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When you call Bergquist, you get your questions answered by the people who **know** propane equipment.



## MILES LP GAS:

# Kentucky Propane Retailer Increases Efficiency with Forklift Fills

by Joe McCarthy, Associate Editor LP Gas Magazine, From August 2018 LP Gas Article

Cutting back on downtime, closely monitoring propane tanks and smoothing out a well-timed delivery schedule are some of the every day challenges propane retailers face at their operations as they attempt to improve efficiency.

**Miles LP Gas, a multi-location propane retailer in Kentucky, found its avenue to efficiency by simplifying the process of refilling propane cylinders for forklifts.** Mitch Vanover, a co-owner of Miles LP Gas, found a way to tap into the forklift market while also saving time on delivery and making it affordable for customers.

During a trip to the *National Propane Gas Association Southeastern Convention & International Propane Expo*, Vanover met with representatives from Bergquist about a snap-fill valve and immediately felt the product would benefit his forklift segment.

"The Bergquist bunch were showing the snap-fill valve to me and I thought that it would be a great thing for the forklifts," Vanover says. "We got to talking about the different applications. I got to talking about how this would be good for our forklift cylinder business. Next thing you know, we've got some valves and we are trying them out."

According to Vanover, Miles LP Gas was using a 1.75" ACME pipe to refill cylinders used to power forklifts at several customer locations. This was a tedious and time-consuming process for the company. Vanover adds that there is an inherent loss of product using this method because leftover propane in the pipe fitting needs to be bled.

**"The benefit of the snap-fill valve is that it basically works pretty similar to a gas pump,"** Vanover explains. "Basically, you hold the handle down, snap it into place, lock the handle in and fill the cylinder while you stand there." With the snap-fill valve, Vanover adds, there are two main advantages: little loss of product and efficiency. "There is very little loss of inventory and the advantage with the handle is you just push it on and it locks in," Vanover says. "When you're done, you pull it off and go to the next one effortlessly." Vanover says this filling process cuts down on cylinder refilling time by about 50 percent. "You know when you are busy in the winter time, if you can cut your delivery time down by half, that is awesome," Vanover says.

**In addition to efficient filling, the valve helps Miles LP Gas charge customers only for the propane they need** instead of a flat fee to fill an entire cylinder cage. According to Vanover, forklift operators will often change a cylinder before starting their workday, leaving leftover propane in the cylinder. Because most cylinders have some propane still available, Miles LP Gas has metered off its snap-fill valve to measure the amount of propane actually being dispensed and only charging customers for that amount.



**The snap-fill valve provides two main advantages: less product loss, and greater efficiency — reducing cylinder refilling time by about 50 percent.**

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# Propane Gallon Growth with Temporary Construction Heat

One of the most productive ways for your propane business to **generate revenue and be profitable** is through gallon growth.

Now that the obvious has been stated, let's talk about *Temporary Construction Heat* as a main contribution to propane gallon growth. While the word "temporary" may seem a bit strange here, it is a worth-while endeavor and that word can be an incorrect term for propane gallon growth.

The Propane Education and Research Council (PERC) has put together some great marketing material for the construction industry with a "Builder Outreach Bundle" under the Grow Your Gallons program. In this bundle is the statement *"build your business by building relationships."*

**That statement is how the propane gallon growth process begins for Temporary Construction Heat**, by developing these relationships with custom builders and large builder companies. To begin forming these critical relationships, it is recommended to become a member of building associations in your service areas. Another way to get involved is to attend Project Manager and Site Supervisor safety meetings to offer a short safety presentation of proper cylinder, tank, heater, regulator and hose locations with pictures of correct and incorrect examples. Yet another way to build business and credibility is to offer safety literature materials, which include simple do's and don'ts for all construction personnel in English and other languages for use on job-sites. Finally, customer service is at the core of building any business, so be available 24-hours-a-day, 7-days-a-week for the general contractor and provide personalized service.

**Temporary Construction Heat is used in many applications by builders and large builder companies** in new housing developments, single family homes, condominiums, townhomes or in apartment construction. Further, more Temporary Construction Heat is used in commercial or industrial buildings and high-rises in mostly metropolitan regions.

## Propane equipment needed for Temporary Construction

**Heat** includes Department of Transportation cylinders and American Society of Mechanical Engineers tanks for residential and commercial applications. It is necessary to determine lot locations for proper cylinder or tank temporary installation placements. Many local Fire Marshals or Building Inspectors may have a permit process for these temporary container placements. The best routing and scheduling for delivery service is using tank monitors for liquid level readings, which provide the most accurate real-time delivery scheduling. Tank monitors eliminate physical on-site readings by project managers or site supervisors, eradicate days between delivery, which abolishes no fills and short fills, and remove any guessing for scheduling a delivery. Also, for tanks and cylinders, it is possible to offer container manifold assemblies to increase vaporization and/or offer vaporizers to increase vaporization rates.

Aside from the previously listed items, other propane equipment utilized are heaters, hoses and regulators. In the majority of residential segments, a safety approved heater by the General Builder Contractor with a hose/regulator assembly featuring an approximate range of 200,000 BTU's and lower is used. In commercial or industrial applications, large 1 to 2.5 million BTU heaters are used with large flexible hoses, tank and hose manifold assemblies, and high-pressure regulators. These larger commercial or industrial jobs can help develop a business relationship with a major third-party heater provider where typically the only equipment a propane marketer supplies is a container and regulators with gauges.

**The benefits of offering Temporary Construction Heat** is that it leads to future Temporary Construction Heat installations, future temporary vapor distribution installations and future permanent vapor distribution installations, which include under-ground and above-ground container installations.

**Temporary Construction Heat can mean large gallon growth for propane businesses.** By utilizing the PERC marketing materials, promoting your business with the builder and construction trades, and "building your business by building relationships," businesses are able to increase overall growth potential. Because of those established relationships with the construction builders, the Temporary Construction Heat can create propane gallon growth year-after-year and not just "temporarily."

## AUTHOR BIO

**Trent Johnson** is our Bergquist Inc. Mid-Atlantic Area Sales Manager. He has been involved with the propane industry for over 28 years, which include 20 years in several propane retail marketer management positions, two years as the owner of his propane consultant business, and the last six years in his current position with Bergquist, Inc. If you'd like more information about temporary construction heat items call us at (800) 537-7518.



PRESS RELEASE: MARCH 2018

## The CFlexliner™

### Greater Flexibility than the Traditional X-Riser®

Would you be interested in a product that's even easier to use than the traditional X-Riser? With our new CFlexliner, you can enjoy significantly greater flexibility, allowing for more movement of the product once the polyethylene tubing has been fitted through — **even in subzero temperatures.**

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**For more information about this new product visit us online or call us today.**



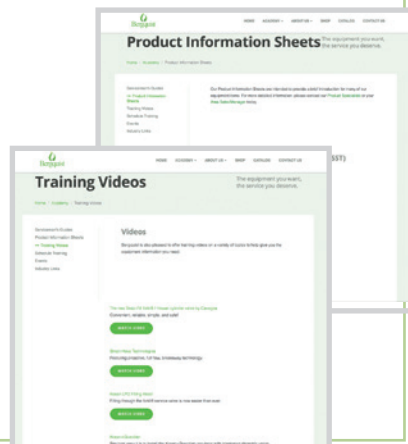
*Dan Holtz of Bergquist poses with our new CFlexliner technology.*

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## Bergquist President, Bob Barry Elected 2018-19 NPGA Treasurer



Please join us in congratulating our own Bergquist President, Bob Barry, who was elected the 2018-19 NPGA (National Propane Gas Association)

Treasurer during the Board of Directors meeting in Washington, D.C this past June.

It's a tremendous honor, and a position that Bob is well prepared for, as he has dedicated much of his time the past twenty years to various state associations, the NPGA, and the Propane Education and Research Council.

*Congratulations Bob!  
They are lucky to have you on board!*

# Bergquist Bulletin

FALL/WINTER 2018-19



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## A Special Thank You

*to all our valued friends, customers, and vendor partners  
who joined us at our Annual Open Houses at our Toledo and  
Bowling Green locations.*



### Linda's Old-Fashioned Potato Salad



5 lbs boiling potatoes,  
cut into large bite size pieces

1 teaspoon kosher salt

¾ cup Italian dressing

1½ cups chopped celery

1 cup chopped white onion

1 tablespoon sweet pickle relish

2 tablespoons Dijon mustard

2 cups mayonnaise

Salt & pepper to taste

6-8 hard-boiled eggs, chopped

Cover potatoes with salted cold water by 2 inches and simmer (do not let the water boil) uncovered until just tender, 15-25 min., depending on size of potatoes. Drain. Spread out onto a couple of cookie sheets and sprinkle with salt and Italian dressing. Let potatoes cool and absorb the seasonings.

Combine mayonnaise, Dijon mustard, and relish. Mix in celery and onion. Add salt and pepper to taste. Stir mixture into potatoes to combine. Add eggs stirring gently.

*Serve at room temperature or chilled.*

**Makes 12 servings.** Start to finish: 45 minutes

***We hope you had as  
much fun as we did!***

*We appreciate the  
time you took to  
attend our event and  
we look forward to  
seeing you again  
next year.*