to get rid of. "Delivery culture is anchored on numbers, if those numbers have meaning," he said. "Facts aren't feelings, and feelings aren't facts."

MENTAL PREPARATION

Implementing a 20% rule and sticking with it requires success in leadership, making decisions, and sticking to a process of gathering numbers and continually refining the way things are done, Lowe said.

The key to maintaining success, he added, is mind set. It takes mental preparation to achieve improved productivity through change. The leader must have a vision or goal, a process, and the discipline to stick to that process every day. He compared

Continued on **Page 44**



Speaking with ***BPN*** before one of his first of many presentations after being sworn in as NPGA's chairman on June 3, Randy Thompson said he sees huge gallon growth opportunities in year-round propane consumers.

Photos courtesy of Steve Ahrens, Missouri Propane Gas Association

THOMPSON PUSHES PROPANE GALLON GROWTH DURING TRAVELS

PAT THORNTON

Randy Thompson is more than just a third-generation propane industry member—he's a Marine that served in Operations Desert Storm and Desert Shield, a winemaker, and an accomplished musician, just to name a few. And now, as chairman of the National Propane Gas Association (NPGA), Thompson is setting big goals for the industry that start with something simple: leaving no doubt that propane is the cleanest alternative fuel in the world.

BPN caught up with Thompson prior to his presentation at the Mid-States Propane Expo and Trade Show in Olathe, Kan. in mid-June, where marketers from Kansas, Missouri, and a few surrounding states were gathered for a week of activities, presentations, and a trade show. This was one of Thompson's first of many presentations to state and regional associations after being sworn in as NPGA's chairman on June 3.

"We've set a stretch goal of adding 4 billion propane gallons to annual sales in the United States within five years," Thompson told ***BPN***. "Let's start by getting back to where we were when the Propane Education & Research Council (PERC) started. Let's leave no doubt and make clear we have the cleanest, greenest fuel known to man and we have way more than we currently need being produced right here in the U.S."

Thompson points to the many inroads being made with PERC's leadership in the areas of propane school buses, propane lawn mowers, and many applications for propane.



Thompson said two of NPGA's biggest challenges and opportunities in 2019 are selecting a new CEO and transitioning the CTEP program from NPGA to PERC.

"Success will be measured by gallons gained," Thompson said. "Propane marketers need to be well-versed on the benefits of our clean, green energy source. We have work to do in the face of the 'electrify everything' movement and the Green New Deal, which proposes radical carbon cuts that are not compatible with reality."

TREATING PROPANE FAIRLY

According to the U.S. Energy Information Administration, approximately 25% of homes in the U.S. run solely on electricity, and the highest proportion of electric-only homes is in the south, with 44%. "There is plenty to do to expand our market share," Thompson added. He said legislators and regulators will be called out if they make it clear they are not treating propane fairly. "It is no secret that money carries influence in politics, but we will speak out where we see politicians putting their thumb on the scale to benefit one energy over another. We will not be afraid to take on opponents. I have no doubt we can lead our industry to prosperous growth over the next 10 to 20 years and beyond."

Thompson said he sees huge gallon growth opportunities in year-round propane consumers, including prime power generation at homes, businesses, and military bases across the nation, as well as expanding the autogas and water heater markets.

"All of these applications are year-round users of our product," Thompson said. "We don't have a supply problem, we have a demand problem. We have got to work to level the annual demand profile for propane in U.S."

Thompson points to joining the U.S. Marine Corps as his best life decision. "This is where I learned a lot about leadership and the importance of putting the right people in the right place," he explained. "I really learned some good traits there about motivating people and leading them to great success."

ThompsonGas, the business his grandfather and father led, began as a single location business with eight employees but has grown to a multi-state operation with 123 locations, 670 employees, and more than 100 million annualized gallons. Thompson joined the company in 1987 while he was earning a degree at Shepherd University. He became vice president at ThompsonGas in 1992, focusing on marketing and logistical improvements in the company, and was named president and CEO in 1998.

"We built ThompsonGas mostly through acquisition and several step-outs. It involved developing trust with sellers who believed in what we were doing," he said. "In many cases, especially in the earlier days, we started investing in companies where the seller stayed invested and involved in their company for five to 10 more years in the long-term acquisition process."

With more than 40 acquisitions in the growth process, ThompsonGas is currently engaged in three more acquisitions that should close by the end of 2019.

OTHER INTERESTS

Aside from his love of the propane industry, Thompson's winery business started with the planting of 35 acres of grapes on his family farm in southern Washington County, Md. It now features a 10,000-sq-ft winery and tasting venue, and the winery has been favorably compared to those in Napa. "The winery allows me to do what I love the most, meet with people and engage with them; many are propane customers. Whether it is wine or propane our industry is all about relationships."

Thompson became involved with NPGA 18 years ago. In addition to serving a term as NPGA's governmental affairs committee chairman, he has served for 10 years on NPGA's executive committee.

"This year, one of NPGA's biggest challenges and opportunities is to select a new CEO for the first time in 18 years," Thompson said. "Putting the right person in the chair is a top priority. It truly is the greatest responsibility any board of directors has to fulfill. In addition, transitioning the CETP program from NPGA to PERC will take tremendous energy and focus."

Thompson is excited to visit one-on-one with the people of the industry through the next year. "I'm fortunate that I am able to get out of the office and travel this year," he said. "I am very much looking forward to meeting more people in the industry and sharing our message of how together we can grow sales of our clean, green fuel. Everyone has a role to play in expanding usage of propane." ■



Alternative-fuel vehicles were displayed both inside and outside the Long Beach Convention Center, site of the Advanced Clean Transportation (ACT) Expo. The event drew record-breaking attendance, with almost 4000 registered attendees.

AUTOGAS MEETS CLEAN TRANSPORTATION NEEDS

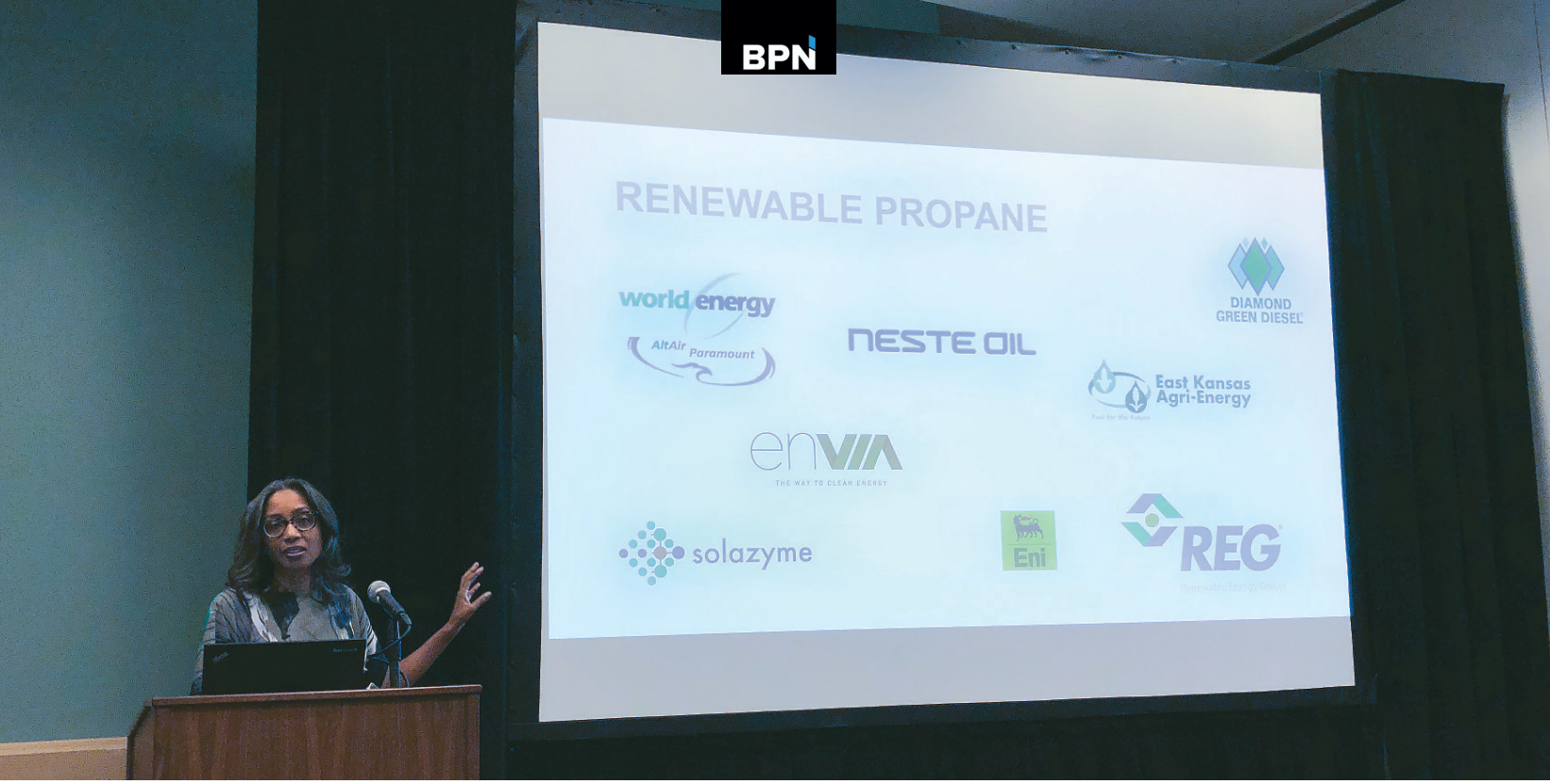
STEVE RELYEA

Buyers and sellers of clean transportation solutions gathered in Long Beach, Calif., in late April, and members of the propane industry were there. The occasion was the 2019 Advanced Clean Transportation (ACT) Expo. This ninth annual event drew almost 4000 registered attendees—a record-breaking total.

The Propane Education & Research Council (PERC) was very visible at the ACT Expo, manning a booth and presenting the Fleet Awards Reception and a seminar called "Propane Autogas Answers Fleet Needs!" At the close of the first day of the trade show, Michael Taylor, director of autogas business development at PERC, told ***BPN***, "Propane autogas can provide a viable, cost-effective solution for every fleet's Class 1-7 vehicle needs; electric and CNG vehicles do not have a viable solution for most of those vehicle classes. Collectively, alternative fuels are replacing an increasing number of gasoline and diesel vehicles and, in the long run, that's what really matters and makes the difference."

ROUSH CleanTech announced at the show that in-flight catering services provider HACOR has purchased seven delivery trucks fueled by propane autogas. These ultra-low NOx vehicles will deliver meals to airlines at Los Angeles International Airport (LAX). Each of these Ford F-750s is equipped with a Ford 6.8L V10 engine with a ROUSH CleanTech propane autogas fuel system certified to 0.02 grams per brake horsepower-hour—90% cleaner than the Environmental Protection Agency's most stringent heavy-duty engine standard.

After the press conference, Todd Mouw, president of ROUSH CleanTech, told ***BPN*** that the question he had been asked most often by fleet representatives during the ACT Expo is, "Why not electric vehicles?" He said he replied, "'Why wait? We don't have to wait for the price of batteries to come down; we have an economical solution that is ready now.' We need to propagate that message." ■



Joy Alafia, president and CEO of the Western Propane Gas Association, discussed the commercialization of renewable propane, fuel diversity, and lifecycle emissions.

AUTOGAS FOR FLEETS: FACTS AND RESOURCES

STEVE RELYEA

Four different aspects of propane autogas and its value to fleets were outlined in a seminar presented at the ACT Expo by the Propane Education & Research Council (PERC). During the two-hour seminar, "Propane Autogas Answers Fleet Needs," speakers covered renewable propane, reasons why propane vehicles work great, VW funding opportunities, and an introduction to propane products.

RENEWABLE PROPANE

The commercialization of renewable propane is accelerating, Joy Alafia, president and CEO of the Western Propane Gas Association (WPGA), noted in the first segment of the seminar. In October 2018, low-NO_x engines were introduced. In November 2018, renewable LPG became available in the western United States. And, effective January 2019, both propane and renewable propane are included in California's Low Carbon Fuel Standard (LCFS) program. That, she said, "is an important game changer."

When California and the U.S. have an abundant supply of conventional propane, why is there a need for renewable? Alafia posed that question and answered it during her seminar.

Renewable propane has many benefits, she said. It can fuel low-NO_x engines. Both ROUSH and Greenkraft offer propane autogas engines that are low-NO_x; at 0.02 grams per brake horsepower-hour, they are 90% cleaner than the EPA's current NO_x standard.

Fleets can easily switch to renewable propane because the fuel is the same as conventional propane. Money can be found to offset the production cost of the fuel via the LCFS and federal Renewable Identification Numbers (RINS) credits. There are also regional programs in California that provide consumer funding incentives for using renewable propane. Plus, fleets can show their commitment to the environment by using renewable propane.

Alafia also stressed the importance of fuel diversity. A fuel may be right for one fleet, but not for another, so it's important to have different fuels available. Plus, propane and renewable propane provide a backup option, as was seen during the California wildfires.

It's also important to look at lifecycle emissions, Alafia added. She noted that the carbon intensity of renewable LPG can be lower than that of electricity. Electricity has a carbon intensity of 31. The carbon intensity of renewable LPG is 19 when produced from raw used cooking oil, 24 when produced from used cooking oil, 34 when produced from corn oil, and 36 when produced from tallow.

WHY PROPANE VEHICLES WORK GREAT

In the second segment of the seminar, Michael G. Ross, senior program manager at Southwest Research Institute (SwRI), delivered a presentation called, "Why propane vehicles work great." In his address, Ross explained current



MTS was honored at the recent Advanced Clean Transportation (ACT) Expo with a Fleet Award that recognizes fleets that demonstrate leadership in clean transportation.

PROPANE FLEET HONORED FOR CLEAN AIR LEADERSHIP

When the San Diego Metropolitan Transit System (MTS; San Diego, Calif.) looked at alternative fuels to find a replacement for gasoline in its paratransit buses and minibuses, it determined that propane autogas provided the tank capacity and range those vehicles require.

Today, nearly three years after it began transitioning those fleets to propane, MTS has found that the propane buses also operate cleaner and more economically.

"These buses are doing a lot for the environment in San Diego and Southern California," Jay Washburn, manager of paratransit and minibus at MTS, told ***BPN***. "They also allow us to be a good steward of taxpayer dollars by reducing costs."

MTS was honored at the recent Advanced Clean Transportation (ACT) Expo with a Fleet Award that recognizes fleets that demonstrate leadership in clean transportation.

The agency began transitioning its paratransit buses and minibuses from gasoline to propane in fall 2016. As each gasoline bus comes to the end of its lifecycle, MTS replaces it with a new propane bus.

As of now, 107 of the agency's 167 paratransit buses and 31 of its 37 minibuses are powered by propane. The propane versions of both buses came with a Ford 6.8L V10 gasoline engine and were converted to propane autogas by ROUSH CleanTech.

Washburn joined MTS in the summer of 2016. The decision had been made to test propane buses and he was then involved in determining whether they were a good and viable solution.

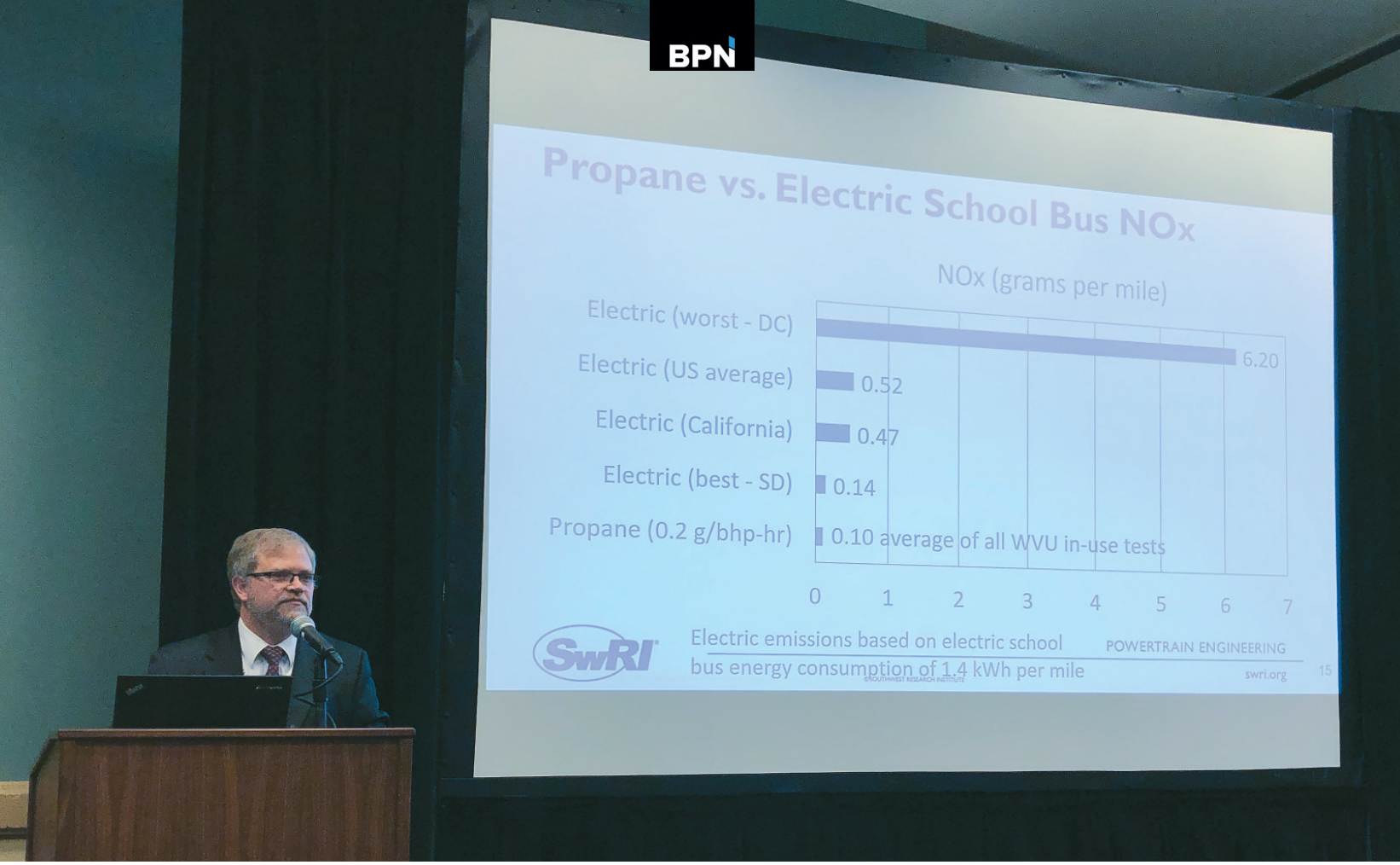
"We had to look at range, because some of these buses travel 300 miles per day," he says. "The best tank capacity and range were provided by propane."

Once these fleets have been fully converted, the CO_2 and greenhouse gas emissions will be reduced by 11 metric tons per year, per vehicle. MTS has also found that the return on investment (ROI)—the savings on fuel cost versus the purchase price of the vehicle converted to propane—was recouped in three years. The vehicles have a six-year lifecycle. This ROI is based on wet hosing and can be reduced as low as 1.9 years with onsite large bulk tank fueling.

"We also watch for any increase in the amount of maintenance required or the number of breakdowns," Washburn says. "We haven't seen any negative trend. The propane buses have performed well in reliability and operability. Clients like them because there is less exhaust."

MTS started the propane conversion with wet hosing. After about a year, the agency installed a 2000-gallon tank on site for fueling. The ROI could be even better if the agency were able to have a larger tank, because it would be able to buy the fuel more economically. The amount of fuel storage allowed onsite for refueling is limited by local Fire Department regulations. "To maximize fuel cost savings, we would need a 12,000-gallon tank on site to be able to take full tanker truck loads of propane," Washburn explained.

Staff were trained on propane autogas vehicles by ROUSH CleanTech. "ROUSH brought in personnel to train our staff and they provided online training as well," Washburn says. "It was a smooth transition."



Michael G. Ross, senior program manager at Southwest Research Institute, explained current applications and future opportunities for propane engines.

applications and future opportunities for propane engines.

Currently, propane provides the lowest NO_x in Class 4-7 medium-duty trucks and buses, he noted. It also maintains NO_x control under real-world conditions, even at low temperatures, Ross added. He cited results of an in-use school bus emissions study performed by West Virginia University under contract to PERC. It studied engines certified to 0.20 g/bhp-hr NO_x standard—propane and diesel—and found that their in-use emissions were far different. Two different propane-powered buses and two different diesel-powered buses were tested on a variety of routes in both winter and summer; NO_x emissions from the propane ones were "an order of magnitude" lower than those from the diesel ones, the study states. "Diesel aftertreatment is expensive and hard to get right," Ross said. (The full report is available for download from the PERC website at *propane.com/propane-products/buses/*.)



Joe Annotti, vice president of programs at Gladstein, Neandross & Associates, provided an update on the VW settlement and an analysis of "who's winning and why."

Looking ahead to future opportunities, Ross said propane improves the performance of direct-injection engines and turbocharged engines. "These are very popular technologies, because with them you can downsize the engine," Ross explained. These engines require higher octane fuel; higher octane gasoline can do it, but propane could do it too. Propane already meets most of the requirements of downsized engines identified by the United States Driving Research and Innovation for Vehicle efficiency and Energy sustainability (U.S. DRIVE).

Future heavy-duty engines, too, will have higher cylinder pressures that will require higher octane fuel. The next generation of purpose-built propane engines coming to market in the next three to five years "will have a torque curve like or better than diesel," Ross said. "There would be a cost premium versus today's gasoline engines, but not diesel," he added.

VW SETTLEMENT RECAP

An update on the VW settlement was provided by Joe Annotti, vice president of programs at Gladstein, Neandross & Associates (GNA), the clean transportation and energy consulting firm that organizes the ACT Expo.

The update included analysis of "who's winning and why they're winning." Annotti said just 1% of the VW settlement funds have been spent with awards made publicly available. Of the first $35 million spent, $14 million went to diesel, $8 million to CNG, $7.7 million to electric, and $4.5 million to propane. These totals include vehicles and equipment only, not light-duty electric vehicle infrastructure.

Why are these allocations happening? Annotti and GNA have analyzed the requests for proposals (RFPs) and found that some programs have published metrics and others do not. Among the states that are driven by metrics, propane and CNG rise to the top; those fuel types tend to be most cost-effective on a NO_x emissions reduction basis, he explained. In states where there are no published metrics, electric and diesel are winning; there, the selection process tends to be more political.

To help those who are applying for VW settlement funds, GNA has developed a free online tool in partnership with ACT News that has taken information from the RFPs and turned it into actionable intelligence. The tool evaluates the competitiveness of a project for VW settlement funds, but can't promise an application is going to win, Annotti cautioned. This Volkswagen Settlement Funding Project Competitiveness Calculator is available at *https://www.act-news.com/vw-calculator/.*

INTRODUCTION TO PROPANE PRODUCTS

In the final segment of the seminar, Michael Taylor, director of autogas business development at PERC, introduced the fleet owners in the audience to the new *Propane.com* and the site's new Volkswagen Trust Resource Center.

He noted that the new *Propane.com* is the place fleets can find information about propane. The site is easy to navigate and a convenient way to find resources. Taylor told the fleets that propane autogas has been in use in school buses since 1975, has been proven safe, and has evolved. He also noted the availability of bi-fuel vehicles that can run on both gasoline and propane, "for those of you who have range anxiety."

The new Volkswagen Trust Resource Center at *Propane.com* explains the emissions reductions, cost-effectiveness, and savings on fuel and maintenance offered by propane autogas. It also provides links to other PERC resources, a Heavy-Duty Vehicle Emissions Calculator provided by Argonne National Laboratory, and a Volkswagen Settlement Information page maintained by the National Association of Clean Air Agencies.

"As you choose the fuel your fleet operates on, you need to know the facts," Taylor said. He suggested that fleets take into account the total cost of ownership, including what is required to refuel and service the vehicles. "When you look at those figures, propane is the most cost-effective solution available today." ■



Michael Taylor, director of autogas business development at the Propane Education & Research Council, outlined the new *Propane.com* and its Volkswagen Trust Resource Center.



ROUSH CleanTech announced at the show that in-flight catering services provider HACOR has purchased seven delivery trucks fueled by propane autogas. These ultra-low-NO_x vehicles will deliver meals to airlines at Los Angeles International Airport (LAX).





Among the theme-focused side events to be held during the event are the Global Technology Conference and the LPG for Development Summit. Both are to take place September. 24.

WORLD'S LARGEST LPG EVENT HEADING TO AMSTERDAM

MIMI BRASSEUR

This year, the World LPG Association (WLPGA) and Liquid Gas Europe are joining together from Sept. 24–27 to bring the biggest LPG event in the world, the 32nd World LPG Forum & 2019 European Congress, to Amsterdam. The LPG industry is always seeking to reach outside the industry to help inform others about the industry and the contribution it makes to our environment, and also to encourage others to look into the LPG sector as a potential to either grow outside businesses or to grow personal and professional networks.

WHAT TO EXPECT AT THE WORLD LPG FORUM AND EUROPEAN CONGRESS

Traveling the globe each year, this influential event combines not only a high-level conference and a major exhibition, but also a choice of dedicated smaller summits and dynamic side events that cover the entire industry. This year's side events are The Global Technology Conference (GTC), the LPG for Development Summit (LPG4Dev), Autogas Day, the power-plays, and the snapshots, which take place in the exhibition area.



During the week of the Forum & Congress, delegates, exhibitors, sponsors, students, and visitors will be able to meet with key players in the LPG industry through networking opportunities, by attending the various sessions and presentations around the exhibition hall, or by visiting the exhibition.

WHY YOU SHOULD GET INVOLVED

If you have a personal or professional interest in the energy or environment sector, or even international relations and government policies, the Forum & Congress is the ideal place to learn how the LPG industry is striving to make the world healthier, cleaner, and more prosperous. Understand the roles and contributions of the various stakeholders from around the world and discover how LPG companies are striving for a sustainable energy future for all.

The industry is looking to reach beyond itself and to bring together outside influencers with international and local companies from around the Netherlands.

SIDE EVENTS

During the event, the three theme-focused side events will take place. You can witness the latest technologies and innovations entering the industry during the GTC, understand the developments the LPG industry is making for clean cooking

in countries across the globe in the LPG4Dev Summit, or take half a day to learn how autogas is making an impact on the local and global markets during the Autogas Day.

GLOBAL TECHNOLOGY CONFERENCE

The industry's 12th Global Technology Conference will take place on Tuesday, September 24. Launched by WLPGA in 2006, GTC is an integral part of the annual World LPG Forum and the only global conference dedicated to technology and innovation in the LPG industry.

In order to show their commitment to technological advances in the field, the Conference will showcase successful marketing and implementation of these new technologies, equipment, and ideas from around the world.

LPG FOR DEVELOPMENT

The third LPG for Development Summit, co-organized with the Global LPG Partnership, will also take place on September 24. The Summit will focus on the contribution of clean cooking fuels to sustainable development

Cooking with clean fuels is an important item on the LPG agenda. This year's focus will be on the role of LPG in improving health outcomes, in accordance with World Health Organization Guidelines for Emissions Reductions for Health, as well as their contribution to several Sustainable Development Goals and national development targets.

AUTOGAS DAY

The first international edition of the Autogas Day will take place on Friday, September 27, highlighting the opportunities for autogas at a global level. In 2018, the Dutch association, VVG/Platform Autogas, organized the first Autogas Day edition in the Netherlands focusing on market situations, technology, and innovation.

In the challenging environment for autogas recognition in the Netherlands, a team including 52 conversion centers and several LPG-filling stations reached out to decision makers, media outlets, fleet managers, car dealers, leasing companies, corporate customers, students, and general consumers to maximize its impact.

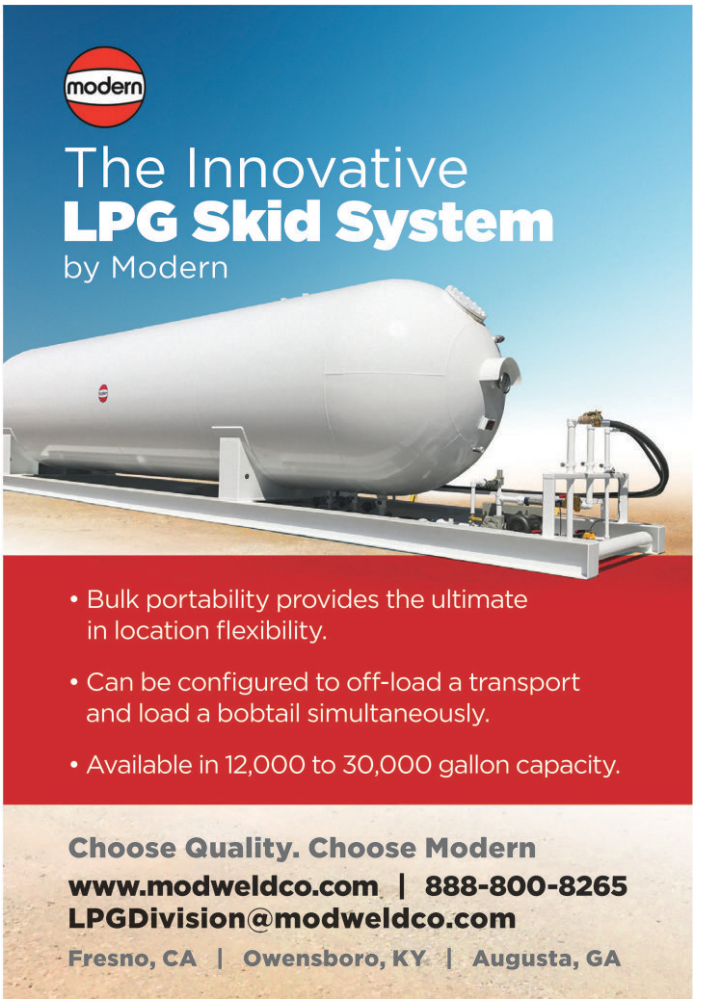
Its success will now be shared among other countries worldwide seeing as autogas is high on the agenda for the first international Autogas Day. This will provide an exceptional opportunity to hear and share the latest autogas innovations, market situations, experiences, as well as networking opportunities.

HOW TO LEARN MORE

If you want to read more about what you can expect at this year's event, check out the website at *https://www.worldlpgforum-aegpl2019.com/.*

For more information, contact Esther Assous, WLPGA events director, at *eassous@wlpga.org*. ■

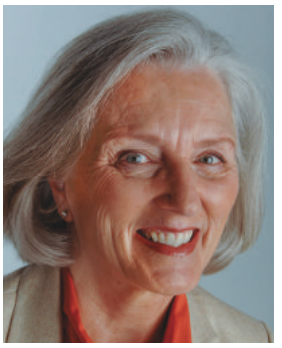
Mimi Brasseur is communications assistant for the World LPG Association.







BRYAN CORDILL
PERC



NANCY COOP
Cetane Associates



RANDY WARNER
Cavagna North America

Bryan Cordill has joined the **Propane Education & Research Council** (PERC; Washington, D.C.) as its director of residential and commercial business development, where he will lead efforts to support and grow propane demand in the residential and commercial construction markets. He will facilitate the development and adoption of propane-fueled appliances and equipment through developing businesses and new products, as well as strengthening marketing activities to preserve existing markets and engaging new growth opportunities. A longtime member of the propane industry, Cordill worked at his family's propane business, Cordill Butane-Propane Service (Monroe, La.) for 17 years before being named business development officer at Ajasent Inc., a cloud hosting service for propane and related service companies, and most recently at Proponent LLC, a consulting company he co-founded.

Cetane Associates (Kent, Conn.) has named **Nancy Coop** as managing director of its team of financial advisory professionals. Coop brings years of experience as a business development executive for Ferrellgas and owner of JARCO, a nationwide bobtail-building company. She also has an extensive history of industry leadership at the regional and national levels, including founding chair of the Women in Propane Council.

Jeff Ruffner joined **Paraco Gas** (Rye Brook, N.Y.) as its new executive vice president of operations, effective July 1. He is the third and final member of the company's executive team, which currently consists of **Christina Armentano**, executive vice president of sales and business development, and **Kevin Watson**, CFO, who will work together to continue to grow the company through acquisitions and organic growth. Ruffner was formerly with EnergyUnited Propane in North Carolina, where as general manager for more than a decade he led the company through many successful strategic initiatives.

Otodata (Montreal, Que.) has added **Rita Pecilunas** to its growing team, where she will serve as its business development consultant for the Midwest, Northeast, and New England regions of the U.S. She has been involved with the propane industry for many years, serving as the National Propane Gas Association's (NPGA) vice president of marketing and member services, and consulting for the Propane Education & Research Council, World LP Gas Association, and the European LPG Association. She has been a sales and customer service trainer, and consulted for Grainger over the last five years as an IT and Procurement communications specialist. Pecilunas' role as a facilitator for NPGA's Benchmarking Council led to her collaboration with Otodata.

Randy Warner has joined **Cavagna North America Inc.** (Somerset, N.J.) as its new product manager for North America, to help strengthen the communication and education about Cavagna North America products. Prior to joining Cavagna, he was involved with the propane industry as the owner of Warner C3H8 Consulting, and for more than 20 years, had been in management positions mainly with Ferrellgas. Warner has also served the industry through various leadership roles within the National Propane Gas Association (NPGA), the Propane Education & Research Council (PERC), and the National Fire Protection Association (NFPA). These include being past chairman of NPGA's Technology, Standards and Safety Committee (TS&S) and past chairman of PERC's Safety and Technical Training Working Group (STTWG). In addition, Warner also has held leadership roles in the state of Missouri.

The **Alabama Propane Gas Association** has installed its board of directors for the 2019-2020 term. **Tim Moore** of Mor-Gas (Pisgah) will serve as president; **Bill Mayo**, Blossman Gas (Rainbow City), vice president; and **Tom Cheatham**, Leran Products (Pine Mountain), secretary/treasurer.



JEFF RUFFNER
Paraco Gas



RITA PECILUNAS
Otodata

INDUSTRY CALENDAR

2019

Aug. 8-10—Crossroads Propane Expo & Conference, Omni Corpus Christi Hotel, Corpus Christi, Texas. (800) 325-7427

Aug. 11-13—Ohio Propane Gas Association 71st Annual Summer Convention, Hilton Cincinnati Netherland Plaza, Cincinnati. (844) 454-5338

Aug. 11-14—SCPGA/GPGA Southern Connection Convention, The King and Prince Beach & Golf Resort, St. Simons Island, Ga. (803) 865-2284

Aug. 14—Annual LPG Charity Fund—Tulsa Texas Hold'em Event, River Spirit Casino, Tulsa. (918) 688-1099

Aug. 28-29—Arizona Propane Gas Association Annual Membership Summer/Fall Meeting, Hassayampa Hotel, Prescott. (602) 315-0155

Sept. 8-10—2019 Fall TS&S Committee Meeting, Hyatt Regency Inner Harbor, Baltimore. (202) 466-7200 ext. 335

Sept. 8-10—North Carolina Propane Gas Association Annual Convention, Myrtle Beach Spa & Resort, Grand Dunes, S.C. (919) 787-8485

Sept. 11-13—2019 Nevada Propane Dealers Association Annual Conference & Membership Meeting, Mont Bleu Resort & Casino, South Lake Tahoe. *nvpropane@gmail.com*

Sept. 12-13—National Propane Gas Association Benchmarking Council Meeting (Groups A-H), Four Seasons St. Louis, St. Louis. (202) 466-7200 ext. 335

Sept. 15-18—New England Fuel Institute Heating & Energizing America Trade Show (HEAT), Rhode Island Convention Center, Providence, R.I. *events@nefi.com*

Sept. 17-18—South Dakota Petroleum & Propane Marketers Association Annual Convention & Petro Expo, The Lodge, Deadwood. (605) 224-8606

Sept. 17-19—Gastech Conference, NRG Center, Houston. *gastechevent.com*

Sept. 19-20—National Propane Gas Association Benchmarking Council Meeting (Groups I-M), Four Seasons St. Louis, St. Louis. (202) 466-7200 ext. 335

Sept. 22-24—Manufactured Housing Institute Annual Meeting, The Westin Savannah, Savannah, Ga. *info@mfghome.org*

Sept. 24-25—West Virginia Propane Gas Association Fall Annual Meeting, The Resort at Glad Springs, Daniels, W. Va. (703) 530-9772

Sept. 24-27—32nd World LPG Forum & European Congress, RAI Amsterdam, Amsterdam. *info@worldlpgforum-aegpl2019.com*

Sept. 25-27—World Energy Conference & Expo, Walter E. Washington Convention Center, Washington, D.C. *connie@aeecenter.org*

Sept. 29-Oct. 1—NPGA 2019 Fall Board of Directors Meeting, Nemacolin Woodlands Resort, Farmington, Pa. *registration@npga.org*

Oct. 2-3—European Bulk Liquid Storage 2019, location tba, Antwerp, Belgium. *pxavier@acieu.net*

Oct. 9-10—Propane Gas Association of New England Annual Meeting, Portsmouth Harbor Events, Portsmouth, N.H. (888) 445-1075

Oct. 15-17—Sunbelt Ag Expo, Spence Field, Moultrie, Ga. *info@sunbeltexpo.com*

Oct. 21-23—Mid Atlantic Propane Gas Association Annual Meeting, Rocky Gap Casino & Resort, Flintstone, Md. (434) 977-3716

Nov. 10-12—Air Conditioning, Heating & Refrigeration Institute Leadership Forum, Wyndham Grand Rio Mar, Puerto Rico. (703) 524-8800

Nov. 12-13—PERC Council Meeting, Naples Beach Hotel and Golf Club, Naples, Fla. (202) 452-8975

Nov. 19-21—Power-Gen International, Ernest N. Morial Convention Center, New Orleans. (888) 299-8016

Nov. 20-21—2019 Leadership Summit, The Madison Washington D.C., Washington, D.C. (202) 466-7200

Nov. 26-27—East Africa Oil & Gas Summit & Exhibition, Intercontinental Hotel, Nairobi, Kenya. *info@eastafricanchamber.org*

2020

Feb. 3-5—2020 AHR Expo, Orange County Convention Center, Orlando, Fla. (203) 221-9232

Feb. 9-11—National Propane Gas Association 2020 Winter Board of Directors Meeting, DoubleTree Resort by Hilton Paradise Valley, Scottsdale, Ariz. (202) 466-7200

Feb. 10-12—The ARA Show, Orange County Convention Center, Orlando, Fla. (800) 334-2177

For additional calendar items, visit ***bpnews.com***

WHY RISK YOUR FIRST-CLASS IMAGE WITH SECOND-RATE EQUIPMENT?

You've worked too hard earning your customers' trust to have unpredictable equipment performance trip you up. Nobody understands that like H&H.

Our custom truck bodies are designed with field work in mind. We build them one at a time from the most rugged, high-quality materials and components available. No corners cut, no details overlooked.

As a result, an H&H truck body won't let you down on the job. You get efficient, affordable, dependable performance, year after year, so your customers get the prompt, effective service they expect — every time.

H&H™ SALES COMPANY, INC.

CUSTOM TRUCK BODIES AND MANUFACTURING

16339 Lima Rd., P.O. Box 686 • Huntertown, IN 46748-0686
Phone: 260-637-3177 • 800-551-9341 • FAX: 260-637-6880
E-mail: hhequip@frontier.com • Web: www.hhsalescompany.com



SHOPPER'S MART

SCOOP AND GO! MANUAL CYLINDER DOLLY

Nylon straps on the redesigned RTC330-Scoop dolly let you safely transport stacked cylinders. Visit us at www.renaldo.org or call 800-424-5564.

Renaldo Sales & Service





BLT Tanks LLC

800-753-5467

BLTTanks.com





Selling & Refurbishing Propane Tanks Since 1994

100 % Family Owned, Operated, and Funded in the USA



Rebuilt Tanks

250 gal $330-$445

330 gal $365-$465

500 gal $680-$845

1000 gal $1395-$1595

*All prices are plus freight.

Other sizes and conditions available.

Warranty on all rebuilt tanks.

Storage tank inventory updated frequently at BLTTanks.com

Prices are subject to change

Ready to Go Valves

Save Time

Save Money

Reduce Emissions

REGO

MULTIBONNET

PRESTO TAP

BLT TANKS

WE PURCHASE GOOD & JUNK TANKS IN LOAD LOTS NATIONWIDE

CLASSIFIED ADVERTISING

Closing Dates... Insertion orders or deletions must be in the Arcadia office 8th of month preceding issue date. Send all materials to *BPN*, 338 E. Foothill Blvd., Arcadia, CA 91006. Phone (626) 357-2168, fax (626) 303-2854. Remittance must accompany order.

Display Classified...$125 per col. inch, 1 time; $110 per col. inch, 6 times; $85 per col. inch, 12 times, $70 per col. inch, 24 times. Display type will be used for heading. Ads will be set with 1 pt. border. Publisher will set for maximum effect in space purchased.

Undisplayed Classified...$1.40 per word; $1.75 per word for boldface type or all capitals, $65.00 minimum charge per insertion. Ads will be set in 7 pt. type without border in magazine style unless otherwise specified.

Blind Box Replies... If a blind box care of Butane-Propane News is used, add $35 to regular ad rates. All replies to blind box number ads should be addressed to: BUTANE-PROPANE NEWS, P.O. Box 660698, Arcadia, CA 91066-0698

Be sure to show department number of ad on envelope.

VISA MasterCard

FOR SALE: TRUCKS

Get more out of your truck with a CUSTOM-built truck

Solutions | Experts | Quality | Support

Propane bobtails, Stellar LPG service trucks



- New trucks
- Refurbished trucks
- Repairs
- Switchovers

- DOT registered, ASME 'R' stamp facility
- Trucks, tanks and components ALWAYS in stock
- Parts
- Financing



Serving the West for 38 years!

Call for a FREE quote (800) 350-9030

Preview our online truck gallery – PacificTruckTank.com

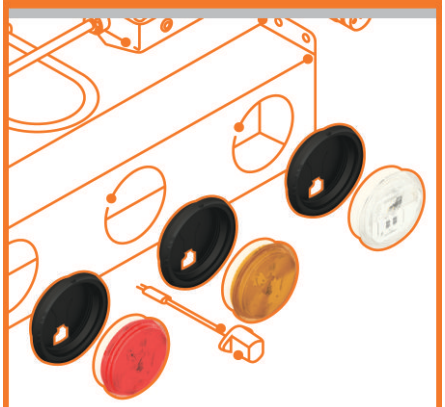
Pacific Truck Tank inc.
PETROLEUM AND PROPANE TRUCKS

7029 Florin-Perkins Road
Sacramento, California USA
pacifictrucktank.com

Visit our partner companies:

Pacific Meter & Equipment inc.
pacificmeter.com

Tankmax inc.
tankmaxnw.com



EZ-FIT™ Grommet Light

Fast. Easy. Custom.

- Secure fit with LED reliability
- Simple installation or replacement
- Complements Betts TRU-FIT™ kits

Lighting *Your* Way™

Call a Betts expert today:
800.831.7160

Betts™

Do what's best.

BettsInd.com

Felker Truck & Equipment, Inc., Dale, WI
New Propane Bobtails
2020 International M607 w/3400 Tank
2019 International M607 w/3400 Tank
2019 Freightliner M2 w/3400 Tank
2-NEW 30,000-Gal. Storage Tanks
(877) 396-9826—www.felkertruck.com

Visit bpnews.com

WORLD CLASS PERFORMANCE

FROM AMERICA'S INDUSTRY LEADER







PRODUCTS:
- New TRANSPORT TRAILERS
- New BOBTAILS
- New BULK STORAGE TANKS

Ask about availability of used or refurbished transport trailers and bobtails.

SERVICES:
- Refurbishing & Repairs
- Blasting & Painting
- 5-Year Inspections
- Annual Inspections
- Stress Relieving
- Parts

Proudly Manufactured & Assembled in the USA.

MISSISSIPPI TANK COMPANY

HEADQUARTERS
P O Drawer 1391
Hattiesburg, MS 39403-1391
PH: 800-331-8265 ext. 224
FAX: 601-264-0769
EMAIL: sales@mstank.com

INDIANA DIVISION
1301 East Elkhorn Road
Vincennes, IN 47591-8004
PH: 812-886-8265
FAX: 812-886-8979
EMAIL: salesid@mstank.com

www.mstank.com

FELKER
TRUCK AND EQUIPMENT, INC.

Full Service Propane and Refined Fuel Truck Sales & Service Center



Specializing In...
Propane and Fuel Oil Truck Sales
Truck Testing, Maintenance & Repair
Chassis Switches
On-Site Meter Calibration
& Repairs in WI, IL, MN & MI
Bulk Storage Plant Installation

877-396-9826 ~ info@felkertruck.com
www.felkertruck.com



NEW AND USED BOBTAILS. Best prices in U.S.A. Long-term financing. Several types of chassis available. We take trade-ins. White River Distributors Inc., Box 2037, Batesville, Ark. 72503 (800) 548-7219.

Rocket Supply

LPG/NH3 PARTS SALES

MOST ORDERS SHIP SAME DAY!

800.252.6871

LinsPropaneTrucks.com



2020 Freightliner - 5000 Gallon
$201,936.00 + FET VIN LN8512
350 HP, Allison, rear diff. lock, aluminum wheels, heat exchanger, stainless deck, fenders and meter box.



2020 Freightliner - 3400 Gallon
$159,750.00 VIN LS6291
300 HP, Allison automatic, rear diff. lock, aluminum wheels, stainless deck, fenders and meter box.

Lin's PROPANE TRUCKS

800-252-5467

See current inventory and YouTube videos @ LinsPropaneTrucks.com



2020 Freightliner - 5000 Gallon
$207,560.75 + FET VIN LS6296
350 HP, Allison, aluminum wheels, rear diff. lock, heat exchanger, stainless piping deck, fenders meter box and reel.

REFINED FUEL TANK WAGONS | PROPANE BOBTAILS | VACUUM TANKS | OIL/WATER SEPARATORS



New, used and refurbished propane bobtails, change-overs, and repairs

Financing available, delivery service available

Trade-ins accepted

WHITE RIVER DISTRIBUTORS, INC.

Over 75 years of tank truck fabrication

lpgbobtails.com P.O. Box 2037 | Batesville, AR 72503 1-800-548-7219
Southwest Sales Center | Danny McElroy 1-800-483-9971



DISCOVER WHAT MAKES OUR BOBTAILS THE BEST!

HIGHEST QUALITY • EXPERT ADVICE
COMPETITIVE PRICING • FAMILY OWNED

Visit us at
www.arrowbobtails.com
or call 800-333-5532

TAKE THE PAIN OUT OF PROPANE!

Our YankATank, Tank Roller & other equipment will keep your techs happy and boost your bottom line!

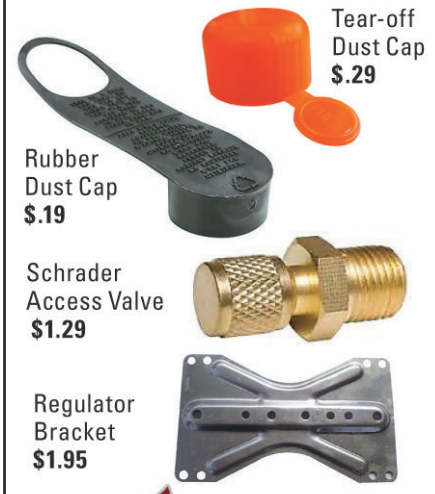
- Safer–Less workman's comp claims
- Faster–Hook up & move tanks in 10 seconds!
- Makes techs look like tank-handling pros
- No more customer yard damage
- More efficient, get more done each day!

MOVE IT inc
moveitinc.com
509-269-4632

FOR SALE: MISCELLANEOUS



"Call for volume pricing...*"



"We are a Full Line MEC distributor"

NORTHLAND GAS EQUIPMENT INC

info@northlandgas.com
northlandgas.com
1-877-755-3065

* Minimums apply

LPG SYSTEM DESIGN & ENGINEERING

- INSTALLATION & MAINTENANCE SERVICES
- TRANSPORTATION
- BULK TANK SALES

HILTZ PROPANE SYSTEMS



ph. 717.799.4322
www.hiltzpropanesystems.com

FOR SALE: MISCELLANEOUS

WORLD'S LARGEST INVENTORY OF PROPANE STORAGE TANKS

- Engineering & Construction
- Rail & Barge Terminals
- Transports & Rail Cars
- Propane Air Systems

TOTAL ENERGY®
"ENERGY PRODUCTS & SERVICES WORLDWIDE"



BUY - SELL - DISMANTLE

ASME Tank Sales
10,000 to 120,000 gallons

- Propane
- Butane
- Ammonia
- Nitrogen
- CO_2 & O_2
- LNG

Any Size - Any Quantity

USED & RECONDITIONED PROPANE EQUIPMENT

TOTAL ENERGY www.totalenergy.com 1.800.682.0181

LPG VENTURES

- DESIGN
- ENGINEERING
- MANUFACTURING
- CONSTRUCTION
- WHOLESALE EQUIPMENT
- TRANSPORTATION



America's Only Full Service LPG Systems Company

WWW.LPGVENTURES.COM | 888-739-8764
971 N Jefferson St. Kearney, MO 64060

DAVIS AIRTECH

REMANUFACTURED REGISTERS

NEPTUNE 833
$579.00
Exchange





NEPTUNE 600
$342.00
Exchange

VEEDER-ROOT 7890
$410.00
Exchange



One year/one million gallons warranty

Call toll-free
(800) 257-7545
www.davisairtech.com

Davis Airtech is interested in purchasing your surplus register cores





ARROW TANK AND ENGINEERING CO.

NEW and IMPROVED



"GOT YOUR BACK"
PROVER TRAILER

HIGHEST QUALITY • EXPERT ADVICE
COMPETITIVE PRICING • FAMILY OWNED

Visit us at www.arrowbobtails.com or call 800-333-5532



MID:COM 8000
Meter Heads—$200 ea.
Call Bud at (610) 656-2097 or email *bhaly@halyoil.com*

FOR SALE: MISCELLANEOUS





18,000-Gal. Skid-Mounted LPG Storage Tank

Skid-mounted (all new material) with engineering plans for 1000-psf soil
Roto gauge
Skid comes with a 3-hole bulkhead (unwelded) for your choice of loading
Valves

- Bottom has 1–3-in. out, 2–2-in. outs, and 1–1-in. out
- Top has 2–8-in. flange ports with flange caps, each with 1–2-in. female threaded opening for reliefs
- A Multi-port could be used if desired

Price - $60,000 (no valving or pump, but can be finished to customer specs)
FOB Barstow, Calif.

Call for additional pricing and information
Larry Charette, (760) 963-0600

ORDER YOUR COPIES OF "PROPANE IN AMERICA."
(626) 357-2168 or
readers@bpnews.com

FOR SALE: KNUCKLEBOOM CRANES—MOUNTED OR UNMOUNTED. HIAB, IMT, PALFINGER, ETC...10 OR MORE IN STOCK! UNMOUNTED CRANES AS LOW AS $4500! 20 STRAIGHT STICK CRANES IN STOCK! 30 BUCKET TRUCKS IN STOCK! 20 FUELOIL DELIVERY TRUCKS IN STOCK! SEVERAL PROPANE DELIVERY TRUCKS IN STOCK! **150+ SPECIALIZED TRUCKS IN STOCK! VISIT US ON THE WEB AT *WWW.OPDYKESTRUCKS.COM* TO VIEW OUR ENTIRE INVENTORY, OR CALL US FOR A FREE INVENTORY LISTING.** We also buy surplus trucks. **OPDYKE INC., Truck & Equipment Sales**, 3123 Bethlehem Pike, Hatfield, Pa. 19440. We're near Philadelphia! **CALL US TOLL-FREE AT: (877) 633-8445.**

WANTED TO BUY

USED LP STORAGE TANKS. 12,000- 18,000- & 30,000-gal. W.C. Dismantling and moving nationwide. Licensed, bonded, and insured. Finder's fee paid for productive leads. Contact Duane Hamilton at Westmor, (800) 835-6074 or email *Duane.Hamilton@ westmor-ind.com.*

WANT TO BUY:
Good used bobtails and service trucks
120-gal. tanks or 420# tanks
Please contact **Lee Connell** at
(706) 433-1287
Piedmont Propane

Like us on Facebook

COMPUTER SOFTWARE

PMS
Propane Management Systems
Up-to-Date Windows software, Tank & Bottle Management, Extensive Reports, Degree Day Forecasting that Works!
"Pre-Buy Contract Control," QuickBooks interface and more!
24/7 Support!
Route Management
Truck System Interface
Automated Payment Services
Reports, Reports, Reports
sales@propanemanagementsystems.com
(855) 354-1717
Contact Us Today—You'll Be Glad You Did!

Taurus-Plus
Fuel & Propane Software


207-666-3167 www.Taurus-Plus.com
TAURUS SYSTEMS INC.

Full-featured and affordable Windows-based software
Lynx Propane Software
Call us for a live demonstration or referral.
Columbus Systems
(360) 943-4165
www.LynxPropaneSoftware.com

COMPUTER SOFTWARE

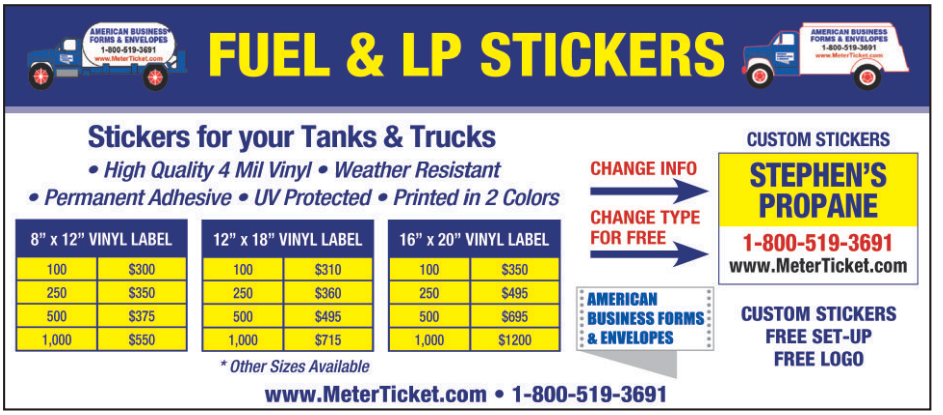


PROFESSIONAL SERVICES



Propane
America's Most Resourceful Fuel

PROFESSIONAL SERVICES







LOWE CONTINUED

Continued from **Page 26**

improving delivery efficiency to improving physical fitness: you need to have a vision of what you want to accomplish; you need to know how you're going to do it; and you need to have the focus and discipline to do it every day.

The most difficult challenge in achieving your vision is the failure to remain focused and disciplined every day. It usually requires specialized personnel to achieve your vision.

"Be responsible and accountable," he advised. "You'll get success and maintain success when you and your staff are uncomfortable."

When Lowe owned a retail propane and transport business, he says, "I knew my numbers and I worked the process. I was gathering numbers and continually refining, seeing what does and doesn't work."

Lowe named some managers from the sports world who have been role models and who can inspire managers in any industry. Tom Landry was always reserved on the sidelines, holding a piece of paper and talking calmly with his middle manager, the quarterback. Paul DePodesta has found success in both baseball and football because in both sports he has been devoted to culture and data. Bill Belichick is relentless and requires his team to practice for every situation that could happen in a game.

Some teams have a high turnover in personnel. Why? Because the coaches drop players that don't fit the desired profile. Propane marketers should do the same, keeping only the drivers and equipment that fit the profile of the sort of operation the marketer wants to run.

"To increase productivity, you must improve delivery efficiency, resulting in fewer workers and trucks," Lowe concluded. "You can spend your money on drivers and trucks or you can buy yourself boats and airplanes—that's a choice you make." ■

For more information, contact David Lowe and Pro Image Communications at (616) 430-1879, Dwlowe50@yahoo.com, *and* proimagecommunications.com.

READER'S SERVICE PAGE

ADVERTISERS INDEX FOR AUGUST 2019



ADVERTISER	PAGE	WEBSITE/EMAIL	PHONE
American Standard Mfg.	14	amrstd.com	(800) 488-8816
Anova-WESROC	2	anova.com	(866) 493-7762
BLT Tanks	38	blttanks.com	(800) 753-5467
Energy Distribution Partners	13	edplp.net	(312) 254-5954
H&H Sales Co.	37	hhsalescompany.com	(800) 551-9341
LPG&NH3 Supply Inc.	35	lpgandnh3.com	(800) 328-0314
Marshall Excelsior	15	marshallexcelsior.com	(269) 789-6700
Modern Welding Co. Inc.	35	modweldco.com	(888) 800-8265
PERC	5	propane.com	(202) 452-8975
Quality Steel Corp.	7	propanetank.com	(800) 345-2495
RE Michel Co./Dealers LP Equip.	11	remichel.com/dealerslp.com	(410) 553-3702
RegO Products/ECII	48	regoproducts.com	(336) 449-7707
Renaldo Sales & Service	37	renaldo.org	(800) 424-5564
Rochester Gauges LLC	4	rochestergauges.com	(972) 241-2161
Teeco Products Inc.	47	teecoproducts.com	(800) 854-3463
Vertrax Inc.	12	vertrax.com	(203) 401-6000
World LPG Forum	9	worldlpgforum-aegpl2019.com	

SERVICE TECHNICIAN SAMANTHA "SAM" BASSETT IS A RARITY

KAREN MASSMAN VanASDALE

Samantha "Sam" Bassett, a service technician at Superior Energy in Vernon, Conn., often receives surprised looks from customers when they open their doors to find a 24-year-old woman showing up to install or fix a gas appliance, equipment, or line.

"It's not that they're disrespectful, but when they open the door and see me with heavy, industrial equipment, they second-guess me a lot. I get a lot of second guesses," she said.

Female service technicians are the minority, but they are even rarer in the propane industry.

"I've yet to come across another female technician. A lot of people at the supply house talk, and they don't know any other woman doing what I'm doing," she said. "I think it's actually pretty cool I'm the only woman around who knows how to do this."

Customers agree. "I was pleasantly surprised to see Sam at my door. I never had a female technician come to repair anything. Very competent and very polite and friendly," one customer posted on the company's Facebook page. "Sam was on time, professional, friendly, and my dog liked her!" posted another customer.

Bassett's career in the energy field began in high school when she took a summer job installing solar panels. After high school, she studied to become an electrical apprentice and was looking for a job when a family friend asked her to come to work at his propane company in their town of Stafford Springs, Conn.

"I was just going to do it temporarily until I found a job in the electrical field, but that never happened." She stayed at the small company primarily working with residential customers for six years before joining Superior Energy about 18 months ago.

The family-owned propane company based in Vernon, Conn., is one of the leading propane companies in Connecticut and parts of southern Massachusetts. Founded in 1939, today the company not only distributes propane, but also specializes in space heating equipment, fireplaces, gas fire logs, and temporary construction equipment. They tout hiring employees like Sam who live in, and are familiar with, the communities they serve, and provide them with opportunities to continue their training, even paying for schooling and all certifications.



"Furnaces, fire pits—anything burning propane or natural gas, we install," she said. "I'm hoping to expand as much as I can. I have my G2 license." (A certified G2 technician may install, inspect, alter, purge, activate, repair, service, or remove a natural gas or propane appliance and the equipment and accessories essential to its operation, unsupervised.) "I'm definitely going to get my G1 license" (the highest level of certification).

"I like the challenge of trying to figure out what's wrong with stuff. I like to use my mind," she said. Her love of fixing things was instilled by her father, who lives with his wife and Sam's sister about 10 minutes away. "I have always loved doing anything mechanical. I loved working out in the garage with my dad."

During the summer, Bassett works on a lot of pool heaters, cooking ranges, and gas lines, but her favorite installations are gas log fireplaces or any freestanding fireplace. "They look awesome once they are installed. I think they are beautiful, and they make the customers so happy when they are burning for the first time.

"I really enjoy what I do. There's nothing I really hate about this job other than working in the blazing heat or freezing cold," she said half-jokingly. "I like the look on people's faces when you finish a job, especially people who have had no hot water or heat. You go there and they are so appreciative."

When she's not working, Sam enjoys camping on the weekends with her boyfriend and three dogs and doing anything outdoors—hunting, fishing, and playing on a softball team.

When asked why there are not more female service technicians in the propane industry, she said she honestly is not sure. Her advice to other women thinking of entering the field: "It's a lot of hard work, and it's not for everyone, that's for sure. You can do it. You just have to put your mind to it." ■

TEECO
PRODUCTS, INC.

Engineering, Design & Construction Services

We Build Quality and Reliability Into Every Job

You may know Teeco Products as your source for LP-Gas equipment.

But that's not all we do...

In addition to supplying the equipment you need, Teeco Products offers a complete range of services for the LP-Gas Industry. From engineering to design & construction, we are committed to excellence in our work.





We are Experts in Building, Maintaining and Repairing

Bulk LP-Gas Storage Facilities
Commercial and Industrial LP-Gas Systems
Back-Up Energy Systems and Facilities
AutoGas Engine Fuel Dispenser Systems
Transshipment Terminals for Railroad Tank Cars and Truck Transportation
Retail LP-Gas Service Facilities

Serving Customers Throughout the West | Contractor's License #247936

For More Information On These Services, Contact Teeco's Engineering Department
7471 Reese Road | Sacramento, CA 95828 | Phone: 800-225-6621
www.teecoproducts.com

NO MATTER WHAT YOUR TANK LOOKS LIKE ON THE OUTSIDE

MAKE SURE IT'S
REGO ON THE INSIDE



MADE IN THE USA

RegO® LPG tank components, made in America and made to last.

When you choose RegO, you get high performance, 100% tested products that are backed by our industry-leading 10-year warranty and our global support network. Because, when it comes to customer satisfaction, we've got it down to an art.

regoproducts.com/tank | 336-226-3244

REGO 10 YEAR WARRANTY



REGULATORS



RELIEF VALVES



MULTIVALVES®



CHEK-LOK®



FILLER VALVES



PIGTAILS

REGO®