



HEAT

HEATING & ENERGIZING
AMERICA TRADE SHOW

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2021

**THE ROAD
FORWARD
CONTINUES
HERE**

FOXWOODS RESORT CASINO

SEPT. 13-15

Show Guide



Selling your heating oil or propane business is an important decision.

**Deciding to sell to Star Group ensures that
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And we know it's critical for you to continue running it through
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Director of Acquisitions
443.695.5994



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GROUP



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Welcome to the 2021 HEAT Show

It has been two years since the first ever Heating & Energizing America Trade Show (HEAT Show) – two years unlike any in history. We’ve witnessed the unfolding of a pandemic, an economic recession, earth-shaking political upheavals, and extreme weather events that have rocked our nation’s critical infrastructure to its core. It’s been a trying time for all of us. But through it all, one constant has been the resilience of the liquid heating fuel industry, its Main Street businesses, and the companies that support them.

Over the past two years, while many in our country have been divided further and further apart, our industry has come together like never before, united by one common goal – to ensure our continued success and protect our way of life for future generations. Ironically, though we’ve been unified in our vision for the future, many of us have been away from each other for longer than ever in our professional careers.

The 2021 HEAT Show provides us with the opportunity to not only catch up with our colleagues and friendly competitors, but also to “take stock” of how far our industry has come over the past two years and how much has changed in this time. So, as we reunite with old friends, we can also share new ideas with one another and see new technologies up close and in person. We can trade stories about our businesses’ hard-fought battles of the past two years, and we can exchange valuable lessons that will help guide us as, together, we shape our industry’s future.

Whether you are here for the Management or Technician Track, the cutting-edge technologies on display in our Trade Show, or the event’s many valuable networking opportunities — from Monday’s Welcome Reception to the NEFI Legends Awards Dinner on Tuesday night to the Industry Summit and Luncheon on Wednesday — the 2021 HEAT Show truly offers something for everyone in our field. We hope that you will take advantage of the many opportunities available and use this Show Guide to help navigate them as you plan your time here.

While in attendance, please be sure to adhere to any health and safety guidelines put in place by this year’s hosting venue, Foxwoods Resort Casino. Also, please be sure to thank our sponsors, exhibitors, and presenters, without whom the 2021 HEAT Show would not be possible. We hope that you enjoy your time here and that it helps position you for success in the coming heating season as well as the years to come.

Welcome to 2021 HEAT Show. Thank you for coming and for your continuing support of the liquid heating fuel industry.

Beckett

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Today's Need:

A dependable, versatile liquid fuel burner and accessories to reduce emissions and meet carbon reduction goals.



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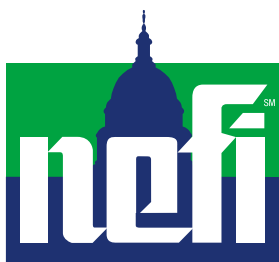


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Media Partners





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 since 1942. 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.

Legends of Oilheat

Congratulations to The Honorees



RHODE ISLAND

Roberta Fagan

Logistics Assistant, Newport Biodiesel

NEW HAMPSHIRE

Pam Giordano

Valuation Consultant, Cetane Associates
General Manager, Dodge Energy
and B&L Oil & Propane

MAINE

Susan Ware Page

President, Maritime Energy

CONNECTICUT

Joyce Porto

President, Inland Fuel Terminals

NEW YORK

Allison Heaney

President, Skaggs-Walsh

VERMONT

Kelley Tully

President, C&H Transportation
Vice President, Cota & Cota

MASSACHUSETTS

Sandra Farrell

Co-Owner, Northboro Oil



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DOUBLE-WALL CONTAINMENT **Heating Oil Storage Tanks**

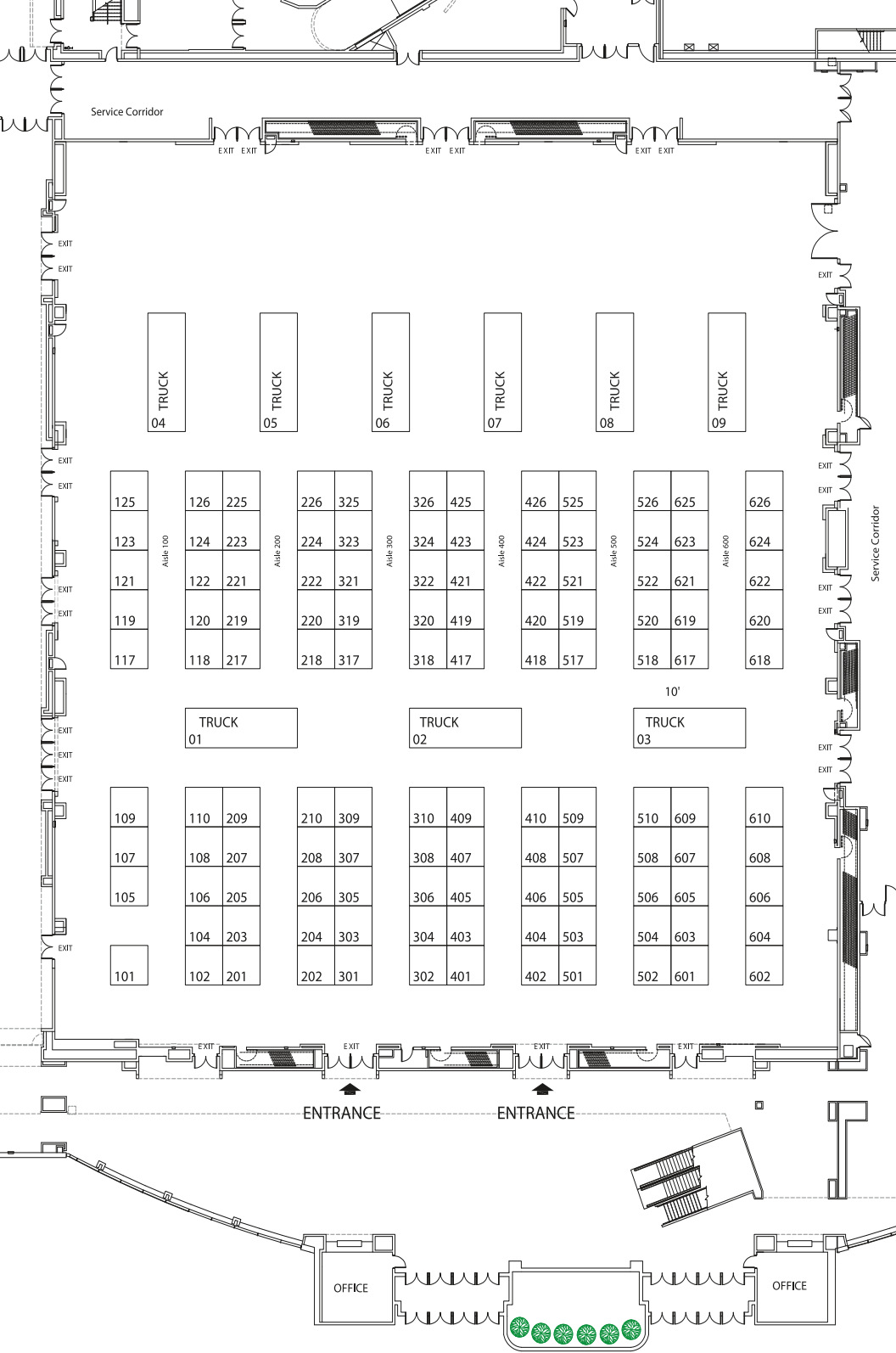
For all your oil storage needs.

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- Outer tank holds 110% of inner tank
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- Leak-proof and will not corrode
- Compact design
- Exceeds industry standards
- UL2258 Certified
- Low-cost
- Made in the USA
- 30-year warranty
- \$2 Million Insurance Policy



Exhibitor List

| | | | |
|--|----------------|--|---------------------|
| ACV Enviro..... | Booth 204 | Lock America..... | Booth 126 |
| ADD Systems..... | Booth 210, 309 | Mitsubishi Electric Trane HVAC US LLC..... | Booth 225 |
| Advanced Fuel Solutions, Inc..... | Booth 410 | MPE, Inc. | Booth 308 |
| American Energy Coalition..... | Booth 124 | National Energy Improvement Fund..... | Booth 223 |
| Amthor International..... | Truck 1 | NEFI..... | Booth 318, 417 |
| Angus Energy..... | Booth 302 | Newport Biodiesel..... | 118 |
| Anova..... | Booth 618 | Northland Energy Trading..... | Booth 424 |
| AquaMotion Inc..... | Booth 105 | Oil & Energy..... | Booth 403 |
| Automated Wireless..... | Booth 602 | Otodata..... | Booth 218, 317 |
| BASE Engineering & Marshall Excelsior Co. | Booth 226 | Pilgrim Sales..... | Booth 319 |
| Betts Industries..... | Booth 526 | Powderhorn Agency/ProGuard..... | Booth 203 |
| Blue Cow Software..... | Booth 505, 503 | PriMedia..... | Booth 401 |
| Card Connect..... | Booth 206 | Propane Gas Association of New England.... | Booth 224 |
| Cargas Systems..... | Booth 517 | Purple Frog Graphics..... | Booth 610 |
| Carlin/Hyrdolevel..... | Booth 306, 304 | QHT Inc. | Truck 3 |
| Centrotherm Eco Systems..... | Booth 121 | Qualpay..... | Booth 519 |
| Civacon..... | Booth 626 | R.W. Beckett..... | Booth 402, 404, 501 |
| Consumer Focus Marketing..... | Booth 407 | Renewable Energy Group..... | Booth 425 |
| Dan Davis Sales..... | Booth 508, 506 | Riello..... | Booth 606 |
| David Gooding, Inc..... | Booth 422, 420 | Rural Computer Consultants..... | Booth 617 |
| Degree Day Systems, Inc. | Booth 202 | Sack Energy..... | Booth 609 |
| Degree Days Online, LLC..... | Booth 201 | Savage Associates..... | Booth 217 |
| DeMartini Oil Equipment Service..... | Truck 6 | Scully Signal Company..... | Booth 421 |
| Destwin..... | Booth 117 | Sid Harvey's..... | Booth 426 |
| Digital Dispatcher..... | Booth 220 | Signpost..... | Booth 207 |
| DRM Inc..... | Booth 221 | Slingshot..... | Booth 509 |
| Droplet Fuel..... | Booth 208 | Smart Fleet LCC..... | Booth 423 |
| eMaxx Assurance Group, Inc..... | Booth 406 | Sprague Operating Resources LLC..... | Booth 205 |
| Energy Engine..... | Booth 510 | SRGI..... | Booth 324, 326 |
| Energy Kinetics Inc..... | Booth 504, 502 | Taco Comfort Solutions..... | Booth 525 |
| ET Products..... | Booth 101 | Tank Utility..... | Booth 307 |
| F.W. Webb Company..... | Booth 301 | Taurus Systems..... | Booth 322 |
| Federated Insurance..... | Booth 303 | Tiger Payment Solutions..... | Booth 518 |
| FIA Inc. | Booth 125 | Total Control Systems..... | Booth 109 |
| Flexcon/Smiths..... | Booth 523 | Toyotomi USA., Inc. | Booth 521 |
| FPPF Chemical Co..... | Booth 305 | TransCOR Information Technologies..... | Booth 507 |
| Fuel Management Services, Inc. | Booth 601 | Tremcar USA..... | Truck 2 |
| Fuel Oil News..... | Booth 320 | Utility Trailers of New England, Inc. /MAC LTT ... | Booth 625 |
| Fuel Ox..... | Booth 110 | Vets2Techs..... | Booth 522 |
| Global Companies..... | Booth 102 | W.B. Hill..... | Truck 9 |
| Gray, Gray & Gray, LLP..... | Booth 405 | Warm Thoughts Communications..... | Booth 418 |
| Hall-Trask Equipment..... | Booth 310, 409 | Wehof Forms..... | Booth 408 |
| Hedge Solutions, Inc. | Booth 209 | Wohler..... | Booth 325 |
| Indoor Comfort Magazine..... | Booth 419 | Women in Energy..... | Booth 321 |
| JPO Products..... | Booth 106 | | |
| Liberty Oil Equipment Co., Inc. | Truck 8 | | |
| Liberty Propane Equipment Co., Inc. | Truck 7 | | |
| Lochinvar..... | Booth 123 | | |



Keynote Luncheon

Industry Summit **III**

Beyond Mandates: What's next?

Wednesday, September 15, 12PM-2PM

Join us September 15 at 12PM for a luncheon and panel discussion that will help shape the future of your business

This year, New York, Connecticut and Rhode Island each passed laws requiring heating oil to contain increasingly higher blends of advanced biofuels. **These mandates may help set the stage for future discussions with policymakers, but they won't stop the "electrify everything" threat.** So ... what's next?

On September 15, Industry Summit III will address that all important question. The summit **will include a gourmet luncheon** followed by an informative panel discussion moderated by Global Partners President & CEO Eric Slifka, featuring:

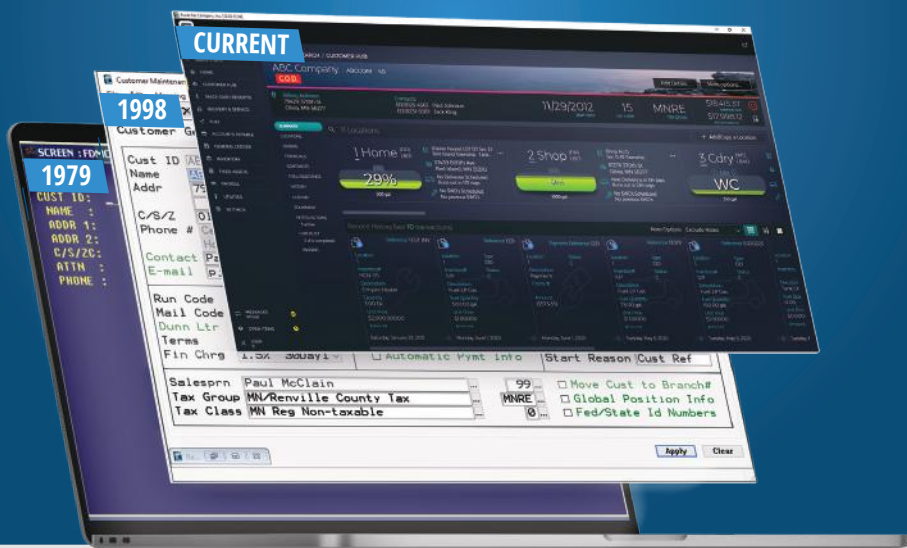
- NORA President John Huber
- Sprague President & CEO Dave Glendon
- Oilheat Manufactures Association
- Buckeye Marketing's Quincy Longacre
- And Other Panelists To Be Announced

The panel will discuss many different aspects of our industry's path forward, including **carbon scoring, equipment compatibility, feedstock availability, important dates on the horizon, and geo-specific transportation issues.**

This is not a one-sided conversation. We want and need you to participate, because our panelists will be talking about issues that will impact you directly over the coming years. **When we say, "Be part of the conversation," we mean that literally. This is the conversation about the future of your business!**

A LOT HAS CHANGED WITHIN RCC OVER THE YEARS!

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Schedule

Monday, September 13, 2021

| | | | |
|----------------------|--------------------|---------------------|------------------|
| On-Site Registration | 7:00AM – 6:00PM | Buffet Lunch | 12:30PM – 1:30PM |
| Management Sessions | 10:00AM – 11:00AM | Management Sessions | 2:00PM – 3:00PM |
| Truck Move-In | 10:30 AM | Management Sessions | 3:20PM – 4:20PM |
| Management Sessions | 11:30AM – 12:30 PM | Welcome Reception | 4:30PM – 6:00PM |
| Exhibitor Move-In | Noon – 4:00PM | | |

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

10:00 AM - 11:00 AM

Management Sessions

BIOFUELS

Room Celebrity F/G

Making a Smooth Transition to B20 this Winter: How Can a Retail Marketer Transition Smoothly and Build Customer Loyalty?

Stephen Boracchia, ET Products

BUSINESS

Room Celebrity D

Fighting the Electrification Movement at the Local Level

Rich Carrione, Gary Corbett, Warm Thoughts Communications

BUSINESS

Room Celebrity E

Recruiting and Acquiring the Best Talent from the Next Generation

Michael Dungan, Sales Engineers, Inc.

PROPANE

Room Celebrity C

Growing Propane Gallons and Margins: A Roadmap for Success

Elaine Levin, Powerhouse; Rich Larkin, Hedge Solutions; Phil Baratz, Angus Energy

Truck Move-In: 10:30AM

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



OUR PAST IS THE
FOUNDATION THAT
SUPPORTS OUR
FUTURE INNOVATION

Visit us at booth #525



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11:30 AM - 12:30 PM

Management Sessions

BIOFUELS

Room Celebrity F/G

Economics of Biodiesel

Stephen Sack, Sack Energy

BUSINESS

Room Celebrity D

Growth and Diversification Strategies for the Next Generation

Steven Abbate, Cetane Associates; Aimee Allen, Aimee LaBrake Consulting; Kendall Rawls, the Rawls Group

BUSINESS

Room Celebrity E

You've Spent the Marketing Dollars, Now What?

Esther Angell, Cargas

PROPANE

Room Celebrity C

What's Up with Propane Steel Tanks?

Scott Roberts, Quality Steel

Exhibitor Move-In: Noon - 4:00PM

Buffet Lunch: 12:30PM - 1:30PM

2:00 PM - 3:00 PM

Management Sessions

BIOFUELS

Room Celebrity F/G

Act Now for a Cleaner Tomorrow

Dave Slade, Renewable Energy Group

BUSINESS

Room Celebrity D

Myth v. Reality - What the 2021 Industry Survey Tells Us

Phil Baratz, Angus Energy; Marty Kirshner, Gray, Gray & Gray

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The "New" Tankless Coil Replacement Boiler.
Sidewall vent oil with polypropylene...without condensing!



**HEAT Show
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- Much more hot water at a much more consistent temperature than all other tankless coil boilers...without a tank
- **NEW!** Sealix® non-stick plate heat exchanger surface prevents lime and mineral buildup for exceptional long-term performance in hard water applications
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- Cuts fuel use up to 20% over tankless coil boilers



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Conventional
Chimney Vent
Non-Condensing
Up to 88 AFUE
Oil, Propane,
Natural Gas
Up to 3 GPH
and 399 MBH



Ascent™ Combi Tankless Coil Replacement

Conventional
Chimney Vent
Non-Condensing
No Tank up to 87 AFUE
Oil, Propane,
Natural Gas
Up to 1.25 GPH
and 175 MBH



Resolute™ RT Highest Efficiency with Tank

Polypropylene
Sidewall Vent
Non-Condensing
Up to 91 AFUE
Oil, Propane,
Natural Gas
Up to 1.0 GPH
and 150 MBH



Accel CS™ Highest Efficiency with Tank

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Up to 97 AFUE
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90 MBH
through 399 MBH



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BUSINESS

Room Celebrity E

What's Your Plan for Your Company's Future?

Bryan Etter, J.D. for Federated Insurance

PROPANE

Room Celebrity C

Propane Safety Do's and Don'ts

Brent Cammett, P3 Propane Safety

3:20 PM - 4:20 PM

Management Sessions

BIOFUELS

Room Celebrity F/G

Creating Corporate Culture that Is All-In on Renewable Liquid Heating Fuels

David Heiser, PriMedia

BUSINESS

Room Celebrity D

eCommerce to Attract, Nurture and Retain Profitable Digital Fuel Customers

Mark Stillman, John Vrabel, Energy Engine

BUSINESS

Room Celebrity E

It's Official! Visa Credit is Not Your Friend

Larry Richmond, Richmond Financial Services

PROPANE

Room Celebrity C

The New Look of Propane: Energy for Everyone

Leslie Anderson, PGANE

Welcome Reception 4:30PM - 6:00PM

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Sr. Unbranded Marketer
econlon@gulfoil.com
631.988.0800

Corey Mathieu

Unbranded Marketing Manager
cmathieu@gulfoil.com
802.734.1851

Steven Marcello

Unbranded Sales Rep.
smarcello@gulfoil.com
401.447.8635



It all starts here

Tuesday, September 14, 2021

| | | | |
|-----------------------|------------------|-----------------------|-------------------|
| On-Site Registration | 7:00AM – 6:00PM | Mgmt. & Tech Sessions | 11:00AM – 12:00PM |
| Continental Breakfast | 7:00AM – 8:00AM | Women in Energy Panel | 11:00AM – 12:00PM |
| Exhibitor Move-In | 8:00AM – 10:00AM | Trade Show | 11:30AM – 5:30PM |
| Mgmt. & Tech Sessions | 8:30AM – 9:30AM | Box Lunch | Noon – 2:00PM |
| Mgmt. & Tech Sessions | 9:50AM – 10:50AM | Legends | 6:30PM – 10:00PM |

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

Continental Breakfast 7:00AM - 8:00AM

Exhibitor Move-In (cont.) 8:00AM - 10:00AM

NORA CERTIFICATION - 9:00AM-3:30 PM Room Spotlight A/B

NORA Gold Advanced Steam (including Peerless Boiler's Color of Steam)

Rich Michael, Peerless Boilers

8:30 AM - 9:30 AM

Management Sessions

BUSINESS

Room Celebrity E

What's the Bigger Bang for the Buck:

High Efficiency Oilheat Equipment or Heat Pumps?

Tom Butcher, NORA

BUSINESS

Room Bravo A/B/C

**Marketing in 2021: Attracting, selling to,
and delighting homeowners from start to finish**

Laura Nelson, Signpost

POLICY

Room Celebrity F/G

**Drug & Alcohol Clearinghouse Update and the Role of
a Designated Employer Representative (DER) in Your Company**

Matt Pappas, ARCpoint Labs; Gauri Bhalakia, ARCpoint Labs

Technician Sessions

BIOFUELS

Room Celebrity D

Protecting Heating Fuels and Biofuels in Outside Tanks

Barry Aruda, Advanced Fuel Solutions

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AIR-CONDITIONING & IAQ

Room Celebrity J/K

A/C Troubleshooting

Dan Jacher, Lennox

BOILERS & HOT WATER TECH

Room Celebrity I

Polypropylene Venting for Non-Condensing Oilheat Boilers

Joe Harazim, Energy Kinetics

DIAGNOSTICS & TROUBLESHOOTING

Room Encore A/B

Riello 40-Series Gas Burners, Overview and Troubleshooting

Joe Sacco, Riello

9:50 AM - 10:50 AM

Management Sessions

BUSINESS

Room Celebrity E

Strategic Leadership for the “New Normal”: Partnering with the Tuck School of Business at Dartmouth to Future-Proof Our Industry

Kaitlin Dumont, Tuck School of Business; Dennis J. O'Brien, Sail Energy; Brookes Townsend, Townsend Energy

BUSINESS

Room Bravo A/B/C

Cybersecurity Readiness and Resilience for Your Business

David D'Agostino, Akuity/1nteger Security

POLICY

Room Celebrity F/G

Federal DOT Update

Rick Schweitzer, NEFI

Technician Sessions

BIOFUELS

Room Celebrity D

How Babington Burners Work

Gary Sippin, Sippin Energy

BOILERS & HOT WATER TECH

Room Celebrity I

Alta Combi Boilers: Learn Why It's the Easiest Condensing Boiler You'll Ever Install

Tom Secondino, US Boiler

1

ADDITIONAL DELIVERY
PER ROUTE

275

ADDITIONAL GALLONS
DELIVERED PER ROUTE

\$495

ADDITIONAL REVENUE
GENERATED PER ROUTE

BOOTH#
226

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an MEC company

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FUEL DELIVERY SYSTEM

The Procontrol3 Universal Remote controls all of your fuel delivery needs. Our built in Point of Sale functionality allows for delivery setup of products, meters, compartments and pricing which will extend to the delivery ticket.

When used with an OBC the ProControl3 Fleet Fueling application allows the handheld to identify assets via barcode and RFID tags. The PC3 captures the exact volume delivered to each piece of equipment without returning to the truck for manual data entry.

MEC Smart Interlocks prevent delivery trucks from operating under unsafe conditions by responding to the presence or absence of other devices.



DIAGNOSTICS & TROUBLESHOOTING Room Encore A/B

Troubleshooting Tips – Looking Beyond the Symptoms for the Cause

Robert O'Brien, NORA

DIAGNOSTICS & TROUBLESHOOTING Room Celebrity J/K

How to be an Assertive Technician

Roger Daviston

11:00 AM - 12:00 PM

Management Sessions

BUSINESS

Room Celebrity E

Joint Venture Case Study, An Alternative Acquisition Strategy

Craig Snyder, BantamWesson, Marty Kirshner, Gray, Gray & Gray

PROPANE

Room Bravo A/B/C

Propane Business Opportunities: The Market for Autogas

Stephen Whaley, PERC

POLICY

Room Celebrity F/G

Federal Legislative and Regulatory Update

Jim Collura, Anne Steckel, NEFI

WOMEN IN ENERGY

Room Celebrity C

Weathering the Perfect Storm - Proactive Measures and Best Practices to Ensure Dealer Sustainability

Jon Gilbert, Moderator; Kris Magnusson- IDEAL Energy Cooperative; Milissa Lord, A.R.M. Solutions; Marci Gagnon, Qualpay

Technician Sessions

BIOFUELS

Room Celebrity D

Evolving Opportunities created by Decarbonization

Jim Todd, RW Beckett

AIR-CONDITIONING & IAQ

Room Celebrity J/K

Sizing and Understanding Residential Fresh Air Ventilation

Rick Glownia, JAD Associates

ESSENTIALLY AN FPPF SOLUTION

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- Stabilizes fuel
- Also Available in 1 gal and 55 gal drum



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- Slows or Prevents the aging of Fuel
- Disperses water
- Also Available in 5 gal pail and 55 gal drum

- Dissolves sludge
- Disperses water
- Prevents formation of harmful acids in fuel
- Prevents pitting and tank corrosion
- Stabilizes fuel
- Also Available in 5 gal pail and 55 gal drum



- Dissolves gelled fuel
- Emergency fuel treatment
- Fuel flows in 15-20 min.
- Compatible with all types of fuel
- De-ices frozen fuel filters

- Biocide - EPA approved
- Kills bacteria
- Reduces tank corrosion
- Reduces carbon deposits and smoke
- Also Available in 5 gal pail and 55 gal drum



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BOILERS & HOT WATER TECH

Room Celebrity I

Centrotherm Polypropylene Venting

George Carey, Fluid Industrial Associates

DIAGNOSTICS & TROUBLESHOOTING

Room Encore A/B

Navigating your service calls with the

Carlin Pro X smart primary control

John Dunleavy, Carlin Combustion Technology

Trade Show: 11:30AM - 5:30PM

Box Lunch: Noon - 2:00PM

Legends: 6:30PM - 10:00PM

Wednesday, September 15, 2021

| | | | |
|-----------------------|-----------------|-----------------------|------------------|
| On-Site Registration | 7:00AM – Noon | Women in Energy Panel | 9:40AM – 10:40AM |
| Continental Breakfast | 7:00AM – 8:00AM | Technician Sessions | 9:50AM – 10:50AM |
| Technician Sessions | 8:30AM – 9:30AM | Summit Luncheon | Noon – 2:00PM |
| Trade Show | 9:30AM – Noon | Exhibitor Take-Down | Noon – 5:00PM |

On-Site Registration 7:00AM - Noon

Continental Breakfast 7:00AM - 8:00AM

8:30 AM - 9:30 AM

Technician Sessions

BOILERS & HOT WATER TECH

Room Celebrity F/G

Grow Your Business Today with Hot Water Recirculation Sales

Hans Kuster, Aquamation

BOILERS & HOT WATER TECH

Room Bravo A/B/C

How to Select the Perfect Replacement Circulator on the Job

John Resso, Wales-Derby

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9:40 AM - 10:40 AM

Management Sessions

WOMEN IN ENERGY

Room Celebrity E

Join the Conversation about Mentorship

Moderators: Liz Hill, Co-chair of the Mentorship Program; Bobbi Hill, Chair of the Tech School Liaison Committee

Technician Sessions

AIR-CONDITIONING & IAQ

Room Bravo A/B/C

Growing Your IAQ Business with Honeywell Home and AirCycle

Rick Pothier, Edos

BOILERS & HOT WATER TECH

Room Celebrity F/G

Using Panel Radiators to “Future-Proof” Hydronic Heating Systems

John Siegenthaler, Appropriate Designs / Purmo Group

10:50 AM - 11:50 AM

Management Sessions

POLICY

Room Celebrity E

State and Local Policy Updates

Presenters: State Executives

Technician Sessions

BIOFUELS

Room Bravo A/B/C

Net-Zero: Tank to Burner Solutions

Jeff Rozga, R.W. Beckett

BOILERS & HOT WATER TECH

Room Celebrity F/G

Boiler Piping for High Efficiency and Reliability

Cody Mack, Caleffi Hydronic Solutions

Trade Show 9:30AM - Noon

Summit Luncheon Noon - 2:00PM

Exhibitor Take-Down Noon - 5:00PM

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SESSIONS

BIOFUELS – MANAGEMENT

Making a Smooth Transition to B20 this Winter: How Can a Retail Marketer Transition Smoothly and Build Customer Loyalty?

Stephen Boracchia, ET Products

MONDAY, SEPTEMBER 13, 2021, 10:00 AM - 11:00 AM, Celebrity F/G

A primer on understanding how B20 will be blended, stored and used by suppliers and how that will affect downstream performance for the dealer's customers. The intended audience are dealers and the focus is on understanding quality, how to select quality between suppliers and preventing or fixing quality issues that can come up. The end game is how that builds customer loyalty and improves the business relationship between a dealer and his/her customers.



Stephen Boracchia is the National Accounts Manager for ET Products. He previously worked for Mobil Oil, Nalco Chemical, and Innospec. Stephen spent his career on the East Coast working in refineries, terminals, and with dealer fuel quality issues; including Sunoco Philadelphia Refinery Complex, Sun Toledo, Marathon Oil, HESS Port Reading and Bayway refineries and terminals.

Economics of Biodiesel

Stephen Sack, Sack Energy

MONDAY, SEPTEMBER 13, 2021, 11:30 AM - 12:30 PM, Celebrity F/G

The roadmap to net-zero must include the lower emission energy solution of biodiesel. Incorporating biodiesel blending into your business and the economics behind it will be the focus of this session.



Stephen Sack is a fifth-generation owner of Sack Energy which he has grown to be one of the largest distributors of renewable liquid biofuels, directly impacting and decreasing carbon emissions over the past ten years. He is a member of the board of directors for Connecticut Energy Marketers Association (CEMA) and Massachusetts Energy Marketers Association (MEMA), former board member of the National Oilheat Research Alliance (NORA) and a member of the National Energy & Fuels Institute (NEFI).

Act Now for a Cleaner Tomorrow

Dave Slade, Renewable Energy Group

MONDAY, SEPTEMBER 13, 2021, 2:00 PM - 3:00 PM, Celebrity F/G

The long-term effects of greenhouse gas emissions are not going away. Carbon emissions are cumulative, meaning the damages of those emitted today are greater than those of yesterday. This also means acting today to reduce your carbon emissions will have a greater return in the future. Learn about the resources and technology available to act now to create a cleaner tomorrow. You will learn technical details behind emission sciences and emission-based targets, how reducing carbon emissions today leads to greater returns in the future, and the technologies that exist that can significantly cut carbon in the home heating and energy industry.



For more than 15 years, Dave Slade, Ph.D. has paired his engineering expertise with his experience as an educator. Currently, Dr. Slade serves as Executive Director, Biofuels Technology & Services at Renewable Energy Group Inc. (REG). In this position, Dr. Slade works to advise petroleum distributors as they add biodiesel to their diesel programs, helping end-users as distributors increase the amount of biodiesel being incorporated.

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BIOFUELS – MANAGEMENT

Creating Corporate Culture that Is All-In on Renewable Liquid Heating Fuels *David Heiser, PriMedia, Inc.*

MONDAY, SEPTEMBER 13, 2021, 3:20 PM - 4:20 PM, Celebrity F/G

You know how important Renewable Liquid Heating Fuel is to your company's future. The new administration is focusing on clean energy, your state and local legislatures are considering carbon taxes and other emissions reduction regulations, and your customers are looking for ways to reduce their carbon footprint. You may be marketing and selling Renewable Liquid Heating Fuel or Bioheat® fuel but your staff may not understand all the benefits it offers your customers, your community, or your company! PriMedia will take you through the steps you need to get your whole team behind RLHF, from CSRs and drivers to service techs and sales reps. We'll look at several opportunities for you to turn long-term staffers and new employees to RLHF cheerleaders who promote your fuel and your future.



David Heiser is the Regional Sales and Marketing Coordinator for PriMedia, Inc. He has represented PriMedia for over 20 years: Working with marketers of all sizes across the home comfort industry as well as local, state and national associations. Consulting on all facets of their marketing programs, as well as providing sales, customer service and other industry training. In addition to his other responsibilities, David is also head of advertising services for Oil & Energy Magazine.

BIOFUELS – TECHNICAL

Protecting Heating Fuels and Biofuels in Outside Tanks

Barry Aruda, Advanced Fuel Solutions

TUESDAY, SEPTEMBER 14, 2021, 8:30 AM - 9:30 AM, Celebrity D

Join Barry Aruda of Advanced Fuel Solutions, Inc. to learn about how protecting outside tanks begins upstream, why water plays a role in how cold weather fuel management is handled and what solutions work and why. Covering distillate and biodiesel blends, learn the best practices for year-round protection and housekeeping.



Barry Aruda is the Northeast Regional Manager, covering New England for Advanced Fuel Solutions. He is involved in state associations with the heating oil associations, as well as the trucking communities here in the region. In addition to conducting educational sessions, he services his clients throughout New England with their fuel-quality programs, providing consultative strategies to maximize efficiency and the bottom line for those businesses.

How Babington Burners Work

Gary Sippin, Sippin Energy

TUESDAY, SEPTEMBER 14, 2021, 9:50 AM - 10:50 AM, Celebrity D

The Babington Burner has the potential to revolutionize home heating. Developed originally as a heat source for the U.S. Armed Forces, it has undergone extensive, real world use in the field and has demonstrated its ability to produce heat from combustion of a wide variety of fuels. But can it work for home heating? This session will detail the technology, then will look at the application of this technology to our industry.



Gary Sippin not only is the president of Sippin Energy in Connecticut, a home heating retailer, but he has worked with Babington for over a decade exploring the application of their burner in our industry. He is also the founder of the Destwin Energy software company.

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Evolving Opportunities created by Decarbonization

Jim Todd, RW Beckett

TUESDAY, SEPTEMBER 14, 2021, 11:00 AM - 12:00 PM, Celebrity D

Discussing affordable stand-alone and hybrid net zero solutions as available responses to decarbonization and electrification legislative efforts maximizing today's systems and known technologies. Economical based opportunities for both your customers as well as your service & oil supply departments.

Attendees will learn:

- How to bring existing systems up to tomorrow's net zero standards.
- How to partner with heat pumps and maintain your customer base.
- How to present our net zero solutions to your customers.
- Using net zero headwinds as opportunities rather than barriers to growth.



Jim Todd has been in the HVAC industry for over 35 years. He holds a Connecticut S1, Unlimited Heating and Cooling Contractors license, and various HVAC certifications. He is also a national member of OESP and a published vocational author. Presently he is a Technical Sales and Support Leader at Beckett working directly with numerous customers, wholesalers, sales, factory engineers, and OEM personnel performing technical support and training.

Net-Zero: Tank to Burner Solutions

Jeff Rozga, R.W. Beckett

WEDNESDAY, SEPTEMBER 15, 2021, 10:50AM – 11:50AM, Bravo A/B/C

A detailed discussion on certified technologies which will enable you to adapt your customer's system today and create safe, effective, and reliable net zero system solutions for tomorrow. Attendees will learn about adapting system components for biofuels: What's changed, what's different and why does it matter to you and your customers.

Jeff Rozga is the Technical Trainer for the R.W. Beckett Corporation in Northeast Ohio. Jeff has been with the R.W. Beckett Corporation for over 41 years. He provides training to contractors and distributor personnel, supporting our regional Sales Representatives. Jeff's areas of responsibility have included manufacturing, product development, field applications and troubleshooting burner systems.

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BUSINESS

Fighting the Electrification Movement at the Local Level

Rich Carrione, Gary Corbett, Warm Thoughts Communications

MONDAY, SEPTEMBER 13, 2021, 10:00 AM - 11:00 AM, Celebrity D

In this session, attendees will hear from RLHF leadership taskforce member Rich Carrione and PGANE marketing committee co-chair Gary Corbett, who will focus on what dealers can and should be doing at the local level to communicate the renewable energy gospel, inform about the pitfalls of electrification and grow their businesses at the same time. Program content will include: Using customer and demographic data to guide your communication. Striking the right balance - when do I promote the industry and when do I promote my company? Utilizing public relations and other attention-grabbing tactics to influence the market and move the conversation. Leveraging available tools from NEFI, Project Carbon Freedom, state associations and other resources.



Gary Corbett is a digital marketing consultant with Warm Thoughts Communications who has been working in online marketing for over 10 years where he has helped dozens of the nation's leading retail energy companies improve their web presence, search capabilities and direct advertising.



Rich Carrione is director of operations with Warm Thoughts Communications. An 18-year industry veteran, Rich is responsible for developing and executing some of the industry's most successful customer communication programs. These efforts range from NORA-funded Bioheat® fuel campaigns and real estate outreach programs, to anti-gas and anti-electrification initiatives. Rich has been deeply involved in the Renewable Liquid Heating Fuel Taskforce since its inception, serving as a member of its leadership group.

Recruiting and Acquiring the Best Talent from the Next Generation

Michael Dungan, Sales Engineers, Inc.

MONDAY, SEPTEMBER 13, 2021, 10:00 AM - 11:00 AM, Celebrity E

This presentation is designed for managers and business owners who are looking to acquire the next generation of talent for their business. Throughout the presentation we will cover how to recruit and acquire young talent to push your business to the next level, misconceptions of what Millennials and Gen Z look for in the workplace, how to effectively communicate and work with the younger generation, what excites the younger generation, what small changes you can make today to recruit young talent, what young talent look for from their employer, and what you should expect from your new employees.



Michael Dungan has worked in the HVAC and Plumbing, and natural gas industry for the past 6 years. He is a Manufacturer's Representative certified and specializes in natural gas installations in residential, commercial, multi-family, manufactured housing, and VRF equipment sales.

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Growth and Diversification Strategies for the Next Generation

Steven Abbate, Cetane Associates; Aimee Allen, Aimee LaBrake Consulting; Kendall Rawls, the Rawls Group

MONDAY, SEPTEMBER 13, 2021, 11:30 AM - 12:30 PM, Celebrity D

The retail propane and heating oil industry is experiencing a variety of history-making changes. NextGen leaders especially are faced with an enormous burden. If their parents decide to sell, what does this mean for their future, or if the parents decide to stay, will they be able to take on the challenges? And there has never been a better time to grow and diversify your business through acquisition. Low interest rates, advantageous tax programs, and lenders looking to deploy capital are just a few reasons buyers have been aggressively looking for businesses to acquire. In this session, we will tackle the hard truth of what being in the family business means and how NextGen leaders can help protect their own futures, as well as the legacy their parents have built and how to prepare your company for double-digit growth and how to identify the best candidates to acquire.



With more than 30 years of experience in the downstream energy industry, Steve Abbate has been involved in the acquisition or sale of over 200 retail energy marketers providing a range of consumer products and services including propane, fuel oil, gasoline, diesel fuel, trucking, and HVAC. Steve has consulted with and performed financial and operational evaluations on hundreds of retail energy businesses all over the United States. Steve is recognized as an expert in the field of end-use energy company valuations.



Aimee (LaBrake) Allen has more than twenty years of experience designing marketing and sales strategies, facilitating leadership, marketing, sales training, and coaching in self-awareness, communication skills, and overall soft skills. She facilitates sales and leadership development programs for organizations and is a frequent speaker presenting leadership, feedback, and management topics.



Kendall Rawls is the Director of Development for The Rawls Group. She has navigated issues that many business-owners face, including working effectively with family, building rapport with key management and outside strategic partners, influencing teamwork, and implementing strategic initiatives to drive growth and increased performance of an organization.

You've Spent the Marketing Dollars, Now What?

Esther Angell, Cargas

MONDAY, SEPTEMBER 13, 2021, 11:30 AM - 12:30 PM, Celebrity E

You've spent the money to buy an ad, build a website, or send a mailer. Now what? Learn how technology can help you turn your marketing spend into real-world results. We'll discuss the top sales and marketing challenges facing fuel marketers and how savvy businesses are leveraging technology to increase sales, add new customers, and keep the ones they have.



Esther Angell is Vice President of CRM products at Cargas, overseeing growth for the CRM business unit and empowering each member of her team to reach their full potential. Esther has more than a decade of experience in the oil and gas and manufacturing industries, as well as more than 15 years of sales and marketing experience. She has served on the board of directors for the Women's Energy Network.

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BUSINESS

Myth v. Reality - What the 2021 Industry Survey Tells Us

Phil Baratz, Angus Energy; Marty Kirshner, Gray, Gray & Gray

MONDAY, SEPTEMBER 13, 2021, 2:00 PM - 3:00 PM, Celebrity D

The retail heating oil distribution industry is undergoing significant changes, from ongoing consolidation, to product diversification, to shifting demographics, to mounting environmental pressures. The perception is of an industry whose leadership is grappling with these changes while also managing day-to-day business issues and the residual effects of a global pandemic. What is the reality for heating oil? Is the future as bleak as some pessimists are predicting? Or will we find our way through the current crisis? This session is based on the annual industry survey conducted by Gray, Gray & Gray and will examine the following:

- Which statistics are misleading? Which are spot on?
- What are successful companies doing to remain that way?
- What are the key front line financial trends?
- What problems pose the most immediate threats?
- Which issues are really non-issues?
- What do today's customers expect from their Heating Oil dealer?
- What will the retail Heating Oil market look like next year? In 5 years? In 20 years?



Phil Baratz is CEO and co-founder of Angus Energy, which began providing hedging services in 1991, and has grown steadily, providing services to over 600 clients, including public companies and municipalities. He is a board member of several industry associations as well as several privately-owned energy companies.



Martin D. Kirshner, CPA, MSA is a Partner & Energy Practice Chair at Gray, Gray & Gray where he oversees all aspects of the firm's relationship with propane and fuel oil marketers, including audit, accounting, compliance and strategic planning services.

What's Your Plan for Your Company's Future?

Bryan Etter, J.D. for Federated Insurance

MONDAY, SEPTEMBER 13, 2021, 2:00 PM - 3:00 PM, Celebrity E

In family-run businesses, it's especially critical that you have a well-thought out succession plan, and that includes setting up an orderly estate plan. And that doesn't just mean having a will. An estate plan is one of the best steps you can take to protect you and your family for the future, starting now. It allows you to create a legacy where your voice can be heard and provides peace of mind for your loved ones, and continuation of your business. Some of the topics to be covered in this session include: preserving your assets; ensuring your finances can be accessed and managed; retaining control of your medical wishes; specifying who or whom receives your estate; and alleviating family strife.



Attorney Bryan Etter joined forces with Wiley Law, LLC, New Haven, CT in July of 2014. He narrowly tailors his focus to the areas he knows best: Estate, Business, Tax and Wealth Planning, as well as Probate services. He utilizes his experience and personalized care to assist his clients by ensuring that their transactions are completed smoothly and successfully. He subsequently earned a place as a named partner in Wiley Etter Doyon, LLC. He is presenting on behalf of Federated Insurance.



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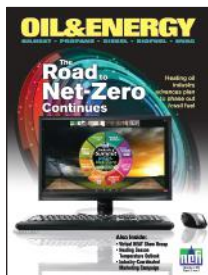


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BUSINESS

eCommerce to Attract, Nurture and Retain Profitable Digital Fuel Customers

Mark Stillman, John Vrabel, Energy Engine

MONDAY, SEPTEMBER 13, 2021, 3:20 PM - 4:20 PM, Celebrity D

As fuel dealers scramble to meet the e-commerce demands of today's digital consumer, knowing the steps to take and the mistakes to avoid is critical to capturing your share of the market. This session will address the over 2 dozen most frequently asked questions from fuel dealers including

- The digital consumer's most important expectations.
- How to convert, nurture and develop loyalty with digital consumers.
- Why digital personalization is essential and how to do it.
- The Benchmarks - how many gallons to expect, the costs to acquire a customer, loyalty rates, and more.
- The costs, the savings and the profitability of e-commerce.
- Effective marketing automation designed for fuels.
- Shape, Shape, And more!



Mark Stillman & John Vrabel spent well over a decade advising and guiding fuel dealers on the best practices for using the internet and e-commerce to attract, nurture and retain profitable digital fuel customers.

It's Official! Visa Credit is Not Your Friend

Larry Richmond, Richmond Financial Services

MONDAY, SEPTEMBER 13, 2021, 3:20 PM - 4:20 PM, Celebrity E

After more than 15 years, the heating fuels industry is no longer eligible to participate in a reduced Visa Credit interchange category, resulting in a significant processing cost increase, the likes of which the industry has never seen before. The unfortunate turn of events is further compounded by one of Visa's largest general rate increases in the last 25+ years. Both of these interchange increases simultaneously went into effect on April 16th, acting as a double-edged sword, magnifying the processing expenses associated with Visa Credit Cards. This session will examine the problem and present money-saving ideas for retailers.



Larry Richmond is the nationally recognized authority and visionary of utility rate processing for the heating fuels industry with multiple landmark accomplishments to his credit over the last two decades. Dating back to his years as the founder of AVATAS, Larry has personally worked with and been accountable to more than 1,000 energy companies located across the country, ranging in size from small local operators to publicly traded conglomerates operating in multiply states. Larry successfully lobbied MasterCard to reclassify home heating retailers into a lower risk utility processing category, resulting in billions of dollars of savings for the heating oil and propane industries.



Congratulations to

Susan Ware Page

President, Maritime Energy

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BUSINESS

What's the Bigger Bang for the Buck: High Efficiency Oilheat Equipment or Heat Pumps?

Tom Butcher, NORA

TUESDAY, SEPTEMBER 14, 2021, 8:30 AM - 9:30 AM, Celebrity E

States in the Northeast are pushing to lower building carbon emissions by converting from fuel-fired boilers and furnaces to heat pumps which will be powered by future, renewable electricity. The annual operating cost of current systems and heat pumps depends on many factors including fuel price, boiler and furnace system efficiency, electricity price, heat pump performance (CoP) over a wide range of heating temperatures, and the local climate (annual degree days). In this presentation, NORA's work on heat pump and fuel-fired system performance will be reviewed leading to conclusions on the payback of a heat pump conversion and the impact of boiler and furnace system efficiency.



Dr. Thomas A. Butcher is Technical Director of the National Oilheat Research Alliance where he leads a group providing the technical support needed to develop a more efficient, renewable future for this industry. Tom has a long history of research work on energy systems, air pollutant emissions, and the use of biofuels in boilers and furnaces.

Marketing in 2021: Attracting, selling to, and delighting homeowners from start to finish

Laura Nelson, Signpost

TUESDAY, SEPTEMBER 14, 2021, 8:30 AM - 9:30 AM, Bravo A/B/C

In this session, we'll talk about marketing to and communicating with customers every step of the way so that you can attract more leads, close more jobs, and drive more word-of-mouth. We discuss the most critical points when homeowners interact with your business, and show how you can:

- Stand out on Google
- Optimize and improve your online reviews
- Use software tools to communicate with prospects and customers
- Convert more browsers to buyers
- Elevate your customer experience to drive more word-of-mouth and referrals



Laura Nelson has marketed, sold to, and collaborated with local service businesses for over 10 years of her career as a marketer and business manager. She is currently VP of Marketing at Signpost, following progressive roles with Broadly, Reputation.com, and Patch.



Congratulations to

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2021



LEGENDS

BUSINESS

Strategic Leadership for the “New Normal”: Partnering with the Tuck School of Business at Dartmouth to Future-Proof Our Industry

Kaitlin Dumont, Tuck School of Business; Dennis J. O'Brien, Sail Energy; Brookes Townsend, Townsend Energy; Fred Hunt, RW Beckett Corporation
TUESDAY, SEPTEMBER 14, 2021, 9:50 AM - 10:50 AM, *Celebrity E*

NEFI has partnered with the Tuck School of Business at Dartmouth to develop a dynamic strategic leadership program, the NEFI Energy Leaders Program. This month-long virtual program explores frameworks that address some of the key challenges and opportunities for our industry today. At this panel session, you will hear from program alumni and Kaitlin Dumont, Associate Director of Business Leadership Programs at Tuck, as they discuss how the core program elements have directly impacted our industry. We will also explore the new virtual program modality for the program this fall.



Kaitlin Dumont started her career working in international education at EF Education First, working with approximately 100 schools in the state of Mississippi on one- to two-week educational programs abroad. After EF, Dumont transitioned to executive education at Harvard Business School.



Dennis J. O'Brien serves as the President and Chief Executive Officer of Sail Energy. Mr. O'Brien has been involved in the propane and heating oil industry for over 32 years. He began his career in 1980 as a General Manager with Hodgdon Energy, Inc., a petroleum distributor in Berlin, New Hampshire.



Brookes Townsend is the Director of Sales and Marketing of Townsend Energy. Graduated from The George Washington University with a degree in marketing and finance. Pursuing an MBA at UNC Chapel Hill with a concentration in strategy and entrepreneurship.



Fred Hunt is the Director of Sales and Marketing for the RW Beckett Corporation. He is a senior leader with global experience growing sales and developing breakthrough products in a variety of categories to include consumer, commercial and industrial.

Cybersecurity Readiness and Resilience for Your Business

David D'Agostino, Akuity/Integer Security

TUESDAY, SEPTEMBER 14, 2021, 9:50 AM - 10:50 AM, *Bravo A/B/C*

Cybercriminals are becoming more sophisticated than ever. Ransomware attacks are on the rise and the threat landscape continues to evolve as bad actors become more knowledgeable at taking advantage of weak cybersecurity defense.

In light of the cost and consequences of downtime, businesses need to think about more than just cybersecurity. It is time to invest in a comprehensive cyber resilience strategy. The question is not if cybercriminals will target your organization, but when. Where does leadership start and what can you do to stay resilient? In this session, we will discuss the top 10 things all businesses should be doing to help improve their cyber resilience that will help reduce risk and identify threats sooner.



David D'Agostino has over 23 years of proven experience in the IT and security space. Throughout his career D'Agostino has developed and grown Managed Network and Security Services that have serviced hundreds of organizations from Fortune 500 to Small Businesses. His primary focus over the past 10 years has been on IT Security solutions and services. D'Agostino believes in a defense-in-depth strategy to help organizations reduce risk, improve cyber resilience and meet compliance requirements.



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General Manager, Dodge Energy and B&L Oil & Propane*

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BUSINESS

Joint Venture Case Study, An Alternative Acquisition Strategy

Craig Snyder, BantamWesson; Peter Aziz, BantamWesson; Marty Kirshner, Gray, Gray & Gray

TUESDAY, SEPTEMBER 14, 2021, 11:00 AM - 12:00 PM. Celebrity E

Wesson Energy and Bantam Home & Energy combined 3½ years ago by forming a joint venture (JV). This session, presented by the company CEO, one of its owners, and their accounting firm, will look at the rationale of doing a joint venture as opposed to a straight acquisition. They will look at how a JV is different from a merger or acquisition, when it makes sense to do one and when it doesn't; and the tax and accounting implications of a JV structure. After over three years in this structure, the presenters will explain what has worked and what hasn't, and how the JV is faring today.



Craig Snyder is the CEO of BantamWesson. Peter Aziz is one of the company's owners. Marty Kirshner, CPA, MSA, is a Partner & Energy Practice Chair at Gray, Gray & Gray which provided accounting support for the JV.

PROPANE

Growing Propane Gallons and Margins: A Roadmap for Success

Elaine Levin, Powerhouse; Rich Larkin, Hedge Solutions; Phil Baratz, Angus Energy

MONDAY, SEPTEMBER 13, 2021, 10:00 AM – 11:00 AM, Celebrity C

This session will bring together the top hedging experts in the industry. This panel will concentrate on three areas that can impact propane gallons and margins: Hedging and customer programs; The accounting side of hedge transactions/pricing programs; Optimizing the actual deliveries that lead to the hedges and the accounting issues. In addition, our panel of experts will address a wide range of questions, including: Where do you see propane prices headed this winter? What is the biggest opportunity for propane marketers? What is the biggest risk for propane marketers today? And much more.



Phil Baratz is CEO and co-founder of Angus Energy, which began providing hedging services in 1991, and has grown steadily, providing services to over 600 clients, including public companies and municipalities.



Elaine Levin is President of Powerhouse. Prior to Powerhouse, Elaine was Vice President, Futures Specialist at Morgan Stanley. She has taught the principles of price risk management to hundreds of senior energy industry executives. Elaine was the principal instructor for the highly regarded OPIS Fuel Hedging University for over 14 years.



Rich Larkin is a 24 year veteran of the heating oil, gasoline, propane and natural gas industry. He founded Hedge Solutions in 1993 to offer clients independent and trustworthy purchasing and hedging advice. He knows all the challenging buying and selling details of the energy industry with early roots extending to Wyatt Energy. He is responsible for overseeing Hedge Solutions' management and business objectives, while focusing on his own book of clients' hedging and purchasing strategies.



Congratulations to

Allison Heaney

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LEGENDS

PROPANE

What's Up with Propane Steel Tanks?

Scott Roberts, Quality Steel

MONDAY, SEPTEMBER 13, 2021, 11:30 AM – 12:30 PM, Celebrity C

Having problems sourcing steel propane tanks? Scott Roberts from Quality Steel will discuss the current status of propane steel tank supply, what the problem is, why it occurred, and the outlook for supply through this winter. He'll also provide some useful ideas on how you can cope with any supply issues you encounter. Critical information for all propane dealers.



Scott currently serves as the Regional Sales Manager responsible for Quality Steel and LP Cylinder sales in Eastern New York and the New England states, working closely with propane marketers and distributors. Scott joined Quality Steel in 2013 coming over from American Welding and Tank following the acquisition where he had been employed since 2000.

Propane Safety Do's and Don'ts

Brent Cammett, P3 Propane Safety

MONDAY, SEPTEMBER 13, 2021, 2:00 PM – 3:00 PM, Celebrity C

When propane marketers are at their busiest that is when mistakes can happen. And mistakes in the propane industry can be severe and lead to the loss of life. To ensure you avoid these mistakes, it is paramount that you have the proper safety protocols in place to protect you and your customers. This presentation will cover the best practices of propane safety and what pitfalls to avoid, including: 1] The importance of clearly defined Policies and Procedures; 2] Proper safety documentation; 3] Employee training: what training is needed and who needs to be trained. In addition, we will cover the proper marketing you should be using to ensure you are following both state and federal guidelines.



Brent Cammett is Senior Consultant, Safety and Training, P3 Propane Safety. He has 20 years of experience in the fuel industry working in several safety management and operational roles. He has led multi-state safety programs, conducted and instructed safety training, completed safety audits, and investigated incidents across New England. On top of his safety management credentials, he was previously the owner and operator of a fuel company.

The New Look of Propane: Energy for Everyone

Stephen Whaley, PERC

MONDAY, SEPTEMBER 13, 2021, 3:20 PM – 4:20 PM, Celebrity C

The national energy conversation has shifted toward electrifying everything, making it imperative for us to convince consumers that propane is a vital part of the energy mix. The new Energy for Everyone brand strengthens the propane industry's voice and asserts our commitment to reducing emissions and ensuring energy equity on the path to zero. Learn about the new brand, key messages, and how to put it to work for you and your business.



Stephen Whaley is the Director of Autogas Business Development for the Propane Education & Research Council. Whaley manages the over-the-road market portfolio for PERC. He is responsible for growing propane autogas market share in on-highway light-, medium- and heavy-duty vehicle markets.



Sandra Farrell
Co-Owner, Northboro Oil

The Board of Directors and the membership of the Massachusetts Energy Marketers Association congratulate Sandra Farrell on her Legends of Oilheat award.

MEMA joins the heating oil industry in honoring not only Sandra, but all the women recognized in 2021 for their remarkable dedication and extensive contributions to the industry's trade associations.

From your friends at M|E|M|A

2021



LEGENDS

PROPANE

Propane Business Opportunities: The Market for Autogas

Stephen Whaley, PERC

Moderator Leslie Anderson, PGANE

TUESDAY, SEPTEMBER 14, 2021, 11:00 AM – 12:00 PM, Bravo A/B/C

The sales potential of year-round gallons of propane can help grow your bottom line. During this session, industry experts will share the latest technology and trends in the autogas market. In addition, a propane marketer will share how they successfully converted vehicles in their fleet to run on propane autogas, and the savings they experienced.



Stephen Whaley is the Director of Autogas Business Development for the Propane Education & Research Council. Whaley manages the over-the-road market portfolio for PERC. He is responsible for growing propane autogas market share in on-highway light-, medium- and heavy-duty vehicle markets.

POLICY

Drug & Alcohol Clearinghouse Update and the Role of a Designated Employer Representative (DER) in Your Company

Matt Pappas, ARCpoint Labs; Gauri Bhalakia, ARCpoint Labs

TUESDAY, SEPTEMBER 14, 2021, 8:30 AM - 9:30 AM, Celebrity F/G

Join ARCpoint Labs for training on two important topics that will help keep you in compliance with FMCSA regulations.

Role of DER (Designated Employer Representative)

Every company covered by the DOT (Department of Transportation) regulations must have one (or more) DERs. The DER must have thorough knowledge about their responsibilities under Federal Regulations 49 CFR Part 40. This presentation will focus on helping employers fully understand the roles and responsibilities of a DER, their program management and training responsibilities and the pit falls and cost of not following the regulations correctly.

FMCSA Clearinghouse Update

It's been over a year since the Clearinghouse regulations went into effect and the FMCSA estimates that as many as 1 out of 3 carriers still have not registered. Failure to comply with the Clearinghouse regulations can result in fines up to \$5,833 per violation. This Clearinghouse update will review the regulations, update you on recent changes and summarize the steps you need to take to be in compliance.



Gauri Bhalakia is the President and Owner of ARCpoint Labs of Southborough. She has extensive background in marketing and new business development. She has extensive experience working with large and small DOT companies providing a range of services including DOT Drug and Alcohol Testing Services, DOT Consortium and Program Management, DER Reasonable Suspicion Training and DOT compliance.



Matthew Pappas is the owner and president of ARCpoint Labs of Woburn. Matt spent over 20 years in the financial services and high-tech sectors before starting ARCpoint Labs in 2015. Matt's focus is on providing comprehensive workplace screening solutions to business in safety sensitive industries including transportation, manufacturing and construction. Matt is a DOT certified drug and breath alcohol test technician and regularly presents on topics including workplace drug testing, reasonable suspicion and FMCSA regulations.

POLICY

Federal DOT Update

Rick Schweitzer, NEFI

TUESDAY, SEPTEMBER 14, 2021, 9:50 AM - 10:50 AM, Celebrity F/G

This session will be a comprehensive overview of DOT regulations and legislation that are new or forthcoming, including:

- The Entry-Level Driver Training Rule scheduled to go into effect in February 2022;
- Delay of the Medical Certificate integration into the CDL until June 2025;
- Status of the DRIVE Safe Act, which if enacted would allow 18-20 year-old drivers to operate commercial motor vehicles in interstate commerce;
- The motor carrier safety provisions in the House surface transportation that are likely to go into effect:
 - review and potential revision to the driver hours of service rules changes in 2020, including expansion of the short-haul exemption;
 - a comprehensive safety analysis of all driver and carrier exemptions, and new conditions on using such exemptions;
 - revisions to the CSA methodology to identify at risk carriers for enforcement actions;
 - rulemaking on screening for sleep apnea in drivers; and
 - changes to the minimum liability insurance requirements for for-hire motor carriers.



Richard P. Schweitzer is the regulatory counsel for NEFI. He is an attorney in Washington, D.C. with more than 20 years of experience in handling regulatory, legislative and litigation matters for transportation companies and their trade associations. The practice includes a broad base of administrative, tax, corporate and international issues, involving the executive, legislative and judicial branches of the federal and state governments.

Federal Legislative and Regulatory Update

Jim Collura, Anne Steckel, NEFI

TUESDAY, SEPTEMBER 14, 2021, 11:00 AM - 12:00 PM, Celebrity F/G

This session will cover one of the most volatile legislative years in recent memory, with the Biden administration moving Left on energy and environmental issues, and Congress in flux between a Liberal House and a moderate Senate, barely controlled by Democrats. This timely session will present up-to-the-minute developments on what's happening in Washington and how it may affect your business.



Jim Collura is Vice President and Director of Government Affairs at the National Energy & Fuels Institute (NEFI), a trade association that has represented Main Street energy providers since 1942. Jim spearheads NEFI's advocacy efforts in Washington, DC and fights daily to promote and defend the industry before Congress and federal agencies. He is also responsible for developing key coalitions and partnerships with allied organizations that are pivotal to success in today's political environment. Jim worked for U.S. Senator Judd Gregg, a Republican from New Hampshire, and a prominent faith-based organization before joining the NEFI team in 2005.



Anne Steckel is Principal and Founder of Ardent Strategies, LLC, a consulting firm focused on energy, agriculture, environmental and transportation issues. Anne has over 20 years of Washington, D.C. experience, having worked on legislative, regulatory, advocacy, policy and political issues on and off Capitol Hill.

POLICY

State and Local Policy Updates

Presenters: State Executives

WEDNESDAY, SEPTEMBER 15, 2021, 10:50 AM - 11:50 AM, Celebrity E

As Congress's former Speaker of the House once said, "All politics is local." With that in mind, NEFI has organized a briefing by state association executives on policy developments at the state and local levels. This includes new and proposed legislation and regulations, including towns that are looking to restrict or even ban the use of fossil fuels. Attend this comprehensive session to learn not only what's happening in your state, but in neighboring states as well. After all, what happens in the state next to you doesn't just stay in the state next to you.

WOMEN IN ENERGY

Weathering the Perfect Storm - Proactive Measures and Best Practices to Ensure Dealer Sustainability

Jon Gilbert, Moderator; Kris Magnusson, IDEAL Energy Cooperative; Milissa Lord, A.R.M. Solutions; Marci Gagnon, Qualpay

TUESDAY, SEPTEMBER 14, 2021, 11:00 AM - 12:00 PM, Celebrity C

An open forum panel discussion to address existing challenges that may compromise Fossil Fuels sustainability and how our customers current economic climate has accelerated the operational and financial impact on dealers, customers, and communities. Join us, share your valuable insight or challenges and get tips from the pros to position your company for success for the next heating season!

Join the Conversation about Mentorship

Moderators: Liz Hill, Co-chair of the Mentorship Program; Bobbi Hill, Chair of the Tech School Liaison Committee

WEDNESDAY, SEPTEMBER 15, 2021, 9:40 AM - 10:40 AM, Celebrity E

An interactive roundtable discussion about how we can support and attract more women coming into the Energy Industry. What can we do to mentor women and introduce more women/girls to look at the trades as a career choice? Grab a chair and join the conversation

AIR-CONDITIONING & IAQ

A/C Troubleshooting

Dan Jacher, Lennox

TUESDAY, SEPTEMBER 14, 2021, 8:30 AM - 9:30 AM, Celebrity J/K

This session will focus on AC Troubleshooting – an overview of the most common problems and how to prevent them in the first place. Best practices for call back free installations.

Dan Jacher is Residential Field Technical Consultant for Lennox Industries, Inc.

AIR-CONDITIONING & IAQ

Sizing and Understanding Residential Fresh Air Ventilation

Rick Glownia, JAD Associates

TUESDAY, SEPTEMBER 14, 2021, 11:00AM – 12:00PM, Celebrity J/K

Attendees will learn the importance of proper ventilation in the residential environment. We will go over the different types of approved ventilation as well as review the current ASHRAE codes being enforced by different municipalities, and how to calculate the correct amount of CFM flow.



Rick Glownia is a 49-year veteran of the heating industry. He worked for Connecticut's largest retail fuel oil company in Hartford, CT, serving 11 years as Service Manager. He transitioned into the Manufacturer's Rep business, working for the past 17 years for JAD Associates covering the New England states. The lines he represents include Field Controls, Allanson Ignitors, Midwest Snips, FPPF Fuel Additives and Enerco / Mr. Heater. Rick is a certified NATE and NORA instructor for several different disciplines in the HVAC field, specializing in Indoor Air Quality and Venting.

Growing Your IAQ Business with Honeywell Home and AirCycle

Rick Pothier, Edos

WEDNESDAY, SEPTEMBER 15, 2021, 9:40AM – 10:40AM, Bravo A/B/C

This session will focus on understanding indoor environmental conditions and issues. Specifically it will discuss the six points of control of the Air Cycle in a home (Temperature, Relative Humidity, Carbon Dioxide, Particles, Chemical Odors and Smells). We will discuss utilizing data to understand indoor conditions and how to bring those conditions into control. We will review IAQ products (Filtration, UV, Ventilators, Humidifiers and Dehumidifiers).



Rick Pothier is employed as a Manufacturers Sales Representative for EDOS Mfg Reps in Granby, MA Training is a huge part of what Rick does for EDOS and the Manufacturers he represents and he has also done many generic trainings of products that will apply to the growing new technology the industry is experiencing. He has also developed approved NORA and NEFI technical trainings programs so CEU'S can also be offered to the technicians attending his classes. Rick is also a member and a Board of Director for ACANE and OESP and also serves on the Education Committee.



BOILERS & HOT WATER TECH

Polypropylene Venting for Non-Condensing Oilheat Boilers

Joe Harazim, Energy Kinetics

TUESDAY, SEPTEMBER 14, 2021, 8:30 AM - 9:30 AM, Celebrity I

This presentation will cover background and applications for oilheat venting with polypropylene. It's long lasting, cleaner, and a more modern way to sidewall or chimney vent. The advancements over stainless steel liners and various venting applications will be reviewed.

Joe Harazim is an industry veteran with over 40 years of experience, including 6 years with Energy Kinetics. He started as an oil truck driver and quickly progressed into an accomplished, service technician, installer, and company manager, eventually owning his own installation company. His diagnostic skills and well-rounded hands on experience allow him to quickly provide answers and solutions. Joe provides remote and on-site technical support to heating professionals and Energy Kinetics dealers. He also teaches training courses and participates in national trade shows and organizations.

Alta Combi Boilers: Learn Why It's the Easiest Condensing Boiler You'll Ever Install

Tom Secondino, US Boiler

TUESDAY, SEPTEMBER 14, 2021, 9:50 AM - 10:50 AM, Celebrity I

Tom Secondino has been involved in the H.V.A.C trades for nearly 40 years. His career began in a small family operated oil delivery and service company. His experience has covered a wide spectrum of the H.V.A.C industry, from residential heating and A/C service and installation to industrial rooftop chillers. Tom holds multiple trade licenses in CT, has a passion for teaching and has been part of the U.S. Boiler tech support team for over 4 years. Tom's current role is Technical Support Specialist for the North-East region of the U.S. as well as supporting the Burnham tech support line.

Centrotherm Polypropylene Venting

George Carey, Fluid Industrial Associates

TUESDAY, SEPTEMBER 14, 2021, 11:00 AM - 12:00 PM, Celebrity I

This class will cover Centrotherm venting, including:

- The Centrotherm Inno Flu polypropylene venting system
- Quick & easy installation methods of the Gasketed Push-fit connection system
- The importance of UL1738 listing
- Approved by your trusted appliance manufacturers
- Flexible venting products for retrofit applications using chimneys or B-vent
- Best installation techniques



George R. Carey Jr. is Vice President at Fluid Industrial Associates (FIA) which is a manufacturer's representative of steam and hydronic products that are sold through Wholesale Distribution for all of New England. George is in charge of all of the Training and Education for FIA. He has been at FIA since 1994 and in the heating industry since 1985. George has taught steam and hydronic courses for Northeastern University's Continuing Education program. He has created and presented training programs for the past two decades for thousands of technicians.

BOILERS & HOT WATER TECH

Grow Your Business Today with Hot Water Recirculation Sales

Hans Kuster, Aquamation

WEDNESDAY, SEPTEMBER 15, 2021, 8:30 AM - 9:30 AM, Celebrity F/G

Hot water recirculation is a fast-growing segment in our industry. You can substantially increase your business by offering these needed products to your customers by selling one with every hot water heater replacement or tankless installation. This session will cover what is hot water recirculation; its benefits; hot water comfort; products for different systems; and examination of tank, tankless, on demand one pipe, dedicated return line and under-sink systems.

Hans Kuster is the president and owner of Aquamation, Inc.; and for 21 years was a senior vice president at Taco.

How to Select the Perfect Replacement Circulator on the Job

John Resso, Wales-Darby/Taco Comfort Solutions

WEDNESDAY, SEPTEMBER 15, 2021, 8:30 AM - 9:30 AM, Bravo A/B/C

Need to replace a circulator on a project? Without calling someone? Without, dare I say it, withOUT doing the Math? This one-hour program is going to review what's there, how to cross-reference and even review some troubleshooting tips with circs.



John Resso has over 30 years HVAC industry experience, which have included 20 years of experience with oil & gas, 10 years with a boiler manufacturer and 2 years with a plumbing & mechanical company. In his tenure, he has developed several training programs; built-out training facilities; designed and constructed the Wales-Darby Mobile Learning Center. John has been with Wales-Darby for 9 years as a training manager.

Using Panel Radiators to “Future-Proof” Hydronic Heating Systems

John Siegenthaler, Appropriate Designs / Purmo Group

WEDNESDAY, SEPTEMBER 15, 2021, 9:40 AM - 10:40 AM, Celebrity F/G

This session will show how modern panel radiators can be used with both traditional and transitional heat sources such as air-to-water heat pumps and geothermal water-to-water heat pumps. It will stress details that allow new systems, as well as existing systems, to accommodate modern heat sources with minimum modifications. It will also describe how to market modern hydronic systems to customers interested in concepts such as net-zero homes, decarbonization, and resilient design. Attendees will gain information that will help them expand their hydronic heating and cooling offerings to meet the demands of a rapidly evolving marketplace. Attendees will: 1. Understand the importance of low temperature hydronic system design. 2. See how existing hydronic heating systems can be modified for contemporary heat sources. 3. Learn how to market modern hydronic systems to consumers interested in Net Zero homes, decarbonization, and resilient design. 4. Learn methods for small scale hydronic cooling.

John Siegenthaler, P.E., is a licensed professional engineer with over 40 years of experience in designing modern hydronic systems. He is a hall-of-fame member of the Radiant Panel Association, and a presenter at national and international conferences on hydronic and radiant heating. John is principal of Appropriate Designs - a consulting engineering firm in Holland Patent, NY.

BOILERS & HOT WATER TECH

Boiler Piping for High Efficiency and Reliability

Cody Mack, Caleffi Hydronic Solutions

WEDNESDAY, SEPTEMBER 15, 2021, 10:50 AM - 11:50 AM, Celebrity F/G

Having a hard time getting rid of air in your hydronic systems? Do new installs really need protection from magnetic debris? Do all systems need hydraulic separation? Join Cody Mack to learn best practices and options for your hydronic systems. Where air and dirt in hydronic systems really comes from. How to get the most out of your hydronic systems and provide more value for your customers.

Cody Mack has nearly 20 years' experience as an installation contractor, service technician, application engineer and, most recently, as training manager for Caleffi North America. He's a family man, gear-head, and motorcycle enthusiast with a common-sense approach to hydronics.

DIAGNOSTICS & TROUBLESHOOTING

Riello 40-Series Gas Burners, Overview and Troubleshooting

Joe Sacco, Riello

TUESDAY, SEPTEMBER 14, 2021, 8:30 AM – 9:30 AM, Encore A/B

The course will be focused on how to correctly size and set up the Riello gas burner with some "How To" service tips.



Joe Sacco began his career in 1987 as a service technician working for a small oil company, Chatham Fuel, in upstate NY, where he installed and serviced oil and propane heating systems. He started with Riello in 2006. A large part of his job consists of conducting Riello training seminars throughout New York, Pennsylvania and New England; as well as maintaining relationships with OEMs, wholesalers and heating contractors.

Troubleshooting Tips – Looking Beyond the Symptoms

Robert O'Brien, NORA

TUESDAY, SEPTEMBER 14, 2021, 9:50 AM – 10:50 AM, Encore A/B

It seems like some service problems just don't go away. Find some solutions to nagging problems - this seminar may eliminate repeated calls from the same customer. If you are changing a part more than once or making repeated calls for the same issue, there is probably something else going on, and you need a new strategy. Attend this seminar if you are tired of losing time, money and customers due to service issues.



Robert O'Brien has been in the industry for over 40 years as a retail fuel dealer, technician and HVAC contractor and is currently a VP of OESP and a research and technical consultant for NORA.

DIAGNOSTICS & TROUBLESHOOTING

How to be an Assertive Technician

Roger Daviston

TUESDAY, SEPTEMBER 14, 2021, 9:50 AM – 10:50 AM, Celebrity J/K

In this class, Roger will present the concepts of assertiveness. Technicians tend to be passive or aggressive, and customers tend to be passive-aggressive. Roger will shed light on the differences in behavioral styles and give you strategies to take the game playing out of the service and sales process. You'll learn how to ask for what you want assertively in order to be a more effective service technician.



Roger Daviston is a personal growth consultant who gets measurable results. He facilitates and encourages individuals to change behavior and make different choices to achieve better outcomes. He helps clients, especially HVAC companies, understand where they need to grow, whether in skills development, overcoming limiting beliefs, changing perspective in their identity or aligning behavior with core values. He has extensive experience in HVAC, having started a residential replacement HVAC business.



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DIAGNOSTICS & TROUBLESHOOTING

Navigating your service calls with the Carlin Pro X smart primary control

John Dunleavy, Carlin Combustion Technology

TUESDAY, SEPTEMBER 14, 2021, 11:00 AM – 12:00 PM, Encore A/B

This session will look at key aspects of the 70200 Pro X oil primary control including:

- wiring overview
- programming and set up
- navigating fault history and total history
- understanding fault messages and what they mean



John Dunleavy is the Territory manager, Southern New England, for Carlin/Hydrolevel

NORA CERTIFICATION COURSES

NORA Gold Advanced Steam (including Peerless Boiler's Color of Steam)

Rich Michael, Peerless Boilers

TUESDAY, SEPTEMBER 14, 2021, 9:00 AM – 3:30 PM, Spotlight A/B

This session will discuss:

- An explanation of steam system components and how they work
- A description of the various systems in the field including 1 pipe gravity, pumped return, etc.
- Sizing steam boilers, radiation and condensate return units.
- Near boiler piping
- Tankless coil piping
- Troubleshooting steam systems.

Attendees completing this course will receive a NORA Gold Certificate for Advanced Steam.

Rich Michael is the Commercial Sales Manager for Peerless Boilers. He has been in the industry for longer than he likes to admit and has served as an Oil/Propane Service Tech and Service Manager. He is the author of NORAs Gold Series publication "Advanced Steam."

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Massachusetts Energy Marketers Association

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Michael Ferrante

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New York State Energy Coalition

www.nysecnow.org

Rocco J. Lacertosa

Chief Executive Officer



Vermont Fuel Dealers Association

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Register for the 2021 Virtual NEFI Energy Leaders Program

Registration Deadline is September 28 • Visit Booth 417

In 2021 the energy industry is seeing massive change, from ongoing health concerns to growing clean-energy movements across the country and everything in between. This fall the NEFI Energy Leaders Program will help energy executives build the skills they need to identify and manage the industry's unique challenges.

Seminars have been created by Tuck Executive Education at Dartmouth to enhance high-level executive skills in critical topics, such as:



**TUCK
EXECUTIVE EDUCATION
AT DARTMOUTH**

- **Leadership:** Communication, personal influence and encouraging future leaders
- **Strategy:** Vision, leading change and managing growth
- **Innovation:** Frameworks for unique solutions and new lines of business
- **Disruption:** Leading through changing times and exploring new opportunities for growth



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