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Show Guide & Map



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TABLE OF CONTENTS

Welcome to the 2022 HEAT Show	4
Event Partners & Sponsors	6
Legends Honorees	10
About NEFI & Membership	12
NEFI Staff, Consultants & Officers	14
Trade Show Exhibitor List	16
Trade Show Floor Plan.....	17
Schedule: Tuesday, September 27	18
Keynote Luncheon	24
Schedule: Wednesday, September 28	26
Industry Summit IV	34
Schedule: Thursday, September 29	36
Management Sessions - Descriptions.....	40
Technician Sessions - Descriptions.....	48
NORA Sessions - Descriptions	52
Women In Energy Sessions - Descriptions.....	54
NEFI State Associations.....	58





Welcome to the 2022 HEAT Show

A friend of mine recently ran down a list of issues he's dealing with right now as the owner of a small multigenerational family-run heating fuel business.

- Their delivery fleet is down multiple drivers
- Their service department's parts inventory is running low
- Their fuel supply contract negotiations only just wrapped up
- The same goes for credit negotiations with their bank
- They're paying more for labor, fuel, and equipment than ever
- New legislation and regulations are forcing them to change their business model
- It's September and they're only now rolling out pricing programs for the season

I sympathized with my friend. I've heard about these exact issues all too many times this year. "With all of that going on, I guess it'd be stupid of me to ask if you're planning to make it to the HEAT Show," I said.

"Are you kidding?!" my friend responded. "Not only am I coming — I'm bringing my sales manager and my service manager, and having each of them bring along two members of their teams."

"Wow, that's great," I replied, "but are you sure you can afford to spare the manpower?"

My friend paused a moment, then told me flat-out, "Sean, with everything that's happening right now, we can't afford NOT to be there."

If you're reading this, hopefully this story resonates with you in the right ways. As you know, our industry faces incredible challenges and unprecedented opportunities. After all, this has been the story of the Heating & Energizing America Trade Show since its inception in 2019.

When we first envisioned this event, we never could have foreseen some of the challenges that awaited our industry. Then again, that was the whole point of this show — to find out what we didn't know and prepare ourselves for anything that may come.

At the end of the day, THAT is why we are all here. I believe it's also why each year our sponsors, exhibitors, and presenters tell us that ours is one of the most enthusiastic and engaging audiences they've ever encountered at an industry trade show. I expect this to be the case again this year, and I thank all of our sponsors, exhibitors, and presenters, without whom this show would not be possible.

I hope that you will take advantage of the many opportunities available at this year's event and use this Show Guide to help navigate them. Moreover, I hope that you enjoy your time here and that it helps position you for success in the coming heating season.



Welcome to the 2022 HEAT Show. Thank you for coming and for your continuing support of the liquid heating fuel industry.



Sean Cota, NEFI President & CEO

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Legends Awards



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NEFI is an independent trade association representing approximately 1,200 home heating businesses including heating oil, kerosene and propane dealers and related service companies, most of which are small, multi-generational family-owned and -operated businesses. Many NEFI members also market lubricants, jet fuels, gasoline and racing fuels, as well as renewable fuels such as biofuels and other alternative energy products.

With offices in the Greater Boston area and Washington, D.C., NEFI provides national leadership on legislative and regulatory rules and regulations in our nation's capital. NEFI works closely with its Affiliate State Associations in Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont who provide state government representation, education and training, and insurance programs for their members.

NEFI is a hands-on, grassroots organization serving the independent fuel marketer for 80 years. Our origin is regional in location, but we are broader in scope and services provided today than ever before. When you join the National Energy and Fuels Institute you benefit from our growing services and our coalitions with many other organizations that reach across geographic, political and regulatory boundaries to ensure that heating oil, propane and renewable liquid heating fuel distributors are represented with the strongest voice possible locally and in Washington, D.C.

MEMBERSHIP IN NEFI

Membership in NEFI and your state association is your company's gateway to a host of services and membership benefits that will help keep you up-to-date on the important information you need to operate effectively and profitably. As a NEFI wholesale or retail member, you may qualify for exclusive discounts or preferred pricing on a number of valuable employee/employer programs, including health and dental insurance, retirement plans, driver qualification services, employee drug and alcohol testing, and more. Your active participation will also help ensure the future of the liquid heating fuels industry for years to come. For more information, or to join, visit nefi.com.

2022 LEGENDS
AWARDS DINNER



*Congratulates our
colleague and friend*

Eric DeGesero

Executive Vice President

Fuel Merchants Association of New Jersey

*On Becoming a
2022 NEFI Legends Honoree*



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Kris DeLair

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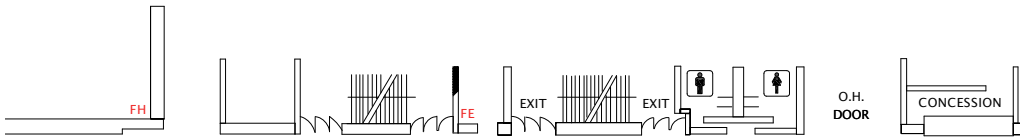


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- REDUCE SERVICE

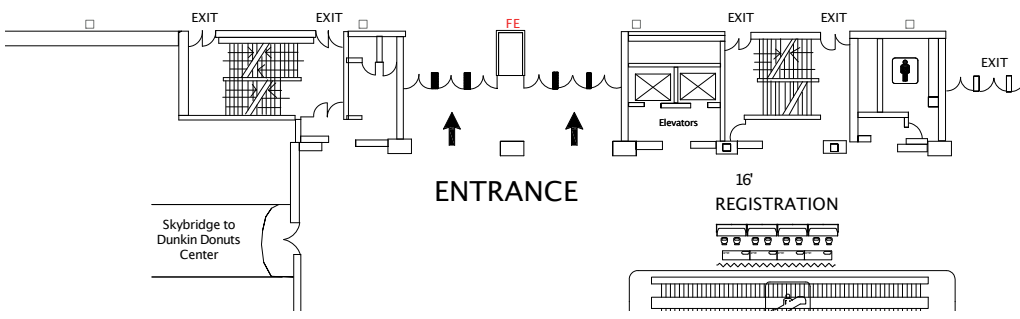
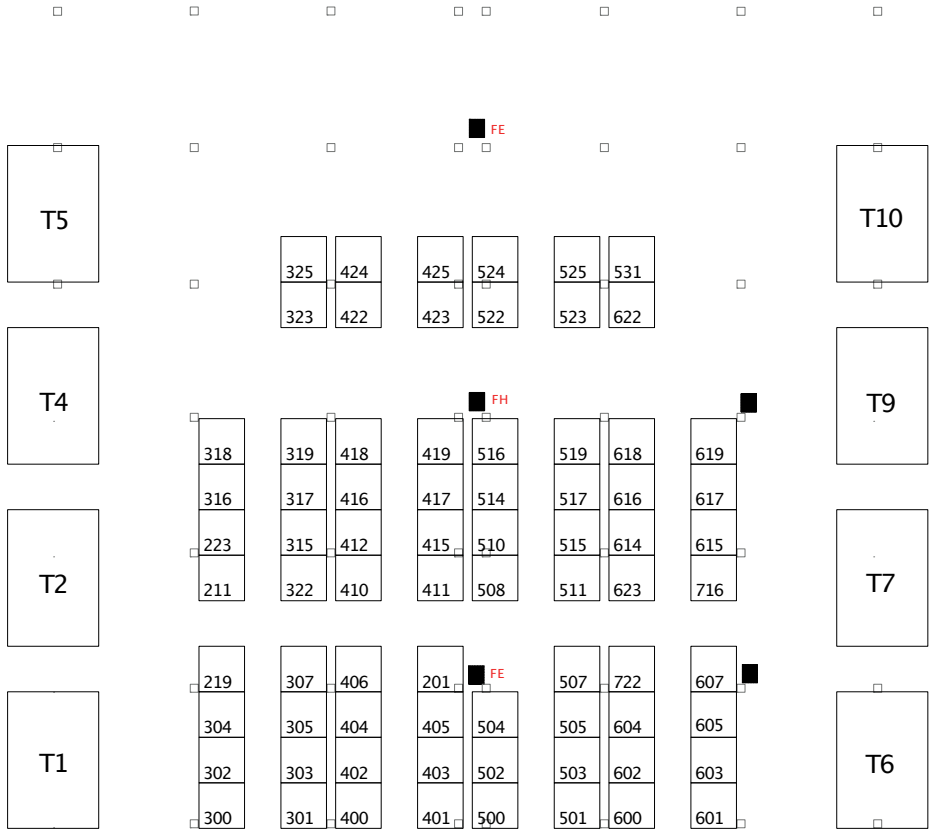
- PROTECT ASSETS
- ELEVATE BRAND

Exhibitor List

ADD Systems	515	Liquid Controls	716
AEC.....	424	Lock America, Inc.	211
Amthor International	Truck 1	NEFI	423, 425, 522, 524
Angus Energy	300	Northland Energy Trading.....	410
AST Construction, Inc.	316	Oil & Energy Magazine	600
Automated Wireless.....	201	Otodata	622
Bergquist	417	PGANE.....	525
Blue Cow Software	601	Pilgrim Sales	325
Cargas Systems.....	505	Poem Technology	411
Carlin Combustion Technology & Hydrolevel Company	603, 605	Powderhorn Agency.....	504
Cetane Associates	517	PriMedia Inc.	501
Civacon	722	Qualpay	516
Crum & Forster	419	R.W. Beckett.....	401, 403, 500, 502
Dan Davis Sales	507	Renewable Energy Group	319
David Gooding, Inc.....	416	Robinson and Cole.....	406
Destwin	514	Roth North America.....	412
Digital Dispatcher	307	Sack Energy	415
Droplet Fuel.....	623	Savage Associates Inc.	318
Energy Kinetics Inc.....	301, 400	Scully Signal Company	322
Federated Insurance Company	303	Sid Harvey's	531
FPPF Chemical Co., Inc.	302	Sprague Energy	305
Fuel Management Services, Inc.....	405	Taco Comfort Solutions	422
Fuel Oil News	614	Taurus Systems Inc.	304
Fuel Ox	503	Tiger Payment Solutions	523
FW Webb.....	323	Total Control Systems	219
Generac	619	TransCOR	618
Global Companies.....	508, 510	Utility Trailers of New England, Inc./ MAC LTT.....	Truck 9, 10
Granby Heating Products/ ECR International.....	Truck 4	Vistastar – Oil Yeller.....	604
Gray, Gray & Gray, LLP.....	404	Warm Thoughts Communications	402
Hall-Trask Equipment Co.	Truck 6, 7	Watercross Financial Group	511
Hedge Solutions	519	Wehof Forms	418
Indoor Comfort Magazine	315	Westmor Industries	223
Liberty Oil & Propane Equipment Co.....	Truck 2	Wohler USA.....	607
		Women in Energy	602



Presentation



Schedule

Tuesday, September 27, 2022

On-Site Registration	11:00AM – 6:00PM	Light Food & Refreshments	2:00PM – 2:30PM
Federal & State Policy Update	10:00AM – 11:30AM	NORA Board Meeting	3:00PM – 5:00PM
Management Sessions	1:00PM – 4:20PM	Exhibitor Move-In	3:00PM – 6:00PM
Truck Move-In	2:00PM	NEFI Legends Awards Dinner	6:00PM – 9:00PM

*Subject to change

On-Site Registration: 11:00AM - 6:00PM

10:00AM - 11:30AM

Management Sessions

Federal & State Policy Update

Presented By Jim Collura, NEFI

Room 555B

1:00PM - 2:00PM

Management Sessions

Acquisition Panel

Barrett Conway, Cetane Associates

Room 554A

Flexibility Is the Key to Success: Introducing the Data Portability Initiative and the Significant Role of Payment Technology

Presented by Jon Gilbert, Qualpay; Larry Richmond, Richmond Financial Services

Room 554B

Biodiesel and Ultra-Low Sulfur Heating Oil

Presented by Mark K. Smith and Barry Aruda, Advanced Fuel Solutions

Room 555A

2022 LEGENDS
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Rocco J. Lacertosa

Chief Executive Officer
New York State Energy Coalition

*On Becoming a
2022 NEFI Legends Honoree*

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Legends
Awards

DOT Compliance Issues for Drivers

Presented by Gauri Bhalakia, ARCpoint Labs and Rick Schweitzer, NEFI

Room 555B

Truck Move-In: 2:00PM

Light Food & Refreshments: 2:00PM - 2:30PM

2:10PM - 3:10PM

Management Sessions

Buying and Selling an Oilheat Business

Presented by Brian Freeman, Earl Phillips and Jon Schaefer, Robinson + Cole

Room 554A

Fuel Oil Claims Insurance

Presented by Carl Bisson, Crum & Foster and Mike Freill, VistaStar

Room 554B

Biofuel Incentives, Emissions Standards and Electrification Policy: How the Next Decade of Policy Will Impact Your Business

Presented by Joe Uglietto, Diversified Energy Specialists

Room 555A

Ten Common DOT Violations and How to Avoid Them

Presented Rick Schweitzer, NEFI

Room 555B

3:00PM - 5:00PM

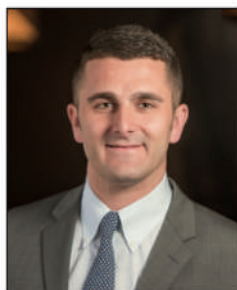
NORA Board Meeting

Room 557 (5th floor)

Exhibitor Move-In: 3:00PM - 6:00PM

2022 LEGENDS AWARDS DINNER

Ted Harris accepts this award on behalf of the men and women in Pennsylvania who work in the industry every day, who are the true legends.



Ted Harris

Executive Vice President
Pennsylvania Petroleum Association

Congratulations to Ted Harris for being named as a 2022 NEFI Legends Honoree

From Your Friends At



3:20PM - 4:20PM

Management Sessions

**Getting Out Is Not the Only Option:
How to Determine Your “What’s Next”**

Presented by Kendall Rawls, The Rawls Group and Sean Cota, NEFI

Room 554A

Winter Weather Recap

Presented by John Bagioni, Fax Alert Weather Service

Room 554B

**Beyond B20: Cold Weather Handling Strategies
to Meet the Providence Resolution Goals**

Presented by Steve Boracchia, ETP

Room 555A

**Grow HVAC Install Sales by Utilizing Monthly
Payment Financing and New Federal Incentives**

Presented by Greg Burns, Watercress Financial Group

Room 555B

NEFI LEGENDS AWARDS DINNER: 6:00PM – 9:00PM

Tickets sold separately.



2022 LEGENDS AWARDS DINNER



*Charlie Summers accepts this award
on behalf of the men and women in
Maine who work in the industry
every day, who are the true legends.*



Charles E. Summers, Jr.

President & CEO
Maine Energy Marketers Association

2022 NEFI Legends Honoree



Keynote Luncheon

“Oil & War”

with

Captain Paul E. Mawn, US Navy (Ret.)

Wednesday, September 28, 2022, 1:00PM



All 2022 HEAT Show Management and Technician Track attendees are invited to attend a special keynote luncheon on Wednesday, September 28, presented by retired US Navy Captain Paul E. Mawn.

As the war in Ukraine has driven heating oil prices to all-time highs, Captain Mawn will talk to our group about the **historic links between oil and war, and how this relationship fuels the conflicts of today and tomorrow**. His presentation will provide critical insights for heating fuel industry stakeholders as they make final preparations for what could be the most difficult and important winter in our industry’s history.

A petroleum industry consultant and expert in oil distribution, Captain Paul E. Mawn US Navy (ret.) is currently the president of Concord Consulting Group LLC. He has held senior line management positions with Exxon and Hess Oil in marketing and distribution, as well as managed petroleum related projects with Arthur D. Little Inc. and as a partner at Mercer Management Consulting.

Note: Access to the Keynote Luncheon is included with any Management or Technician Track registration. The Keynote Luncheon is not to be confused with the Industry Breakfast Summit, which takes place Thursday, September 29 at 8:30AM. Access to the Industry Summit is included in the Management Track registration or available at an added cost with any other HEAT Show registration.

2022 LEGENDS AWARDS RECIPIENT



The Board of Directors and the members of the Massachusetts Energy Marketers Association congratulate association President Michael Ferrante on his 2022 Legends Award.

We are most pleased and proud of Michael's accomplishments and leadership and we are fortunate to have him as our industry executive in Massachusetts.



Wednesday, September 28, 2022

On-Site Registration	7:00AM – 6:00PM	Technicians Sessions	9:00AM – 12:20PM
Exhibitor Move-In	8:00AM – 2:00PM	Keynote Luncheon	1:00PM – 2:00PM
NORA Sessions	9:00AM – 12:20PM	Trade Show	2:00PM – 6:00PM
Women in Energy Sessions	9:00AM – 11:10AM	Networking Reception	4:00PM – 6:00PM
Management Sessions	9:00AM – 12:20PM		

*Subject to change

On-Site Registration: 7:00AM - 6:00PM

Exhibitor Move-In: 8:00AM - 2:00PM

9:00AM - 10:00AM

Technician Sessions

Advanced Burner Control Programming & Troubleshooting

Presented by Jeff Rozga, R.W. Beckett

Room 554A

Best Practices: Oil Tank Inspections & Maintenance

Presented by Eric Missigman and Justine Missigman, Powderhorn Agency

Room 554B

Low Voltage Wiring

Presented by Robert O'Brien, NORA

Room 558A/B

Management Sessions

Clean Heat Standards: The Future Regulatory Environment of Our Industry

Presented by Joe Uglietto, Diversified Energy Specialists & Matt Cota, VFDA

Room 555A

Paying the Price: Inflation's Impact on Operating Expense and Value

Presented by Marty Kirshner, Gray, Gray & Gray and Steve Abbate, Cetane Associates

Room 556A

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Diane Quesnelle

Executive Director
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Keeping Your Customer Forever: A Guide to Customer Experience

Presented by Esther Angell, Cargas Systems; Steph Schreyer, Cargas Systems; Gary Corbett, Warm Thoughts

Room 556B

NORA Sessions

Getting to Zero GHG Emissions

Presented by Dr. Tom Butcher and Michael Devine, NORA

Room 557

Women In Energy Sessions

Panel Discussion: Attracting & Retaining the Next Generation of Energy Professionals

Presented By Jacqueline Aceituno, Taco Comfort Solutions; Alexandra Coleman, Centrica Business Solutions North America; Jackie Hart, Hart Home Comfort

Rotunda Room

10:10AM - 11:10AM

Technician Sessions

Discover Oil System Solutions for Heating Fuels of Today and Tomorrow

Presented by Alan Wornham, R.W. Beckett

Room 554A

Power Venting / Combustion Air Troubleshooting

Presented by Rick Glownia

Room 554B

Controls for the Modern Technician

Presented by Michael D. Warn, Carlin

Room 558A/B

Management Sessions

The Fight of Our Lives: Propane Solutions

Presented by Bill Overbaugh, NYPGA with Leslie Anderson, PGANE and Matt Cota, VFDA

Room 555A

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WITH
PHIL BARATZ

WED, SEP 28, 2022
10:10AM – 11:10AM
ROOM: 556A

It's All About You! Your Data, Your Capacity, Your Efficiency

Presented by Danny Silverman, Angus Energy

Room 556A

Leveraging The Supply Chain To Serve Your Customers

Presented by Paul Nazzaro, Advanced Fuel Solutions; Jason Lawrence, Chevron Renewable Energy Group; Tim Keaveney, Hero BX; Kevin Grant, Sprague Energy

Room 556B

NORA Sessions

Update on NORA R&D: Progress and Plans

Presented by Dr. Tom Butcher and Michael Devine, NORA

Room 557

Women In Energy Sessions

Plumbing and Heating Tips and Tricks Workshop

Presented By Heather Wallek

Rotunda Room

11:20AM - 12:20PM

Technician Sessions

The Importance of Combustion Testing and What the Numbers Mean

Presented by Rick Pothier, EDOS

Room 558A/B

Best Practices for Optimizing Efficiencies in your Service Department

Presented by Leo Verruso, Advanced Fuel Solutions

Room 554B

Carlin Burner Design for Today's Necessities

Presented by John Dunleavey, Carlin

Room 558A/B

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Andy Weaver

Unbranded Marketing Manager
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Management Sessions

Survive and Thrive in Volatile Times

Presented by Rich Larkin, Hedge Solutions; Phil Baratz, Angus Energy; Elaine Levin, Powerhouse; and Sean Cota, NEFI

Room 555A

Marketing in a Post-IRA World

Presented by David Heiser, PriMedia, Inc.

Room 556A

The Impact Of The Subscription Economy In The Delivered Fuel Space And How To Best Prepare For Potential Chargebacks This Heating Season

Presented by Marci Gagnon, Qualpay; Jon Gilbert, Qualpay

Room 556B

NORA Sessions

Bioheat Technical Guidance

Presented by Robert O'Brien, NORA

Room 557

Keynote Luncheon: 1:00PM - 2:00PM

Trade Show: 2:00PM - 6:00PM

Networking Reception: 4:00PM - 6:00PM

CELEBRATING OVER A CENTURY OF INNOVATIVE AND DEPENDABLE HEATING, COOLING, AND PLUMBING SOLUTIONS.



Visit us at booth #422



Industry Summit **IV**

Thursday, September 29, 2022, 8:30-10:30AM

Rhode Island Convention Center, Ballroom B&C

An extremely threatening political climate. Record fuel prices. Rising business costs. A new law that provides huge funding for both biofuels and heat pumps. **Heating fuel businesses now find themselves on the precipice of what could be the most significant winter in the history of their industry.** Against this backdrop, NEFI has orchestrated an event to help these businesses meet the challenges of the day and prepare for the coming heating season.

HEAT Show Summit IV will feature two segments designed to address the most immediate opportunities and pressing concerns of today's heating fuel professionals. In the first segment, **renowned political analyst Jim Ellis** will offer his predictions for the upcoming midterm elections. Ellis will provide Summit attendees insight into the key races that will determine control of Congress as well as governors' mansions and state legislatures across the Northeast.

Following Ellis's presentation, NEFI will respond to the analysis and recently passed federal legislation that directly impacts Summit attendees' businesses. **The so-called Inflation Reduction Act (IRA) has turned the world of energy upside-down, with major political consequences as well as massive financial opportunities for heating fuel businesses that know how to seize them.** Building on related lessons from this year's HEAT Show Management Sessions, NEFI will outline an action plan to help ensure Industry Summit attendees' future success.

Industry Summit IV will conclude with a panel of next-generation heating fuel business leaders giving attendees the opportunity to "hear about the future of our industry *from* the future of our industry." The panel, hosted by Massachusetts Energy Marketers Association President Michael Ferrante, will feature business leaders from across the Northeast. What does our new post-IRA world look like to them?

Industry Summit IV Schedule

- 7:30:** Breakfast Buffet Opens
- 8:35:** Jim Ellis Presents “The Midterms & Beyond”
- 9:15:** Jim Collura Presents NEFI Response & Action Plan
- 9:30:** “The Industry’s Strategy to Ensure Our Future”
- 9:45:** Next-Generation Panel: “Hear About the Future of Our Industry FROM the Future of Our Industry”
- 10:25:** Closing Remarks from Sean Cota



Jim Ellis is a 35-year veteran of politics at the state and national levels. The founder of The Ellis Insight website and host of the Ellis on the Air podcast, he has served as the executive director of two national political action committees, appeared on numerous TV news shows, and researched elections for corporations and trade associations such as NACS, Walmart, Exelon and UPS.



Michael Ferrante is the president of the Massachusetts Energy Marketers Association and a member of the state’s Energy Efficiency Advisory Council. A former broadcast news producer, Michael has been named a “Biodiesel Ambassador” by the National Biodiesel Board (now Clean Fuels Alliance America) and held leadership roles with numerous industry marketing groups including the Consumer Education Committee of the National Oilheat Research Alliance. His state’s Commission on Clean Heat is currently considering a new carbon-reduction incentive program that could serve as a model for states across the region.

The Next-Generation Panel will feature:

- Derek Lamparelli, Frank Lamparelli Fuel
- Jacqueline Hart, Hart Home Comfort
- Kyle Price, Tevis Energy
- Mallory Corse, Jack F. Corse, Inc.
- John Bowman, F.F. Hitchcock Plumbing, Heating & Cooling



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Liquid Heating Fuels Industry Summit IV is sponsored by Bioheat® Fuel with funding provided by Clean Fuels Alliance America and the Nebraska Soybean Board. Past years’ HEAT Show attendees may recall that Bioheat® fuel also sponsored the first ever Liquid Heating Fuels Industry Summit, which culminated with the Providence Resolution. We welcome their support as we return to Providence for the 2022 HEAT Show and Industry Summit IV.

Thursday, September 29, 2022

On-Site Registration	7:00AM – 12:00PM	Trade Show	10:00AM – 2:00PM
Industry Summit Breakfast	8:30AM – 10:30AM	Concessions for All	11:00AM – 2:00PM
Technician Sessions	9:00AM – 11:10AM	Exhibitor Take-Down	2:00PM – 6:00PM

*Subject to change

On-Site Registration: 7:00AM - 12:00PM

Industry Summit Breakfast: 8:30AM - 10:30AM

Industry Summit IV

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9:00AM - 10:00AM

Technician Sessions

Propane: New Resources for Technicians

Presented by Leslie Anderson, PGANE

Room 554A

Discover Oil System Solutions for Heating Fuels of Today and Tomorrow

Presented by Jim Todd, R.W. Beckett

Room 554B

Carlin Burner Design for Today's Necessities

Presented by John Dunleavy, Carlin

Room 555A

Best Practices: Oil Tank Inspections & Maintenance

Presented by Eric Missigman and Justine Missigman – Powderhorn Agency

Room 555B



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TradeShow: 10:00AM - 2:00PM

10:10AM - 11:10AM

Technician Sessions

Power Venting / Combustion Air Troubleshooting

Presented by Rick Glownia

Room 554A

Advanced Burner Control Programming and Troubleshooting

Presented by Jim Todd, R.W. Beckett

Room 554B

Controls for the Modern Technician

Presented by Michael D. Warn, Carlin

Room 555A

**The Importance of Combustion Testing
and What the Numbers Mean**

Presented by Rick Pothier, EDOS

Room 555B

Concessions for All: 11:00AM - 2:00PM

Exhibitor Take-Down: 2:00PM - 6:00PM



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MANAGEMENT SESSIONS – DESCRIPTIONS



Federal & State Policy Update

Jim Collura, NEFI

TUESDAY, SEPTEMBER 27, 2022, 10:00AM - 11:30AM, Room 555B

All are welcome to attend this meeting of the NEFI Government Affairs Committee. NEFI's lobbying team and state association representatives will provide updates on legislative and regulatory issues that directly affect your business, including the so-called Inflation Reduction Act's provisions on oil and gas, biofuels, energy efficiency and electrification. Mike Estes of Estes Oil & Propane, the committee's new Chair, will lead this important discussion.



Acquisition Panel

Barrett Conway, Cetane Associates

TUESDAY, SEPTEMBER 27, 2022, 1:00PM - 2:00PM, Room 554A

Learn from the real experts who are growing their businesses through acquisitions. Four of the top buyers in the delivered fuel industry will participate in this comprehensive look into all aspects of acquiring a business. How might tax law changes in the Inflation Reduction Act affect the timing and value of these transactions? Come early to get a seat as this is sure to be a standing-room-only crowd.



Flexibility Is the Key to Success: Introducing the Data Portability Initiative and the Significant Role of Payment Technology

Jon Gilbert, Qualpay and Larry Richmond, Richmond Financial Services

TUESDAY, SEPTEMBER 27, 2022, 1:00PM - 2:00PM, Room 554B

Innovation and free agency are the basis of a healthy marketplace. Discover the benefits of owning your data and learn the importance of true vendor flexibility. Learn about the next generation of business automation and cash flow management tools like text-to-pay to help propel your business forward and streamline efficiencies.



Biodiesel and Ultra-Low Sulfur Heating Oil

Mark K. Smith and Barry Aruda, Advanced Fuel Solutions

TUESDAY, SEPTEMBER 27, 2022, 1:00PM - 2:00PM, Room 555A

Learn how to improve your current housekeeping protocol, while acquiring new tips and techniques to manage fuel quality and handle potential field operability issues associated with ultra-low sulfur heating oil and higher biodiesel blends.



Driver Compliance

Gauri Bhalakia, ARCpoint Labs and Rick Schweitzer, NEFI

TUESDAY, SEPTEMBER 27, 2022, 1:00PM - 2:00PM, Room 555B

Gauri Bhalakia provides employers with pre-employment screening, drug and alcohol testing, DOT physicals, COVID-19 testing, and occupational health services. Rick Schweitzer is an attorney in Washington, D.C. with more than 20 years of experience handling regulatory, legislative and litigation matters for transportation companies and their trade associations.

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Chimney Vent
Non-Condensing
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Up to 1.25 GPH
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Polypropylene
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Natural Gas
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Accel CS™ Highest Efficiency with Tank

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Buying and Selling an Oilheat Business

Brian Freeman, Earl Phillips and Jon Schaefer, Robinson + Cole

TUESDAY, SEPTEMBER 27, 2022, 2:10PM - 3:10PM, Room 554A



This presentation will identify the major transactional issues confronted by motivated buyers and sellers, highlight the distinct motivations of each side, provide transactional positions designed to advance the buyer's or seller's objectives, and explore approaches to bridging these differences.



Fuel Oil Claims Insurance

Carl Bisson, Crum & Foster and Mike Freill, VistaStar

TUESDAY, SEPTEMBER 27, 2022, 2:10PM - 3:10PM, Room 554B

Learn about the types of heating oil claims, lessons in handling these claims and mitigation measures to reduce liability.



Biofuel Incentives, Emissions Standards and Electrification Policy: How the Next Decade of Policy Will Impact Your Business

Joe Uglietto, Diversified Energy Specialists

TUESDAY, SEPTEMBER 27, 2022, 2:10PM - 3:10PM, Room 555A

Polymakers in the Northeast are doing everything in their power to eliminate the heating oil industry by electrifying buildings and implementing regulatory programs. Learn more about how to prepare your business for and capitalize on Portfolio Standards, Cap-and-Trade Programs, Clean Heat Standards, and Commercial Building Policies. Also get insight on the Inflation Reduction Act, its influence on state government policies and its impact on your business.



Ten Common DOT Violations and How to Avoid Them

Rick Schweitzer, NEFI

TUESDAY, SEPTEMBER 27, 2022, 2:10PM - 3:10PM, Room 555B

NEFI Regulatory Counsel Rick Schweitzer will show you how to avoid common violations at roadside inspections and in a DOT audit.



Getting Out Is Not the Only Option: How to Determine Your "What's Next"

Kendall Rawls, The Rawls Group and Sean Cota, NEFI

TUESDAY, SEPTEMBER 27, 2022, 3:20PM - 4:20PM, Room 554A

Buy-sell activity for propane and heating oil marketers has never been more active. Competition is stronger than ever, not just from other retailers but also from changing perspectives on more environmentally friendly energy options. On top of this, the Inflation Reduction Act has outlined opportunities and threats impacting your business, which you must be aware of to successfully navigate the future. All of this is causing owners and family members in the business to think about what "next" looks like.

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- Stabilizes fuel
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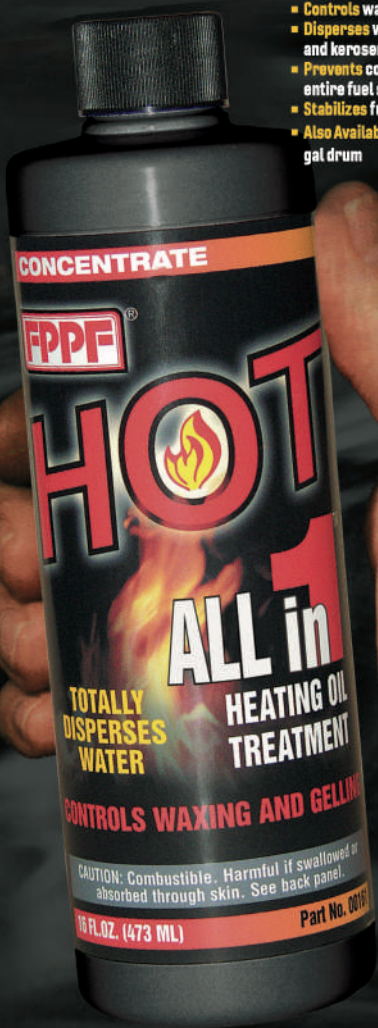
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Winter Weather Recap

John Bagioni, Fax Alert Weather Service

TUESDAY, SEPTEMBER 27, 2022, 3:20PM - 4:20PM, Room 554B

John Bagioni is an independent meteorologist and the owner of Fax-Alert Weather Service, LLC. He provides 10-day temperature and heating degree-day forecasts, storm updates, and webinars for numerous energy associations including the National Energy & Fuels Institute.



Beyond B20: Cold Weather Handling Strategies to Meet the Providence Resolution Goals

Steve Boracchia, ETP

TUESDAY, SEPTEMBER 27, 2022, 3:20PM - 4:20PM, Room 555A

During a study in Presque Isle, Maine, B20 was treated and successfully stored in an unheated bulk tank and delivered to homeowners all winter without any issues. This presentation will discuss the study, review the data, and look at future plans to test, treat, store and deliver higher BXX blends.



Grow HVAC Install Sales by Utilizing Monthly Payment Financing and New Federal Incentives

Greg Burns, Watercress Financial Group

TUESDAY, SEPTEMBER 27, 2022, 3:20PM - 4:20PM, Room 555B

Learn how to overcome the affordability issue with rising equipment costs and increase your closed sales by more than 10% and installation tickets by 25% by adding monthly payments to your quotes and leveraging new federal tax incentives provided by the Inflation Reduction Act.



Clean Heat Standards: The Future Regulatory Environment of Our Industry

Joe Uglietto, Diversified Energy Specialists & Matt Cota, VFDA

WEDNESDAY, SEPTEMBER 28, 2022, 9:00AM - 10:00AM, Room 555A

Massachusetts is moving forward with a Clean Heat Standard and Vermont plans to revisit a Clean Heat Standard next year. While other states consider similar legislation, it's important for retailers and wholesalers to be prepared for these new challenges. Learn about the design of a Clean Heat Standard and actions that companies should be taking today to thrive in these new programs.



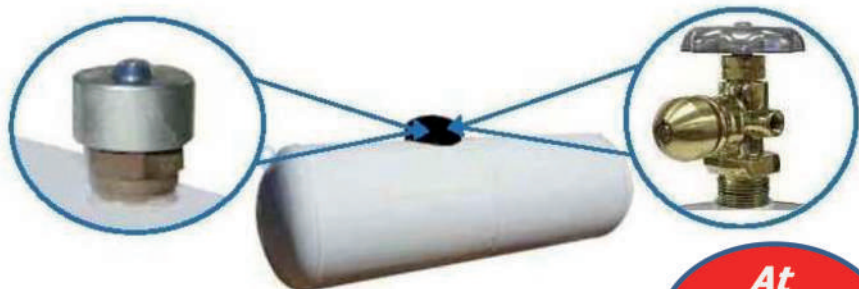
Paying the Price: Inflation's Impact on Operating Expense and Value

Marty Kirshner, Gray, Gray & Gray and Steve Abbate, Cetane Associates

WEDNESDAY, SEPTEMBER 28, 2022, 9:00AM - 10:00AM, Room 556A

This seminar will give energy marketers some actionable ideas on how to quantify, evaluate and mitigate the impact of inflation and rising fuel costs on their financial operations. Attendees will leave with a better handle on the multiple facets of their finances and operations that must be measured, monitored, and managed in order to remain profitable in uncertain times.

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Keeping Your Customer Forever: A Guide to Customer Experience

Esther Angell & Steph Schreyer, Cargas Systems; Gary Corbett, Warm Thoughts



WEDNESDAY, SEPTEMBER 28, 2022, 9:00AM - 10:00AM, Room 556B



A remarkable customer experience is critical to the sustained growth of any business, and the heating industry is no different. As the marketing landscape becomes more congested, standing apart from your competition is critical.

Join us to learn what your customer is looking for as they interact with you, and how creating an immediate and on-going positive experience will help you close more accounts, retain customers and promote customer loyalty.



The Fight of Our Lives: Propane Solutions

Bill Overbaugh, NYPGA with Leslie Anderson, PGANE and Matt Cota, VFDA



WEDNESDAY, SEPTEMBER 28, 2022, 10:10AM - 11:10AM, Room 555A



New York has passed legislation called the CLCPA, which is designed to wipe out fossil fuel use in the state beginning as early as 2026. The presentation will detail the legislation and what NYPGA is doing to fight it. Also, Matt Cota will discuss how the Inflation Reduction Act will support existing programs and funding streams to promote electric heating in Vermont. These rebates and incentives, combined with an updated state building code and municipal bans on fossil fuels in new construction, are among the threats to oilheat and propane distributors. See how fuel retailers and heating service companies are responding.



It's All About You! Your Data, Your Capacity, Your Efficiency

Danny Silverman, Angus Energy

WEDNESDAY, SEPTEMBER 28, 2022, 10:10AM - 11:10AM, Room 556A

We will focus on you and your data so be prepared! How to use your data and better understand it to optimize your delivery operations.



Leveraging The Supply Chain To Serve Your Customers

Paul Nazzaro, Advanced Fuel Solutions; Jason Lawrence, Chevron Renewable Energy Group; Tim Keaveney, Hero BX; Kevin Grant, Sprague Energy

WEDNESDAY, SEPTEMBER 28, 2022, 10:10AM - 11:10AM, Room 556B

The Inflation Reduction Act (IRA) has become the centerpiece of many supply chain discussions now underway. This session focuses on low carbon liquid fuels and how domestic and foreign inputs will be required to satisfy the emerging demand throughout the New England and Mid-Atlantic markets. The IRA renews biodiesel blenders tax credit through 2024, but in 2025 the credit transitions to producers and incentivizes lower carbon intensity. How will these changes impact your business? Additionally, the Department of Agriculture has announced that a second round of funds are now available for upgrading or establishing storage, blending and distribution centers for renewable fuels like biodiesel. Our program will elevate awareness while empowering the supply chain to make informed decisions and ensure a seamless distribution system leading to oil heat's renaissance.

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Survive and Thrive in Volatile Times

Rich Larkin, Hedge Solutions; Jeff Simpson, Angus Energy; Elaine Levin, Powerhouse; and Sean Cota, NEFI



WEDNESDAY, SEPTEMBER 28, 2022, 11:20AM - 12:20PM, Room 555A



Geopolitics, inflation, low inventories and underinvestment are moving petroleum prices. What are the implications for the upcoming winter? How are companies growing gallons in this environment? This panel discussion will share ideas for companies to build business and protect profit margins in an uncertain world.



Marketing in a Post-IRA World

David Heiser, PriMedia, Inc.

WEDNESDAY, SEPTEMBER 28, 2022, 11:20AM - 12:20PM, Room 556A

The passage of the Inflation Reduction Act has changed our industry. There are tax credits and rebates for biofuels and oil-fired equipment, as well as strong incentives for electric heat pumps and other alternative energy technologies. It is up to you to alleviate any confusion your customers might have, and we'll give you the tools to successfully promote Bioheat® fuel and equipment upgrades in a post-IRA world.



The Impact Of The Subscription Economy In The Delivered Fuel Space And How To Best Prepare For Potential Chargebacks This Heating Season

Marci Gagnon, Qualpay; Jon Gilbert, Qualpay

WEDNESDAY, SEPTEMBER 28, 2022, 11:20AM - 12:20PM, Room 556B

During this presentation we will review how customer buying behavior has changed in the past couple of years and why this will impact Fuel Marketers. Learn new ways to engage customers through technology to help with account receivables and setting policies to reduce chargebacks, help win disputes and eliminate friendly fraud.

TECHNICIAN SESSIONS - DESCRIPTIONS



Advanced Burner Control Programming and Troubleshooting

Jeff Rozga, R.W. Beckett

WEDNESDAY, SEPTEMBER 28, 2022, 9:00AM - 10:00AM, Room 554A

THURSDAY, SEPTEMBER 29, 2022, 10:10AM - 11:10AM, Room 554B

This presentation will introduce Beckett's new advanced burner controls, which will benefit our industry through simple programming and diagnostics. It will also cover how to troubleshoot burner operation using detailed burner fault history to identify both the issue and remedy.

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Best Practices: Oil Tank Inspections & Maintenance

Eric Missigman and Justine Missigman – Powderhorn Agency

WEDNESDAY, SEPTEMBER 28, 2022, 9:00AM - 10:00AM, **Room 554B**

THURSDAY, SEPTEMBER 29, 2022, 9:00AM - 10:00AM, **Room 555B**

This seminar will provide helpful information on what to look for when inspecting aboveground oil tanks during annual tune-ups. It will also provide information on maintaining fuel oil tanks and educating your customers on oil tank maintenance.



Low Voltage Wiring

Robert O'Brien, NORA

WEDNESDAY, SEPTEMBER 28, 2022, 9:00AM - 10:00AM, **558A/B**

Many technicians struggle with low voltage wiring, both with zone valves and combination heating/cooling appliances. Add in the increasing number of internet-connected thermostats and it's no wonder this becomes confusing. This session will clear up the uncertainty.

Discover Oil System Solutions for Heating Fuels of Today and Tomorrow

Alan Wornham, R.W. Beckett

WEDNESDAY, SEPTEMBER 28, 2022, 10:10AM - 11:10AM, **Room 554A**

THURSDAY, SEPTEMBER 29, 2022, 9:00AM - 10:00AM, **Room 554B**

This presentation is designed to help commission an oil supply system that will ensure consistent burner operation and safety, optimize combustion efficiency, and reduce liability potential.



Power Venting / Combustion Air Troubleshooting

Rick Glownia

WEDNESDAY, SEPTEMBER 28, 2022, 10:10AM - 11:10AM, **Room 554A**

THURSDAY, SEPTEMBER 29, 2022, 10:10AM - 11:10AM, **Room 554A**

This class will cover some of the common issues with regards to power venting and combustion air. We will go over wiring details as well as proper setup of the units.



Controls for the Modern Technician

Michael D. Warn, Carlin

WEDNESDAY, SEPTEMBER 28, 2022, 10:10AM - 11:10AM, **Room 558A/B**

THURSDAY, SEPTEMBER 29, 2022, 10:10AM - 11:10AM, **Room 555A**

This presentation will focus on the newest developments in our full line of controls, to help the technician quickly and accurately complete the job.



The Importance of Combustion Testing and What the Numbers Mean

Rick Pothier, EDOS

WEDNESDAY, SEPTEMBER 28, 2022, 11:20AM - 12:20PM, **Room 558A/B**

THURSDAY, SEPTEMBER 29, 2022, 10:10AM - 11:10AM, **Room 555B**

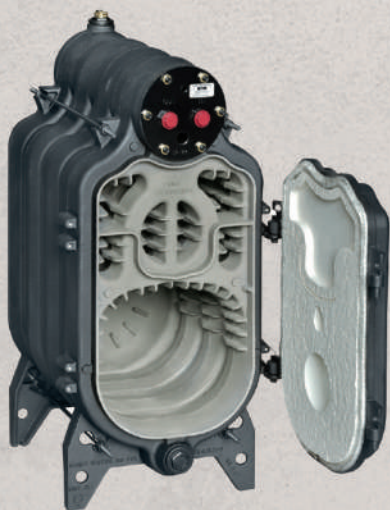
Learn to take feed measurements, helpful hints on propane burner adjustments, and how to maintain your analyzer.



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Use with or without a domestic
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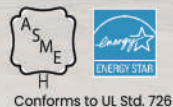


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Conforms to UL Std. 726



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Best Practices for Optimizing Efficiencies in your Service Department

Leo Verruso, Advanced Fuel Solutions

WEDNESDAY, SEPTEMBER 28, 2022, 11:20AM - 12:20PM, Room 554B

Focus on the best practices for avoiding nuisance service calls in two specific areas: fuel pump sticking and plugged fuel filters.



Carlin Burner Design for Today's Necessitates

John Dunleavy, Carlin

WEDNESDAY, SEPTEMBER 28, 2022, 11:20AM - 12:20PM, Room 558A/B

THURSDAY, SEPTEMBER 29, 2022, 9:00AM - 10:00AM, Room 555A

This presentation will focus on what we can expect and what must you know as it relates to Carlin residential burners' updated design as well as future burner technology that will meet the demands of the industry today and tomorrow.



Propane New Resources for Technicians

Leslie Anderson, PGANE

THURSDAY, SEPTEMBER 29, 2022, 9:00AM - 10:00AM, Room 554A

Discover how the PERC website Propane.com has numerous free resources for technicians, many recently updated. From the latest training available to the most up-to-date code and regulatory resources, make sure you are taking advantage of all the benefits that being a propane technician enables you to access.

NORA SESSIONS - DESCRIPTIONS

NORA Board Meeting

TUESDAY, SEPTEMBER 27, 2022, 3:00PM - 5:00PM, Room 557 (5th floor)



Getting to Zero GHG Emissions

Dr. Tom Butcher and Michael Devine, NORA

WEDNESDAY, SEPTEMBER 28, 2022, 9:00AM - 10:00AM, Room 557 (5th floor)



here is a very strong movement across the Northeast to reduce greenhouse gas (GHG) emissions through heat pump conversions. This session will present alternative approaches toward reducing GHG emissions using biofuels in existing oil-fired heating systems. The biofuels approach has the potential to reduce GHG at much lower cost and much sooner. A new concept for a zero-GHG home based on integrating solar PV and B100, and plans for demonstrations, will be presented.



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| B20 & Beyond

A review of practical B30 pour
points and long-term stability
of high BXX blends.

Date: 9/27/2022

Time: 3:20PM-4:20PM

Room: 555A

Presenters:

Clint Graham & Steve Boracchia



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Update on NORA R&D: Progress and Plans

Dr. Tom Butcher and Michael Devine, NORA

WEDNESDAY, SEPTEMBER 28, 2022, 10:10AM - 11:10AM, Room 557 (5th floor)



This session will include a report on all NORA Research & Development activities in the areas of biofuels and efficiency. This includes biodiesel field testing, development, and qualification of components for high biodiesel blends, filtration and fuel tanks, fuel-fired heat pumps, and progress on EL fuel.



Bioheat Technical Guidance

Robert O'Brien, NORA

WEDNESDAY, SEPTEMBER 28, 2022, 11:20AM - 12:20PM, Room 557 (5th floor)

As the industry moves into a low carbon future, higher and higher blends of biodiesel will become common. While very similar to heating oil, there are some differences that the technician needs to be aware of and adapt to. This presentation will encompass all that a technician needs to service and install renewable liquid fuel appliances.

WOMEN IN ENERGY SESSIONS – DESCRIPTIONS



Panel Discussion: Attracting & Retaining the Next Generation of Energy Professionals

Jacqueline Aceituno, Taco Comfort Solutions; Alexandra Coleman, Centrica Business Solutions North America; Jackie Hart, Hart Home Comfort



WEDNESDAY, SEPTEMBER 28, 2022, 9:00AM - 10:00AM, Rotunda Room



The energy industry is evolving and will continue to change. One thing that won't change, though, will be the need for flexible, talented, and skilled employees. This discussion will focus on ways to attract, retain and diversify your workforce.

Plumbing and Heating Tips and Tricks Workshop

Heather Wallek

WEDNESDAY, SEPTEMBER 28, 2022, 10:10AM - 11:10AM, Rotunda Room

Often when you need service at your home, you think "I wish that I knew some basic things about . . ." Heather will provide us with some tips and even some hands-on help that will give us the confidence to try something prior to calling for service. Whether it's a nuisance plugged drain, a drippy faucet, or a toilet that just keeps running, we will explore first level repair responses.



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