



HEAT

ING

THE HEATING & ENERGIZING AMERICA TRADE SHOW

JUNE 20-22

THE MASSMUTUAL CENTER, SPRINGFIELD, MA

SHOW GUIDE & MAP

Selling your heating oil or propane business is a big decision.

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VP of Acquisitions and Industry Affairs
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Welcome to the 2023 HEAT Show



Did you hear the one about the liquid heating fuel dealers who went to the HEAT Show?

No joke: they came, they learned, they saw the future and are ready to make more money.

That's what the HEAT Show is all about: understanding the opportunities of the future. We come together once a year to celebrate the best in our industry, make our companies better, inspire our employees, and share stories with old friends. NEFI calls upon experts in the worlds of politics and governance, manufacturing, media, sports and business to push you outside of your comfort zone and then watch you soar. You deserve a few days centered around you and your business.

And then there's the Summit. This is where you get a glimpse of the near future which will affect every company in the industry. The Industry Summit has been a force for change, addressing climate change, its threats and opportunities for our businesses.

Since HEAT Show 2022, our industry has been assailed at every level of government, from federal funding of electrification programs and the proposed removal of non-electric heating equipment and central air conditioners from the Energy Star® program, to a multitude of states setting policies to ban liquid fueled heating equipment and artificially raise the cost of our fuels to make them unmarketable.

If you, like so many others, are looking for answers, be sure to join us at the Summit on Thursday.

Welcome to the 2023 HEAT Show. I hope you will take advantage of the many opportunities available to you this year and look forward to seeing you throughout the event. Please use this Show Guide to find your way to the programs that will best position you for success in the coming years.

To our sponsors, exhibitors, speakers and educators, thank you and welcome to HEAT Show 2023. To the intrepid NEFI team who ensure that this event is the most energetic, enthusiastic and fun-filled – my thanks and appreciation at what you've accomplished.

Thank you all for your continuing support of the liquid heating fuel industry.



Sean Cota, NEFI President & CEO

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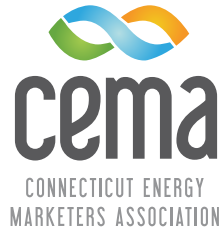


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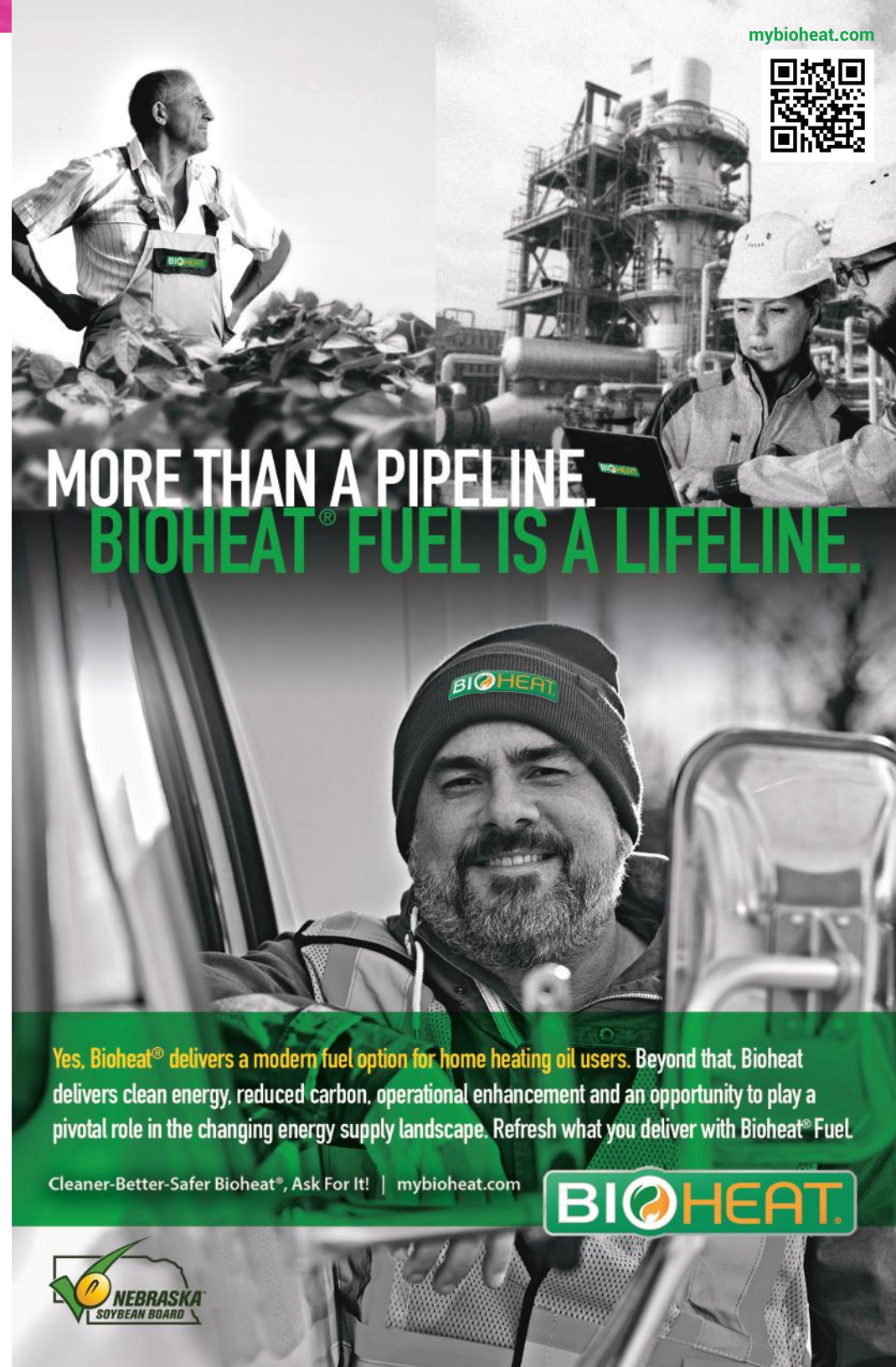
NEFI is an independent trade association representing approximately 1,200 home heating businesses including heating oil, kerosene and propane dealers and related service companies, most of which are small, multi-generational family-owned and -operated businesses. Many NEFI members also market lubricants, 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.



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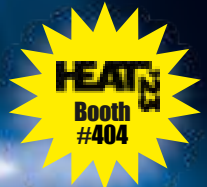
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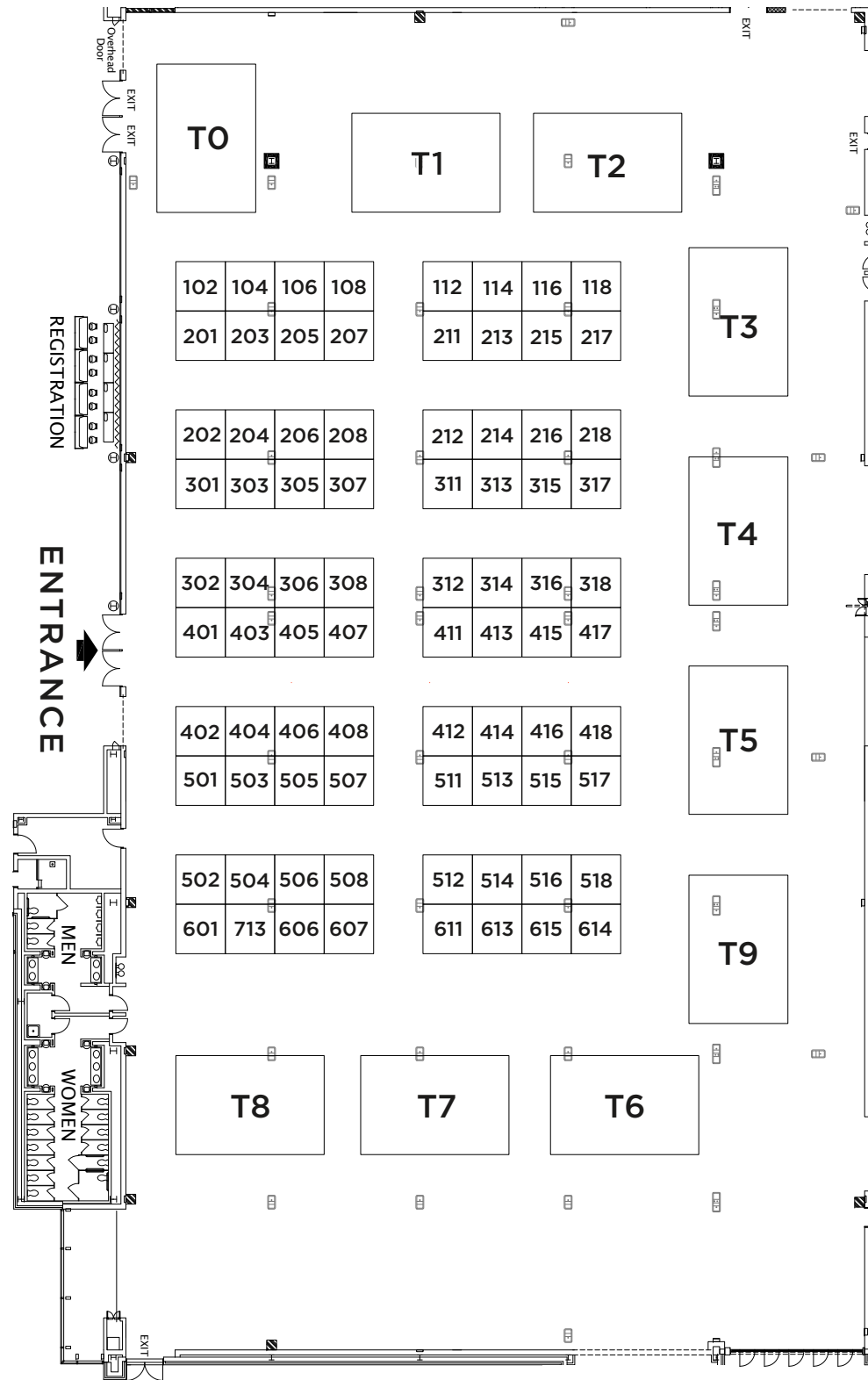


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Exhibitor List

ADD Systems	314	Oil Yeller - Vistastar Distributors	615
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SCHEDULE

Tuesday, June 20, 2023

*Subject to change

Task	Times	Where
Decorator Move-In	10:00am - 4:00pm	Trade Show Floor
On-Site Registration	12:30pm - 5:00pm	Pre-Function Area
Truck Move-In	2:00pm	Trade Show Floor
State & Federal Policy Update <i>(GAC Meeting)</i>	1:30pm - 4:00pm	Meal Room
Exhibitor Move-In	3:00pm - 5:00pm	Trade Show Floor
Management Session	4:00pm - 5:00pm	Meal Room
Legends Dinner	6:00pm - 9:30pm	MGM

Management Sessions

1:30PM - 4:00PM

State and Federal Policy Luncheon/GAC Meeting

Presented By NEFI Government Affairs Team and State Association Executives

Meal Room

4:00PM - 5:00PM

Market-Based Decarbonization Programs and Low-Carbon Incentives

Presented By Joe Uglietto, Diversified Energy Specialists

Meal Room

6:00PM - 9:30PM

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Keynote Speaker

Wednesday, June 21, 7:30AM – 9:00AM

MEAL ROOM

It's Game Time. Leadership Lessons from a Former Pro Female Football Player



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Words have profound power; they can lift someone up or tear someone down. Jan Spence shares how pursuing her life-long dream of playing professional football led to the unexpected opportunity to affect change through encouraging words and simple actions. Applying her "Cheer Leadership®" approach in the workplace builds stronger connections, increases employee and prospect engagement and loyalty, and fosters collaboration and innovation. The invaluable lessons shared in this high energy, interactive keynote transform employee and customer relations and create more synergy among leadership and the people they manage and serve.

Jan Spence, CSP (Certified Speaking Professional), is an international speaker, author, and consultant. With contagious charisma and a zest for life, which make her an excellent motivator and leader, this TEDx speaker uses her vast knowledge in sales, communications, finances, and employee engagement to help numerous clients, including Pillsbury, Walmart, and Frito-Lay.

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SCHEDULE

Wednesday, June 21, 2023

*Subject to change

Task	Times	Where
On-Site Registration	6:30am – 6:00pm	Pre-Function Area
Management Breakfast	7:00am – 7:30am	Pre-Function Area <i>(upstairs)</i>
Jan Spence Keynote	7:30am – 9:00am	Meal Room
Technician Breakfast	7:45am – 8:30am	Pre-Function Area <i>(downstairs)</i>
Concessions for Exhibitors	8:00am – 2:00pm	Trade Show Floor
Technician Track	8:30am – 2:00pm	Education Room
Management Track	9:00am – 12:00pm	Education Rooms
Exhibitor Move-In	9:30am – 2:00pm	Trade Show Floor
Snack Break	10:00am – 10:45am	Education Hall
Technician Lunch	11:30am – 12:30pm	Education Room
NEFI Membership Meeting/Lunch	12:00pm – 2:00pm	Meal Room
Trade Show	2:00pm – 5:00pm	Trade Show Floor
Hospitality Suites	5:00pm - 6:30pm	Education Rooms

Technician Sessions

8:30AM - 9:30AM

How to Select the Perfect Replacement Circulator Without Doing the Math!

Presented By David Holdorf, Taco Comfort Solutions

Room 1

9:30AM - 10:30AM

Kerosene Alternatives for Cold Flow Protection

Presented By Leo Verruso, Advanced Fuel Solutions

Room 1



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Technician Sessions

10:30AM - 11:30AM

Binding Pumps and Other Sticky Situations

Presented By Bob O'Brien, NORA

Room 1

12:00PM - 1:00PM

Low Voltage Wiring

Presented By Bob O'Brien, NORA

Room 1

1:00PM - 2:00PM

Beckett's Tank-to-Flame: System Solutions for Tomorrow's Fuels Today!

Presented By Alan Wornham, R.W. Beckett

Room 1

Management Sessions

9:00AM - 10:00AM

Regulatory Updates

Presented By Rick Schweitzer, NEFI

Room 2

Growing Your Install Business by Utilizing Monthly Payment Financing and the IRA Incentives

Presented By Greg Burns, Watercress Financial

Room 3

Growth Strategies for the Family-Owned Business

Presented By Kendall Rawls, Rawls Group and Fred Lord, Cetane Associates

Room 4

Investing in Your Business

Presented By Marshall Conklin, Federated Insurance

Room 5



Congratulations **To the 2023** **Legends Honorees**

*Thank you for
everything you've
done to deserve it.*



Management Sessions

10:00AM - 11:00AM

Driver Qualification File (DQF) Management: Key to DOT Compliance

Presented By Gauri Bhalakia, ArcPoint Labs

Room 2

Bobtails, Delivery Trucks, and Tankers – Conquering Diesel Fleet Fuel Challenges

Presented By Barry Aruda, Advanced Fuel Solutions

Room 3

Season of Growth: Summer Marketing for Stronger Year-Round Business

Presented By David Heiser, Primedia

Room 4

Navigating Today's Complex Workforce Terrain

Presented By Marty Kirshner, Gray, Gray & Gray and
Gerry Brien, Consumer Focus

Room 5

11:00AM - 12:00PM

Respect and Civility in Your Workplace

Presented By Kelly Ravenscroft, Coastline EAP

Room 2

Nothing/Everything Has Changed – The New Rules of Engagement to Run a Profitable Operation

Presented By Phil Baratz, Angus Energy

Room 3

6 Ways to Help Your Technicians Generate More Sales

Presented By Saul Cohen and Eric Gervase, Cargas

Room 4

Setting Boundaries – 5 Ways to Deal with Challenging People

Presented By Jan Spence, Jan Spence and Associates

Room 5

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Keynote Speaker

Thursday, June 22, 11:00AM - 1:00PM

MEAL ROOM

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As an already successful long-term business, you already have an established culture and core values. But does every team member match up? As the leader, you want a strong culture, everyone knowing the values that make you successful, and being accountable to those values. Don't miss learning Meridian's simple yet powerful method that will take your company culture to the next level where your unique brand identity attracts amazing talent, onboards well, and keeps the people who will drive efficiency, productivity and profits over many years.

No one is better known and more respected than Betsi Bixby when it comes to petroleum cash flow. A high-demand speaker at North America's top refiners and professional petroleum associations, Betsi's message has reached countless marketers in all 50 states at virtually every major petroleum event across the country.

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Industry Summit V

Thursday, June 22
3:30PM - 6:30PM
(Dinner Served 4:45 PM - 5:15 PM)
MEAL ROOM

“Five Years Since the Providence Resolution”

Where we started? How far we've come? What will we become?

Speaker: Charlie Uglietto, Cubby Oil & Energy

Policy Updates:

State and Federal Policy, State LCFS and CHS Programs

Moderator: Steve Dodge, Clean Fuels Alliance America

Speakers:

- Matt Cota VFDA – VT
- Michael Ferrante, MEMA & Joe Uglietto, Diversified Energy Specialists – MA
- Rocco Lacertosa, NYSEC – NY
- Rich Goldberg, Warm Thoughts Communications – NJ
- Charlie Summers, MEMA – ME
- Chris Herb, CEMA – CT
- Diane Quesnelle, EMARI – RI
- Jim Collura on behalf of EMANH – NH
- Jim Collura, NEFI – Federal

Panel Discussion:

Technological Advancements and the Industry's Embrace of RLHF

Moderator: Michael Devine, NORA

Speakers:

- Kevin Beckett, R. W. Beckett Corporation; “Beckett's Advancements”
- Rich Lyons - C. Cowles & Company (Carlin & Hydrolevel); “Carlin's Advancements”
- Roger Marran, Energy Kinetics; “Heat Pumps as a Whole”
- Tom Butcher NORA; “Test Results”

Our Industry's Response to Threats:

The 5th Anniversary of the Providence Resolution, Net-Zero By/Before 2050

Speakers: Rich Goldberg and Rich Carrione, Warm Thoughts Communications

New CFAA Ad Campaign for Bioheat and The Industry

Speaker: Paul Nazzaro, AFS

Industry Wide Call to Action: All attendees will be provide with tools to take immediate action at the Summit and beyond the HEAT Show!

Conclusions

This is where we are heading ...

Speaker: Charlie Uglietto, Cubby Oil & Energy

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HEAT Show
BOOTH 601



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SCHEDULE

Thursday, June 22, 2023

*Subject to change

Task	Times	Where
On-Site Registration	7:00am – 4:00pm	Pre-Function Area
Breakfast on Trade Floor	8:00am – 9:00am	Trade Show Floor
Concessions for All	8:00am – 11:00am	Trade Show Floor
Trade Show	8:00am – 11:00am	Trade Show Floor
Exhibitor Take-Down	11:00am – 5:00pm	Trade Show Floor
Tech Lunch	11:00am – 12:00pm	Education Rooms
Betsi Bixby Keynote Lunch	11:00am – 1:00pm	Meal Room
Management Track	1:15pm – 3:15pm	Education Rooms
Technician Track	12:00pm – 4:00pm	Education Room
Snack Break	2:00pm – 2:30pm	Education Room
Industry Summit <i>(Dinner Served 4:45pm-5:15pm)</i>	3:30pm – 6:30pm	Meal Room

Technician Sessions

12:00PM - 1:00PM

Lights-Controls-App ACTION, Diagnostics Made Easy

Presented By Jeff Rozga, R.W. Beckett

Room 1

1:00PM - 4:00PM

NORA Advanced Tank

Presented By John Levey, NORA

Room 1

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HEAT 123

Join Us at Booth 112

Management Sessions

1:15PM - 2:15PM

Build a Better Relationship with Your Banker by Knowing the Value of Your Company

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

Room 2

NORA Updates

Presented By Dr. Tom Butcher and Dr. Jenny Frank, NORA

Room 3

From \$.58 to \$5.85 a gallon: Lessons Learned from a Volatile Start to the 2020s

Presented By Elaine Levin, Powerhouse

Room 4

Protecting Yourself & Your Company: Pre and Post Incident Strategies

Presented By Mike DiGiorgio

Room 5

2:15PM - 3:15PM

Employment Law Essentials

Presented By Laura Kirshenbaum

Room 2

“In The Loop” – New Business & Education Opportunities from NORA

Presented By Michael Devine, NORA

Room 3

RIN

Presented By Jason Lawrence, Chevron REG

Room 4

How to Increase Accountability

Presented By Betsi Bixby, Ask Meridan

Room 5

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HEAT 2023 Booth 316

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Welcome to the Team **Pat Corminero**



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MANAGEMENT SESSIONS - DESCRIPTIONS

State and Federal Policy Update (GAC Meeting)

Mike Estes, *Estes Oil & Propane*

TUESDAY, JUNE 20, 2023, 2:00pm - 4:00pm, **Meal Room**



Join us for an open meeting of the NEFI Government Affairs Committee. All HEAT Show attendees are welcome to attend. Moderated by committee chair Mike Estes of Estes Oil & Propane, this meeting will provide updates on important state and federal policy issues that affect your business. This includes the status of new federal incentives for residential electrification and efficiency improvements under the Inflation Reduction Act and state and local efforts to “electrify everything.”

Market-Based Decarbonization Programs and Low-Carbon Incentives

Joe Uglietto, *Diversified Energy Specialists*

TUESDAY, JUNE 20, 2023, 4:00pm - 5:00pm, **Meal Room**



The Massachusetts Alternative Energy Portfolio Standard, the Massachusetts Clean Heat Standard, the Vermont Clean Heat Standard, the New York Economy-Wide Cap-and-Invest Program, The New York LCFS, and many other programs are being implemented across the northeast that will transform the way heating oil retailers do business. You will learn about the new regulatory environment that heating oil retailers will be forced to participate in over the next decade and learn how your business will have to change and adapt to the new business environment that you will face in your state.

Regulatory Updates

Rick Schweitzer, *NEFI*

WEDNESDAY, JUNE 21, 2023, 9:00am - 10:00am, **Room 2**



Rick Schweitzer, NEFI Regulatory Counsel, will give an update on the latest new and proposed regulations from the Biden Administration, including: FTC proposal to ban non-compete agreements, DOT notices to employers from the Drug and Alcohol Clearinghouse, DOT withdrawal of certification of certain Electronic Logging Devices, Increases in fines for violations of Hazardous Materials Regulations, EPA engine emissions final rule, IRS tax credits for new clean vehicles, DOL revision of overtime thresholds for certain employees, OSHA final rule on heat injury and illness and more.

Growing Your Install Business by Utilizing Monthly Payment Financing and the IRA Incentives

Greg Burns, *Watercress Financial*

WEDNESDAY, JUNE 21, 2023, 9:00am - 10:00am, **Room 3**



Greg Burns is a successful 25-year veteran of the Liquid Fuel/HVAC and the Energy Efficiency Financing industries. During his career, he has managed successful large regional residential and commercial sales teams focused on liquid fuels and HVAC and Plumbing equipment sales. In his current position as VP of National Accounts at Watercress Financial, Greg educates contractors on how adding monthly payment financing into their sales process can increase closed sales by at least 10% and installation ticket size can increase by up to 25%.

Growth Strategies for the Family-Owned Business

Kendall Rawls, *Rawls Group and Fred Lord, Cetane Associates*

WEDNESDAY, JUNE 21, 2023, 9:00am - 10:00am, **Room 4**



The propane and oil business has a reputation for evolving through change and being stronger for it on the other side. The last few years are no exception to this rule, as owner-operators have experienced some of the most challenging times in history. From changing how to operate business amid a pandemic to instituting new and different safety protocols, the way of doing business has changed dramatically. In addition, large consolidators have been picking off family-owned businesses and growing their national brand in local markets. Second and third-generation owners who had not previously considered selling, sold. Some who had next gen in the business learned their kids did not want to stay in business or found that their kids wanted to take advantage of higher than normal values and get out to focus on something else. For family business owners who are feeling the pressure to sell, or those who are not sure how to compete, or who want to make the investments to compete, there are options that do not mean selling it all. You can be in control of your options and build a plan to achieve your desired goals. Whether it is building generational wealth, creating opportunities for key managers or family members, or simply not leaving the industry you love so much, there are options.

Investing in Your Business

Marshall Conklin,
Federated Insurance

WEDNESDAY, JUNE 21, 2023,
9:00am - 10:00am, **Room 5**



Every business has long-term goals. In order to achieve those goals, two things need to happen: retain your key employees and have an exit strategy. Entrepreneurs have built their businesses through hard work and sacrifice. These owners deserve a great exit package, and a great exit package means knowing what your business is worth. This presentation will focus on rewarding key employees as well as price and common business valuation mistakes.



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Driver Qualification File (DQF) Management: Key to DOT Compliance

Gauri Bhalakia, ArcPoint Labs

WEDNESDAY, JUNE 21, 2023, 10:00am - 11:00am, **Room 2**



A deep dive into DQF file management, including best practices, potential problems and discussion of solutions and tools available for you to remain in compliance.

Bobtails, Delivery Trucks, and Tankers – Conquering Diesel Fleet Fuel Challenges

Barry Aruda, Advanced Fuel Solutions

WEDNESDAY, JUNE 21, 2023, 10:00am - 11:00am, **Room 3**



Explore the most common diesel fuel challenges that business owners and fleet managers face today. We will investigate why these everyday occurrences happen, how they affect your equipment and brand, and why a superior fuel-quality program should be top priority in every business running on four wheels. By attending, the audience will learn why ultra-low sulfur diesel was only the beginning of a changing fuel slate, how current OEM engine and aftertreatment system designs will challenge every diesel fleet, and how implementing a fuel-quality program will protect both the bottom line and brand.

Season of Growth: Summer Marketing for Stronger Year-Round Business

David Heiser, Primedia

WEDNESDAY, JUNE 21, 2023, 10:00am - 11:00am, **Room 4**



After a challenging winter that saw fuel retailers plagued by warm weather, price spikes and legislative obstacles, the summer offers time and space to bounce back and build your business. A strong off-season marketing campaign can set your company up to gain market share, increase equipment sales, offer new services and attract new customers and staff. PriMedia will show you how the resilient nature of our industry can fuel even greater success in the months ahead.

Navigating Today's Complex Workforce Terrain

Marty Kirshner, Gray, Gray & Gray and Gerry Brien, Consumer Focus

WEDNESDAY, JUNE 21, 2023, 10:00am - 11:00am, **Room 5**



The 30-hour work week, the great resignation, quick quitting, quiet quitting—these are terms employers should familiarize themselves with as we move into a new world. Closer to home, the average age of technicians and drivers in our industry is 55. Couple that with the fact that the average millennial stays at their job for less than 2.8 years. To say the workforce landscape is changing would be a drastic understatement. In this hour-long presentation, Gerry Brien of Generation Next Energy Pros and Marty Kirshner of Gray, Gray & Gray will talk about the challenges the industry is facing, the impact of not addressing them, and solutions to navigate this complex terrain.

Respect and Civility in Your Workplace

Kelly Ravenscroft, Coastline EAP

WEDNESDAY, JUNE 21, 2023, 11:00am - 12:00pm, **Room 2**



There are many benefits of having respectful and civil communication in your workplace. These benefits include better teamwork, reduced stress, increased productivity, and high levels of job satisfaction. In this training you will learn how to make sure your workplace is respectful of all employees, identify behaviors that can lead to disrespect and incivility, and learn how to ensure respectful and civil communication among all employees and managers. Learning Objectives: Understand and define a respectful workplace, Barriers to respectful workplace and Tips on respectful communication.

Nothing/Everything Has Changed – The New Rules of Engagement to Run a Profitable Operation

Phil Baratz, Angus Energy

WEDNESDAY, JUNE 21, 2023, 11:00am - 12:00pm, **Room 3**



Day-to-day operations do not change much from month to month but how quickly 5 years pass.... How do we keep up with & fine-tune our operation to make sure we are not stagnating or, worse, falling behind? Businesses are run with sales and marketing functions, financial functions, and operational functions – often as semi-integrated silos. Today, more than ever, these parts of the company, all under the leadership of the executive team and with the support of those who execute strategy, need to work together – sharing goals, information, and planning. Join Phil Baratz of Angus Energy as he presents a few illustrations of the above and how our industry responded, and the lessons learned for the future. Get ready for some “Fuel for Thought” on how to run an efficient and profitable business in 2023. Topics to be covered are: Supply, Receivables, Financing, Staffing, Consumption and Delivery Planning.

6 Ways to Help Your Technicians Generate More Sales

Saul Cohen and Eric Gervase, Cargas

WEDNESDAY, JUNE 21, 2023, 11:00am - 12:00pm, **Room 4**



We will walk you through technology and techniques to help your team leave every house with a sale. How to enable technicians to sell more as well as learn about technology to support the sales process.

Setting Boundaries – 5 Ways to Deal with Challenging People

Jan Horton Spence, Jan Spence and Associates

WEDNESDAY, JUNE 21, 2023, 11:00am - 12:00pm, Room 5



Wouldn't it be wonderful if we lived in a world where everyone gets along and does what they are supposed to do, when they are supposed to do it, and the way WE want it done? Unfortunately, that is rarely a reality, especially in the dynamic, fastpaced (and often male-dominated) world of Heating and Energy. Vendors who over-promise and under-deliver, clients that won't return phone calls, and colleagues that don't follow through can leave even the most patient professional disappointed and frustrated. In this high-impact, interactive session, Jan Spence will share the warning signs you are dealing with a "difficult" person and provide a different approach to making your interactions more meaningful and successful. Participants will leave with immediate, actionable tools that will be used to set boundaries, maintain a more positive outlook and ultimately be more productive when faced with challenging individuals.

Build a Better Relationship with Your Banker by Knowing the Value of Your Company

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

THURSDAY, JUNE 22, 2023, 1:15pm - 2:15pm, Room 2



With multiple challenges facing energy company owners and managers, it is more important than ever to strengthen your banking relationship. Working with your banker or other lending resource requires time and attention. In this seminar you will learn what you can do to make sure your banker remains committed to your business. We'll discuss how and why successful energy leaders make the banking relationship a cornerstone of their management strategy. This is particularly important as interest rates continue to rise. Bankers who are familiar with the energy market will understand how industry trends like acquisitions and consolidations have impacted company values, making an up-to-date valuation essential; and why higher interest rates increase the value of intangibles like your customer list, which can lead to a larger line of credit.



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NORA Updates

Dr. Tom Butcher, NORA and Dr. Jenny Frank, NORA

THURSDAY, JUNE 22, 2023, 1:15pm - 2:15pm, Room 3



Dr. Butcher will present new NORA data on air quality and the impact of liquid fuel heating systems. A comparison with wood burning and cooking operations with gas and electric stoves has been made using a new field measurement method. Dr. Frank will present the results of her refereed publication regarding a comparative analysis of the cumulative greenhouse gas emissions and the economics of residential heating systems operating in New York State. This work analyzed the environmental and financial impacts of four diverse heating systems and fuels and includes a comprehensive sensitivity analysis to quantify the impact of variables on the results achieved.



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From \$.58 to \$5.85 a gallon: Lessons Learned from a Volatile Start to the 2020s

Elaine Levin, Powerhouse

THURSDAY, JUNE 22, 2023, 1:15pm - 2:15pm, Room 4



At the start of 2020, no one could have guessed what lay ahead. Price volatility from a global pandemic followed by a war in Europe involving one of the world's largest crude oil and natural gas producers was unprecedented. ULSD futures moved by more than \$5.00 in just two years. So far, this has been a decade full of risk and opportunity for our industry. What lessons have we learned that will make us better marketers in the future? What have we done successfully in the past that we need to refocus on? How are companies growing gallons in this environment? Elaine Levin of Powerhouse, a price risk management firm, will share ideas for you to build your business and protect profit margins in an uncertain world.

Protecting Yourself & Your Company: Pre and Post Incident Strategies

Mike DiGiorgio

THURSDAY, JUNE 22, 2023, 1:15pm - 2:15pm, Room 5

They say the Best Defense is a Good Offense, and when it comes to protecting your company from litigation resulting from an accident or incident, nothing could be more true. If you are an owner or manager, what can you do to shield your people and your company from a suit seeking damages or compensation for personal injury? Common refrains include fuel companies that either did not have written policies for their staff, did not train at all, did train and did not document the training, or had written policies and procedures and they were not adhered to by company personnel. More importantly, some companies do all of the above and sadly have no oversight and review structure to ensure trained employees are doing what they are trained and directed to do.

"In The Loop" - New Business & Education Opportunities from NORA

Michael Devine, NORA

THURSDAY, JUNE 22, 2023, 2:15pm - 3:15pm, Room 3



NORA President Michael Devine, Education Director Robert O'Brien and newest NORA team member Dr. Jenny Frank will provide the audience with several of the new initiatives that NORA has in progress to further the commercial opportunities for the liquid heating industry including:

- NORA will share its new Building & Performance Institute (BPI) certification programs that will allow industry professionals the opportunity to provide home and business energy audits and high efficiency heating equipment.
- Net Zero Home - States in the mix & Habitat for Humanity collaboration
- The current status of the International Energy Conservation Code (IECC) and the challenges ahead.
- The latest IRA new equipment tax credit program, which can also be leveraged with the NORA rebate program.
- And More

Employment Law Essentials

Laura Kirshenbaum

THURSDAY, JUNE 22, 2023, 2:15pm - 3:15pm, Room 2

As a business owner or manager, you need to be aware of the latest developments in employment law and how they affect your business. Whether it's hiring and firing, wages and benefits, health and safety, or discrimination and harassment, you have to comply with the relevant regulations and avoid costly lawsuits. At this seminar on employment law for heating and energy professionals, you will learn from an experienced employment attorney about the most important legal issues facing your industry today. Topics will include: How to handle COVID-19 related issues in the workplace, How to comply with federal and state wage and hour laws, How to prevent and respond to discrimination, harassment, and retaliation claims, How to manage employee leave, accommodation, and performance issues, and How to avoid common pitfalls and mistakes in drafting and enforcing employment contracts, policies, and handbooks. You will get practical tips on how to handle common scenarios and challenges in your workplace. Don't miss this opportunity to update your knowledge and skills in this vital area of management.

RIN

Jason Lawrence, Chevron REG

THURSDAY, JUNE 22, 2023, 2:15pm - 3:15pm, Room 4

How to Increase Accountability

Betsi Bixby, Ask Meridan

THURSDAY, JUNE 22, 2023, 2:15pm - 3:15pm, Room 5



Every leader wants accountable team members. Why? Because work gets done right, on time and cost-effectively. They want High accountability knowing it drives high productivity. So why is it then that accountability is less than stellar in most businesses? Learn the answer in this workshop as well as get take home tools you can use immediately that team members will actually LIKE! When you increase accountability, you'll create an even more engaged, fun, productive and profitable workplace!

TECHNICIAN SESSIONS - DESCRIPTIONS

How to Select the Perfect Replacement Circulator Without Doing the Math!

David Holdorf, Taco Comfort Solutions

WEDNESDAY, JUNE 21, 2023, 8:30am - 9:30am, Room 1



Need to replace a circulator on a project? Without calling someone? Without, dare I say it, without doing the Math? This quick program is going to review what circulator is there, how to cross reference and even review some troubleshooting tips, even confirm the circulator is doing what you want it to do!

Kerosene Alternatives for Cold Flow Protection

Leo Verruso, Advanced Fuel Solutions

WEDNESDAY, JUNE 21, 2023, 9:30am - 10:30am, Room 1



Strategies to either reduce or eliminate kerosene dependency in either heating oil or motor fuel (on-road & offroad) applications. With recent kerosene price spikes and lack of availability, this session will explain those fuels' characteristics and how reduced blends with additives can provide the performance needed in our marketplace. This session will also explain how tank / storage conditions can affect cold flow performance, and tools to help improve tank housekeeping by keeping water out!

Binding Pumps and Other Sticky Situations

Bob O'Brien, NORA

WEDNESDAY, JUNE 21, 2023, 10:30am - 11:30am, Room 1



There has been an increase in the number of calls for binding fuel pumps with no obvious signs of water in the fuel tank. These jobs can quickly become a major expense and annoyance for all involved. This presentation will get to the root causes and more importantly, easily implementable solutions to solve the problem rapidly with a minimum of effort and cost.

Low Voltage Wiring

Bob O'Brien, NORA

WEDNESDAY, JUNE 21, 2023, 12:00pm - 1:00pm, Room 1



Low voltage wiring & troubleshooting don't have to be confusing although a lot of technicians struggle at times with it. This class will present the concepts and skills needed to successfully handle most of the challenging issues faced in the field with a focus on practical application and minimal theory.

Beckett's Tank-to-Flame: System Solutions for Tomorrow's Fuels Today!

Alan Wornham, R.W. Beckett

WEDNESDAY, JUNE 21, 2023, 1:00pm - 2:00pm, Room 1

This program is developed to provide the necessary knowledge to upgrade your fuel system components and burner to ensure safe reliable combustion using Bioheat through B100. This course will introduce two Beckett burner platforms compatible with B100; the updated AF/AFG and the all new RF175. Learn what makes these burners different both mechanically and electronically with new pump materials and new oil primary flame sensing capabilities.

Lights-Controls-App ACTION, Diagnostics Made Easy

Jeff Rozga, R.W. Beckett

THURSDAY, JUNE 22, 2023, 12:00pm - 1:00pm, Room 1



This course will provide quick and uncomplicated guideposts for troubleshooting burner operation and those repeat service calls. Learn how today's controls can diagnose component failure through LED lights or through the myTechnician™ app. Additionally this will cover an included upload feature designed to assist and identify system operation issues. Technicians will see how to download a detailed service report after learning about the upload feature.

NORA Advanced Tank

John Levey, NORA

THURSDAY, JUNE 22, 2023, 1:00pm - 4:00pm, Room 1

A 6 CEU certified class. Why tanks fail – preventing premature failure.

1. Codes & regulations
2. Tank selection criteria
3. Installation procedures
4. Fuel lines
5. Filtration
6. Valves & accessories
7. Inspection & maintenance procedure
8. Service guides
9. Conclusion



Advocacy Fund

Contributors to NEFI's Advocacy Fund for 2023

Our industry can deliver the cleanest, most cost-effective and energy-secure solution for America's future, but electrification proponents want to put us all out of business today. To stop them, we will need every tool in our toolkit: advocacy, communications, education, and more. Please support our cause by contributing to the NEFI Advocacy Fund.

NEFI thanks our Advocacy Fund contributors of 2023

Contributions through June 5, 2023

	\$12,500		\$1,800
MacFarlane Energy	Dedham, MA	Bousquet Oil	Woonsocket, RI
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Deiter Bros.	Bethlehem, PA	Gillespie Fuels	Northfield, VT
Dupuis Oil	Pawtucket, RI		
Huckleberry Propane & Oil	Boscawen, NH		\$500
Leahy's Fuel	Danbury, CT	Cohler Fuel Oil Co., Inc.	Brooklyn, NY
Sherman Oil Company.....	West Brookfield, MA	D Ferruccio & Son Inc.	Hudson, MA
Westmore Fuel Co Inc.	Greenwich, CT	Gray, Gray & Gray, LLP	Canton, MA
		Personal Energy Co., LLC	New Britain, CT
	\$2,500	RER Fuel Service.....	North Billerica, MA
Carlin/Hydrolevel.....	North Haven, CT		
Rhoads Energy	Lancaster, PA		\$400
Wilcox Energy.....	Westbrook, CT	Consumers Fuel Company	Belfast, ME
	\$2,000		\$250
Faulkner Brothers Inc.	Woburn, MA	Broco Energy	Haverhill, MA
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We appreciate your generous contributions and could not do it without you! If you have not yet contributed to NEFI's Advocacy Fund, please consider it. Even \$100 goes a long way toward defending the industry. To make a contribution, please visit www.nefi.com/donate or call 617-924-1000.

NEFI State Associations



Connecticut Energy Marketers Association

www.ctema.com
Christian A. Herb
President



Energy Marketers Association of New Hampshire

www.energymarketersassociationnh.com
Robert Sculley
Executive Director



Energy Marketers Association of Rhode Island

www.warmth4ri.com
Diane E. Quesnelle
Executive Director



Maine Energy Marketers Association

www.maineenergymarketers.com
Charles E. Summers, Jr.
President



Massachusetts Energy Marketers Association

www.massenergymarketers.org
Michael Ferrante
President



New York State Energy Coalition

www.nysecnow.org
Rocco J. Lacertosa
Chief Executive Officer



Vermont Fuel Dealers Association

www.vermontfuel.com
Matt Cota
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Energy Solutions for a Changing World





HELP NEFI FIGHT FOR YOUR BUSINESS SO MANY REASONS TO JOIN

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IT Support



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Employee Assistance



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