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# ALABAMA PROPANE GAS ASSOCIATION NEWS

VOL. 64 NO. 1

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### 2014-2015 OFFICERS

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Secretary .....Chad Chavers  
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Safety & Education Director .....Mike McGough  
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# President's Message



**Debbie Cannon**

It is hard to believe that we are starting a new year, not sure what happened to 2014! APGA had a very productive and busy year and is looking forward to a great new year.

In 2014, the Alabama LP Gas Board adopted the 2011 NFPA 58, and APGA is training the industry how to create the Operations & Maintenance

Manual as well as the Fire Safety Analysis. The association has also scheduled thirty-nine training classes for 2015, and we hope you will continue to send your employees for training.

We are very excited about the Driver/Service Personnel Conference which will be held May 12-13, 2015 in Birmingham. APGA will soon be sending out the registra-

tion information for this event, and I hope you all will try to attend. It should be a fun and educational event!

The association also created a new membership category going into effect in 2015. The Affiliate Membership will be available to companies or individuals who hold a Class C, F or F-1 Permit through the state. APGA wants to ensure these permit holders are properly trained to operate in the propane industry.

Lastly, Alabama and Louisiana have both voted to hold joint conventions...2016 hosted by APGA and 2017 hosted by LPGA.

I hope you all had a wonderful Christmas and New Years and are ready to kick off a great new year for APGA. ❖

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[www.npga.org/WIP](http://www.npga.org/WIP)



by Mark Nelson, Administrator

As you read this article I trust that many of you are busy with the winter season. Unfortunately, as heating demand increases so do the number of fires throughout the state. The causes of heat related fires can range from incorrect use of electric space heaters and extension cords, improper maintenance of wood burning chimneys, combustibles too close to space heaters, propane leaks not identified following interruptions of service, and a multitude of other possibilities.

It is very important that you report any fires suffered by one of your customers to the Alabama LP-Gas Board. Alabama LP-Gas Board regulation 530-X-2-.05 Procedures for Reporting Incidents requires that permit holders report to the board incidents involving fires and explosions that occur on a premises where an LP-gas system is installed. The regulation requires that the board be notified within five days of the incident or within five days of discovery. Explosions must be reported immediately upon learning of them. The regulation mandates the reporting of specific information about the incident and related customer history. This information should be submitted to the board on an Incident Reporting Form available on the board's website at [www.lpgb.alabama.gov](http://www.lpgb.alabama.gov).

The purpose for reporting the incident, along with all pertinent information, to the board is to help the administrator of the board determine if LP-gas could have been a contributing factor to the incident. If the administrator determines that LP-gas could have been a contributing factor, then an investigation will be conducted by a board inspector. While it's true that information gathered during a fire investigation might reveal improper actions by a propane dealer, these investigations also often disprove LP-gas as the cause.

In a recent event, a fire involving fatalities came to the attention of the Alabama LP-Gas Board through communication with a deputy of the Alabama State Fire Marshall. An LP-gas system was installed at the home involved in the fire. The Fire Marshall's office worked the scene on the day that it occurred, and contacted our office requesting an inspector the following day to investigate the LP-Gas system. The Fire Marshall's office taped off the scene for the purpose of continuing their

investigation the next day. Upon arriving at the scene the next day, it was discovered that the propane tank and "yard line" had been removed from the scene by the propane dealer. Once equipment is removed from the scene, the scene has been altered, and investigation by the Alabama LP-Gas Board is futile because it would require much speculation. Therefore, it is critical that propane dealers avoid tampering or the appearance of tampering with fire scenes.

The typical scenario following an incident begins with reporting the incident to the board. While we expect you to complete and submit the form we provide, we recommend that you also call us immediately to begin the process. Telephoning us allows us to gauge the totality of the situation and respond immediately if necessary. The board telephone number is 1-800-545-9246, and a message detailing further contact information is provided when you call after-hours or on weekends. Information gathered as soon as possible after incidents, whether through scene investigation or witness interviews, is often critical in properly determining the cause of an incident.

If you are unsure whether or not you should report something to the board, play it safe and call us for guidance. We communicate regularly with the Alabama Fire Marshall's office, and they often provide information to us that eliminates LP-gas as the possible cause of an incident. Therefore, as soon as we learn about an incident we have the opportunity to begin communications with other investigative entities to gather critical information. ❖



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# Executive Director's Message



**Lisa Hill**

## *Congress Passes Fix to PERC Restriction and President Signs*

H.R. 5705, the Propane Education and Research Enhancement Act of 2014, passed the House of Representatives on Tuesday, December 9, and subsequently passed the Senate on the following day. This legislation, authored by Rep. Bob Latta (OH) and Rep. Tim Walz (MN), amends the Propane Education and Research Act (PERA) to update the data that must be used to calculate a critical price comparison.

Under PERA, the Department of Commerce (DOC) must calculate annually the price for "consumer grade propane" and compare it with an index of prices of speci-

fied competing fuels. If the price of propane exceeds a specified threshold, the industry is restricted from conducting most educational outreach activities. In 2009, due to a misinterpretation of the law by the DOC, the restriction was triggered and all educational outreach ceased.

While the law requires DOC to recalculate the price comparison every six months, it has only been completed three times in the last five years. H.R. 5705 would specify Congressional intent that DOC must use data reflecting all propane sectors, not just residential.

On December 18, President Obama signed H.R. 5705 into law. ❖

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# Safety & Education

## Department Of Transportation (DOT) Update

Effective December 18, 2014, the Federal Motor Carriers Safety Administration has rescinded the requirement that commercial motor vehicle drivers, except drivers of passenger-carrying CMVs, submit and retain Driver Vehicle Inspection Reports (DVIRs) when the driver has neither found or been made aware of any vehicle defects or deficiencies.

So what does this mean? Drivers are still required to conduct pre- and post-trip inspections of their vehicles to identify any safety defects or maintenance concerns. The difference now is if no defects/maintenance concerns are found, drivers do not have to complete a DVIR. However, if defects/maintenance concerns are found, you must complete a DVIR, and when the repairs are made, document that repair.

Be aware that you may have a company policy in place that requires employees to document all pre- and post-trip inspections. Therefore, you need to continue to follow company policy.

## NFPA 58 Update

The 2014 edition of NFPA 58 and the newer PERC publications have replaced the term “wheel chocks” with “wheel stops.” Each cargo tank vehicle or trailer shall utilize a wheel stop, in addition to the parking or hand brake, whenever the cargo tank is loading, unloading, or parked. A wheel stop may consist of a chock block, curb, or parking barrier at the parking point. A wheel stop is not a substitute for an operable parking brake.

## APGA Rebate Programs

APGA still has plenty of rebates available for water heaters, furnaces and lawn mowers. We are starting to run low on rebates

for heaters, logs, outlets and regulators. Some guidelines have changed; therefore, please read them and be aware. Also, you must use the new 2014-2015 forms for all rebates. Old application forms will not be accepted.



**Mike McGough**

## Safe Winter Driving

Winter is the most dangerous season of the year for driving. Winter weather driving can be hazardous because of poor visibility, poor traction, increased hours of service, and the unpredictability of other drivers. Be prepared for bad weather conditions and use common sense and your best judgment. Always follow your training and experience. ❖



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# MARK YOUR CALENDAR

MAY 12-13, 2015

## DRIVER/SERVICE PERSONNEL CONFERENCE

Sheraton Hotel, Birmingham, AL

### Tentative Agenda

#### May 12, 2015

12:00 p.m. - 1:00 p.m.	Exhibits Open
1:00 p.m. - 4:00 p.m.	Defensive Driving
1:00 p.m. - 4:00 p.m.	CSST/Poly Pipe
4:00 p.m. - 5:00 p.m.	Exhibits
6:00 p.m. - 6:40 p.m.	Leave Hotel for Barons Baseball Game
7:00 p.m. - 10:00 p.m.	Barons Baseball Game and Dinner
10:00 p.m. - 10:40 p.m.	Return to Hotel

#### May 13, 2015

7:45 a.m. - 8:30 a.m.	Breakfast/Exhibits
8:30 a.m. - 11:30 a.m.	Vehicle Inspection
8:30 a.m. - 11:30 a.m.	Vent-Free Appliances
11:30 a.m. - 12:30 p.m.	Lunch/Exhibits
12:30 p.m. - 3:30 p.m.	System Checks
12:30 p.m. - 3:30 p.m.	Direct Vent Appliances

Registration information will be disseminated early next year. A registration fee of \$25 per person will be charged. Registration will include: overnight accommodations at the Sheraton Hotel (two people per room from the same company), breaks, Barons Baseball game ticket, dinner, breakfast and course materials.

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# TIPS FOR DEALING WITH THE MEDIA IN A CRISIS...

When a crisis happens, the media can be a useful tool for disseminating accurate and timely information. Dealing with the media in good times or when things are more challenging, can be frustrating. But, with proper planning, dealing with the media yields positive results.

## TIPS FOR DEALING WITH THE MEDIA DURING A CRISIS

- Coordinate Press Coverage. A central office should always be aware of what information is being released. Information should be released regularly.
- Shoot Straight. Good news or bad... let the media know what's happening.
- Never Speculate. Release only the information you know is accurate.
- Stay Calm. The more calm you appear, the quicker people will realize that everything is under control.

## UNDERSTANDING THE DIFFERENCES BETWEEN TELEVISION, RADIO AND NEWSPAPER:

Television, radio and newspaper reporters are not looking for the same thing when they are covering a story. Knowing what each reporter is looking for and trying to meet those needs can save you (and them) a lot of frustration.

### TELEVISION:

- Television reporters are always looking for good visuals. If you really want to get a good story high in a newscast, then be prepared to suggest some good visuals.
- Television reporters are also looking for short, to-the-point sound bites. You'll rarely see a person speaking for more than 9 to 10 seconds during a TV story. Remember this when you talk to reporters; speak in sound bites.
- Spare the detail. Most stories are never going to run more than a minute and thirty seconds. TV reporters aren't looking for hours of detail. They get frustrated when you insist on giving them minute details, and you get frustrated when you spend two hours being interviewed and show up as a 10-second talking head on the 6 p.m. news.

### RADIO:

- Radio reporters are looking for good sound. If you really want to get a good story placement on radio, be pre-

pared to suggest good ideas for natural sound.

- Radio reporters are also looking for short, to-the-point sound bites. Once again, you've got to speak in short bites when doing radio interview.

- Radio reporters are not particularly interested in lots of detail. Remember the average radio reporter who calls you is probably doing eight stories in a day. They don't have the ability to work on any one story for days at a time.

### NEWSPAPERS:

Here's the spot for detail. They want it all, and the history.

- Most newspaper reporters want details.
- Be prepared to give them details.
- Here's your chance to get the whole story out.
- Have all documents you need on hand – statistics, memos and timelines.

## RULES TO LIVE BY WHEN DEALING WITH REPORTERS

- Think before you speak.
- Never LIE to a reporter.
- Don't speculate.
- Don't say "no comment."
- Stay on the record.
- Don't be offended by a reporter's ignorance; don't be impatient with a reporter.
- Don't accept definitions.
- Never be argumentative, nasty or yell at a reporter.
- Avoid jargon.
- Always prepare for an interview.
- Know what you are getting into.
- Always have an agenda. Know what you want to achieve through this interview.
- Answer reporter's calls, or refer them to someone who will return their calls.
- Announce your own news first... even if it's bad news.
- Don't ask to review a story before it is printed or aired.
- If you have a statement or idea that must be understood, repeat it again, and again, and again. ❖

# *Propane Litigation... A 25 Year Perspective*

My parents have long been of the mindset that most things were better years ago than they are now. For years, I have heard them say such things as, “They don’t make furniture like they used to,” and “There was nothing better than the fresh milk that the milkman used to deliver.”

From a propane litigation perspective, I don’t think the idea that “things were better back then” applies.

I have been blessed to represent propane marketers across the country for 25 years. That representation has ranged from defending propane marketers when claims are asserted or lawsuits are filed against them to providing legal counsel to propane marketers on their policies, procedures and customer education efforts.

I can say with conviction that, during those 25 years,

propane marketers have done more to reduce the chance that an incident could occur that results in property damage, personal injury or death. Correspondingly, these risk management efforts have put propane marketers in a better position to defend themselves when claims are asserted or lawsuits are filed as a result of an incident that does occur.

My partners and I (who collectively have represented propane marketers for more than a century) have been privileged to be retained to represent propane marketers in civil litigation for decades. From my vantage point, I have seen propane marketers make great strides in the areas of customer education, employee training and internal policies and procedures.

## **Customer education**

During the 25 years I have represented propane marketers, the propane industry has made significant advances in its efforts to inform propane users on how to use this important fuel safely.

For example, in the late 1980s and early 1990s, propane marketers had relatively limited customer-education materials that the propane marketer could say, with certainty, were provided to the specific customer in question and when. Sometimes, the documents in the propane marketer’s hard file for the customer who had now become a claimant or a plaintiff would be completely devoid of customer-education information. And sometimes, the propane marketer would not have any documented periodic customer education mailing program.

Of course, that changed, for the better, over time. More and more propane marketers began including customer-safety information in “new customer packets.” More and more propane marketers began putting customer-safety information on the transactional documents they generated during the course of the propane supplier/propane customer relationship. And more and more propane marketers began mailing, on a periodic basis, a dedicated customer safety- information document – such as the Phillips brochure or booklet or the “How’s Your Nose” scratch and

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sniff pamphlet – and documented the mailing of the material to the customer base.

Now, it is a rare occasion that a propane marketer that our firm represents in civil litigation has not provided on a repeated and systematic basis customer-safety information to a customer allegedly harmed by a fire, explosion or carbon monoxide incident. These documented efforts have helped our firm successfully partner with the propane marketer in the defense of failure to warn claims that are asserted against propane marketers when customers seek to blame them for incidents.

The customer-education material also has improved during the 25 years I have represented propane marketers in litigation. The Propane Education & Research Council (“PERC”), created in 1996, developed and distributed customer-education materials for propane marketers’ use that jurors have endorsed through their rejections of failure to warn claims asserted against propane marketers. PERC also has been instrumental in providing propane marketers with customer education materials that can be distributed in the digital era propane marketers now do business in and propane customers now live in.

### **Employee training**

There have also been advancements in the area of employee training during my 25 years representing propane marketers in litigation. A constant during those 25 years has been that among the first document requests from the plaintiff’s attorney will be for the documentation of training provided to the propane marketer’s employee or employees whose actions or inactions are “at issue” in the litigation and for the materials used to train the employee or employees.

During the early part of my career, there sometimes would be an absence of training documentation, and the training sometimes might consist mostly of “on-the-job” training at the outset of the employee’s or employees’ employment with the propane marketer. Nowadays, we typically are able to produce on behalf of propane marketers and in response to discovery requests numerous documents that evidence comprehensive and detailed initial training and follow-up training to the propane marketers’ employee or employees whose conduct is “at issue.”

Over the years, propane marketers’ employee training has become more formal, more comprehensive, and more consistently documented, to the chagrin of plaintiffs’ attorneys who frequently argue that the training efforts are

deficient and caused, or contributed to cause the incident in which their clients were injured.

PERC also has been instrumental in the area of employee training. For years, PERC had made available to propane marketers its Certified Employee Training Program (“CETP”) to assist propane marketers in their efforts to train employees in various job functions, from filling cylinders to making bobtail deliveries to installing propane distribution systems.

### **Policies and procedures**

Propane marketers also have made significant advances in developing and implementing policies and procedures for their businesses. Today, most propane marketers that we represent have comprehensive policies and procedures for their employees; that was not always the case 25 years ago.

For example, most propane marketers now have express and written policies and procedures on how to handle certain service installations, such as what to do if a container is “out of gas” or what to do if a customer reports a suspected propane leak. During the early part of my tenure, such policies and procedures were occasionally absent, were not in writing, or were not fully understood by propane marketers’ employees.

(Continued on page 13...)

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(...Continued from page 11)

Of course, a propane marketer's adherence to its policies and procedures can go a long way to defeating a claim that the negligence of a propane marketer and/or its employees caused, or contributed to cause an incident for which someone is attempting the propane marketer responsible.

**State and regional associations**

State and regional propane gas associations also have been instrumental in changing the propane litigation landscape during the past 25 years.

For example, many state and regional propane gas associations now assist propane marketers in their customer education efforts. Some also are involved in coordinating or sponsoring training for their propane marketer members' employees.

Other associations have spearheaded efforts to have laws passed at the state level to eliminate or reduce propane marketers' potential liability exposure in certain situations, particularly those where an incident has occurred as a result of a change or modification to the propane distribution system that the propane marketer did not know about or have involvement with.

**Conclusion and farewell**

I am often asked during propane industry meetings whether I believe these efforts have reduced incidents and whether these efforts have reduced the potential liability exposure of propane marketers. I always answer that I believe they have, while acknowledging that I cannot provide empirical data to support my belief. There will always be incidents, and sometimes those incidents will result in claims or lawsuits. But in my view, propane marketers are doing a much better job of trying to prevent incidents from occurring and reducing their potential liability exposure today than they were 25 years ago.

This will be my final article on propane litigation as I have announced, with mixed feelings, my intention to retire, and one of partners, Kathryn "Katy" Regier will author future articles for this publication. I will sincerely miss working for the propane industry and working with people who make this a special industry. And while the propane industry almost certainly will continue to change in the years to come, the firm I am leaving will continue to provide first-rate representation of the propane industry for years to come. ❖

*[Mark F. Krause is a partner at Schlee, Huber, McMullen & Krause, P.C. and has been since its founding in 1998. Mark can be reached at mkrause@schleehuber.com until his retirement at the end of the year.]*

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*Debbie Cannon*

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IF YOU ARE NOT, PLEASE CALL US IMMEDIATELY  
AT (800) 242-2742.

# Senate & House Pass Tax Extenders Bill with Alt-Fuel Credit

On December 16th, the U.S. Senate passed the Tax Increase Prevention Act of 2014, which holds among its dozens of provisions an extension of the federal \$0.50/gallon alternative fuels excise tax credits and a return of the 30% alternative refueling infrastructure tax credits.

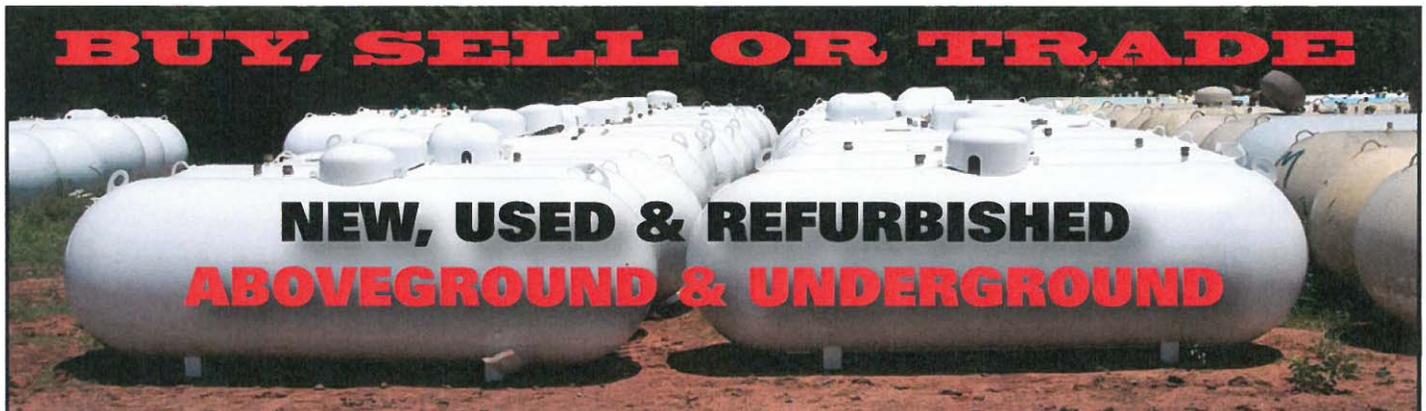
The House passed the bill, H.R.5771, on Dec. 3. President Obama is expected to sign the legislation.

The excise tax credits cover compressed natural gas (CNG), liquefied natural gas (LNG), propane autogas and other alternative transportation fuels. The incentive last expired at the end of 2013, and it had not been extended this year.

H.R.5771 extends the measure through 2014, so all alt-fuel purchases made this calendar year are eligible for the credit. However, the lame-duck Congress did not opt to extend the credits into 2015 and beyond, and the many industries whose tax credits received only a one-year bump are hoping that the new Congress takes up more comprehensive, long-term tax incentives in 2015.

For its part, the 30% alternative refueling infrastructure tax credit is an incentive designed to promote the buildout of alt-fuel refueling stations. The credit is capped at \$30,000. Additionally, H.R.5771 reinstates the \$1,000 home refueling tax credit for 2014.

Please pass this information along to your customers who use propane as a alt-fuel. ❖



- *Buy or trade for any tanks, we also buy salvage tanks*
- *Mix loads or stacks—we have trucks with booms*

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# National Propane Gas Association

## Affinity Benefit Programs

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NPGA offers members an array of discounted business services through our affinity partnership programs. Our members receive discounts on uniforms, background checks, office supplies, credits card processing, and much more. In addition, we continuously seek out different programs to provide new benefits.

### Cintas Uniform Program

Cintas provides members with special pricing on select uniforms and supplies. Offering highly specialized services to businesses of all types throughout North America, they design, manufacture, and implement corporate identity uniform programs, provide entrance mats, restroom supplies, promotional products, and first-aid and safety products. Call 800-795-7368 for more information.

### Fairmont Specialty Liability Insurance

Fairmont Specialty insured its first propane marketer in 1923 and has been an active NPGA member for over 32 years. They will work with NPGA to raise the industry's safety standard and performance by providing aggregate industry loss data, developing and promoting safety practices to mitigate the most common causes of incidences, and collaborating with NPGA and PERC to create safety awareness among NPGA members.

Fairmont's program aims to buffer program members from volatile insurance premium price spikes, and provide NPGA marketer members with the opportunity for lower premiums and more secure coverage commensurate with a favorable loss ratio of the group. Contact Eric Kuster at 443-844-7798 or [eric.kuster@fairmontspecialty.com](mailto:eric.kuster@fairmontspecialty.com) for more information.

### Ford Motor Company

This program provides discounts for current model year purchased or leased Ford and Lincoln-Mercury cars, trucks and SUVs. Customer Association Incentive Program (CAI) #96134 guidelines are provided by CAI Program Headquarters at 1-877-530-9953. Association Members must have an active Commercial Fleet Identification Number

(FIN) to participate and can apply for a FIN at [www.fleet.ford.com](http://www.fleet.ford.com) or call 1-800-34-FLEET, Option 1.

### Goodyear/Dunlop Tires through Truckers B2B

Truckers B2B administers the Goodyear/Dunlop discount program which includes new and retread tires. Truckers B2B is a business-to-business membership program that provides savings to thousands of small and medium-sized trucking companies.

1. Complete and return the application form. Fax the form to 801-395-8625.
2. Call 866-354-7322 to find the closest Goodyear dealer (make sure to identify yourself as an NPGA member)
3. Go to the dealership and inform them you are buying on Goodyear National Account #8227.
4. Verify and sign the delivery receipt and pay directly by credit card.

For a tire quote, call 866-354-7322.

### HR University

Members have access to HR University, a training and support system designed to provide easy-to-understand solutions to employment issues. HR University provides samples for several human resources forms including timesheets, employment applications, leave requests, sexual harassment reports, and much more. HR University is valued at \$500 per year, but NPGA members have access to this useful toolbox at no charge. Members can also get answers to HR questions by emailing an on-staff expert. Email [wcook62@comcast.net](mailto:wcook62@comcast.net) or call the HR HotLine at 703-897-8511 for more information. HR University Center Resource Center

### LaborChex

Since 1985, LaborChex has been helping businesses in all 50 states by offering cost-effective employment background screening services to help them hire better qualified and safety-conscious workers. NPGA Members receive special discounted pricing to: check criminal and driving

records; verify employment including D.O.T. 382.413 and 391.23 screenings for commercial drivers; confirm education and other professional credentials; and obtain credit reports, and more! Background checks will lower turnover costs, reduce negligent hiring issues, maintain production worksites, and enhance safety and security. Contact Steven J. Austin at 800-880-0366 or [saustin@laborchex.com](mailto:saustin@laborchex.com) for more information. Click here to download the LaborChex NPGA Report.

**MSG Payment Systems - Merchant Card Processing**

MSG Payment Systems provides payment solutions specific to the propane industry, including credit & debit card acceptance, ACH/e-check transactions & automated recurring payments for budget payment plans, pre-buy or monthly billing schedules. Our payment solutions will help you manage the labor-intensive task of invoice management and payment processing, all at discounted rates.

Save thousands of dollars and hours of time by using our automated payment processing tools while delivering fast, secure, and reliable payment solutions to your customers. Request a free analysis today by faxing two monthly statements to (515) 334-7461. We will conduct a side-by-side comparison and find out how much you could save by switching to MSG Payment Systems. Contact Paul Huntley at (888) 697-8831 or [paul@msgpay.com](mailto:paul@msgpay.com) for more information.

**Propane Marketplace**

NPGA helps its members and your potential customers cut through the clutter of traditional search engine results with the NPGA Propane Marketplace. The Marketplace enables professionals to perform targeted searches for propane-related products and services using either a keyword search or an alphabetized directory search by product categories. Advertising space at reasonable rates is also available. Please visit the site for more information.

**Staples Advantage®**

Staples Advantage® provides members discounts on office supplies, digital

copy, print, promotional products, furniture, facility/break room supplies, and technology solutions. They offer next-day delivery to all NPGA member locations. This program allows members of NPGA and its affiliates to maximize their buying power across the nation and receive low, contracted pricing on more than 250,000 products. Contact Patricia Bell at 888-224-3784, Ext. 4543 or [patricia.bell@staples.com](mailto:patricia.bell@staples.com) for more information.

**TekCollect**

TekCollect specializes in accounts receivable management, collections operations, and customer retention services to the propane industry. Their industry-leading approach reduces the number of accounts ever requiring formal recovery efforts by focusing on early intervention. Programs include custom verbal and written contacts, electronic database skip tracing, and credit bureau reporting, plus optional advanced recovery efforts for hard-to-collect accounts. Their service is securely web-based, giving you access to every collection effort plus up-to-the-minute reports. And TekCollect is committed to non-alienation. Every effort is designed to preserve the integrity of your customer relationships. TekCollect's fees are typically less than 10%—the lowest cost per dollar in the collection industry—and best of all, results are guaranteed. Contact TekCollect at 888-292-3530 or visit [npga.tekcollect.com](http://npga.tekcollect.com).



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# Dates To Remember

## January

- 1-2 APGA Office Closed
- 20 Hazardous Materials/Security Awareness-New Hires - Prattville
- 21 Hazardous Materials/Security Awareness/Bobtail Refresher - Prattville
- 27 Hazardous Materials/Security Awareness-New Hires - Cullman
- 28 Hazardous Materials/Security Awareness/Service Refresher - Cullman

## March

- 24 Basics of NFPA 54 Code Applications - Cullman
- 26 Basics of NFPA 54 Code Applications - Prattville

## April

- 7 Hazardous Materials/Security Awareness-New Hires - Prattville
- 8 Hazardous Materials/Security Awareness/Service Refresher - Prattville
- 15 Hazardous Materials/Security Awareness-New Hires - Cullman
- 16 Hazardous Materials/Security Awareness/Bobtail Refresher - Cullman
- 21-23 Basic Principles & Practices - Prattville
- 27 Dispensing Propane Safely - TBA
- 28 Dispensing Propane Safely - TBA
- 29 Dispensing Propane Safely - TBA
- 30 Dispensing Propane Safely - TBA

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