

Bergquist Bulletin

SPRING/SUMMER 2018



We Stock Over 12,000 Essential Items!

BASIC ESSENTIALS

- First Stage Regulators
- Second Stage Regulators
- Integral Two Stage
- 2-PSI Service Regulators
- Changeover Regulators
- Hogtails/Pigtails
- Copper Tubing
- Brass Fittings
- Hoses
- Pumps
- Paint
- Internal Valves
- ESVs

PLASTIC PIPE & FITTINGS

- X-Risers
- Con-Stab Fittings
- PE Tubing

RETAIL PROPANE

- Cylinders
- Cylinder Cabinets
- OPD Valves

AND MORE!

BERGQUIST SEMINARS!

Visit the *Bergquist Academy* at bergquistacademy.com to view upcoming training programs or call us at 800-537-7518.

WE'RE HERE FOR YOU!

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

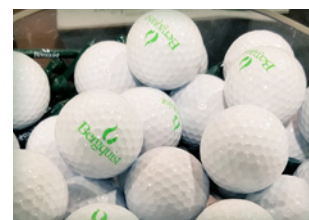


The NPGA Expo shared downtown with Furry Weekend Atlanta again this year!

Thank You to Everyone Who Visited Us at This Year's NPGA Expo!

It's hard to believe another year has gone by, and this year we found ourselves in Atlanta, rubbing elbows with old friends, and meeting other customers for the first time in person!

A sincere thank you to everyone who stopped by our booth to visit with us. No matter how much time it takes to set up our "big bad Bergquist booth" each year, **connecting with you always makes it so worthwhile!**



Golf anyone? Our golf ball gifts were in honor of the Masters Tournament played in Augusta that same weekend.



Trent Johnson poses with a Staubli quick connect nozzle for filling Autogas vehicles.



Mike Vigliotti and Scott Gaudet, Area Sales Manager in New England, show the new SC415 Gaslog remote tank monitor to Kirk Saunders of White Mountain Oil and Propane in North Conway, NH.



Jerry Belknap demonstrates the X-Riser with new CFlexriser technology as Mike Vigliotti (L) and Matt Brock (R), our Tank Monitor Sales Specialists, cause mischief in the background!

Shipped fast. Shipped right. Hassle free.

800-537-7518 • bergquistinc.com • bergquistacademy.com

A Candid Conversation

with Bruce Montroy, Senior Vice President of Sales



I've been very fortunate that, as a second-generation gasser, I've been around **propane people** almost all of my life.

I've been even luckier that in my career — over half of which has been with Bergquist — I've made hundreds of friends in the propane industry from all over the country. (And, to these friends, don't worry; this article isn't going to share war stories. It's about success stories!)

In my travels around the country for Bergquist, I get to visit with hundreds of "propane people" every year. It's always great to see old friends and make new ones. We always talk about how the propane industry is doing as a whole (everybody agrees that it needs to grow), and specifically how their

individual businesses are going (everybody agrees they need to grow). And, almost universally, they tell me *how much they enjoy doing business with Bergquist*.

I humbly tell them, "Thanks." And then I tell them what a great team that we have.

And we do.

The Bergquist team has four squads: Accounting, Distribution, Inside Sales, and Area Sales Managers. Every squad has to do their part in order for Bergquist *and you* to have winning results. And, they do — every team member, even the folks that almost never see or talk with a customer, works every day with our customers in mind.

If you haven't had a chance to speak with someone from our Accounting or Distribution squads, then they are doing their job superbly! These people are truly the best at what they do. And when you don't have to call because you didn't get an order, got the wrong stuff, or the billing was wrong, then our team — and your team — both win.

If you've ever placed an order with our Inside Sales squad, then you already know they are extremely talented and have vast product knowledge. These are the people who can give you quick answers to any technical questions, and they're likely to know what you need better than you do! All you have to do is describe the job, and you get the right parts. They also help keep you out of trouble — if they feel you're asking for the wrong parts, they suggest what you should be ordering.

Ended up ordering something that wasn't exactly right? Returns are never an issue with our Inside Sales squad. Plus, even if you just have a question, and you aren't really ready to place an order, they still want to help! Please feel free to give them a call anytime.

Our Area Sales Managers, the road squad, are the part of the team that travels near and far to show you the latest and greatest equipment that our industry has to offer. They do training classes at your location, provide troubleshooting assistance, and volunteer untold hours at your state propane gas associations. But they've also been in your shoes; they've pulled the hose and they've braved the weather. It's almost like having extra staff! Except that you don't have to pay them.

A lot of companies say that their greatest asset is their people. People aren't assets. They don't show up on a balance sheet. Companies don't buy from companies and they don't buy from assets. *People buy from people. People work with people, and together everybody wins.* Our people are the best reason to work with and to buy from Bergquist.

All of us people at Bergquist are pleased to know all of you propane people. We're proud that you buy from us. And very thankful, too. *If you haven't already bought from us, give our people a try!*

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Our people are the
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Check Out Our Newly Updated Bergquist Online Storefront!

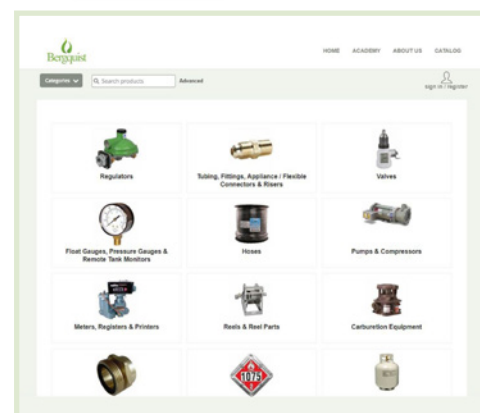
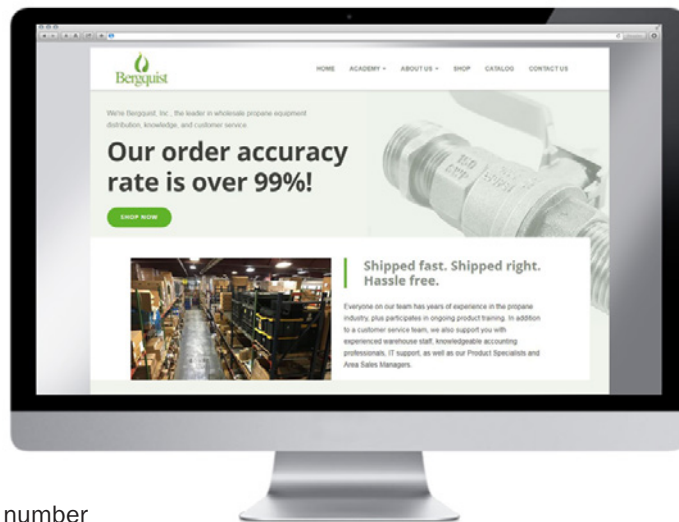
*As part of our continued commitment to impeccable customer service, we've made online ordering with us **EVEN MORE CONVENIENT!***

We started by using actual feedback from YOU, the people who use our online storefront each and every day. We listened to your suggestions, and made sure *your needs* were forefront with any changes we made. As a result, it's now even faster for you to find what you want, and even easier for you to order what you need, with our:

- **Improved Search Engine** — Searching for items by keyword or part number has never been easier!
- **Enhanced Product Images** — We've greatly increased the product photos you can view, which helps assure you have the right item from start to finish.
- **Streamlined Checkout** — You can more easily review your products at checkout with our cleaner, more comprehensive design.

To ease the transition, we've also left some things the same, such as payments and invoicing. That means you can expect to navigate through your account summary, order history, open invoices, and paid invoices just as always.

Let us know how you like the new storefront! We'd love to hear from you.



**Meet Our Midwest Area
New Sales Manager:**
Mike Hildenbrand

We're honored to introduce Mike Hildenbrand, our new area sales manager for eastern North and South Dakota, Minnesota, and Wisconsin. Mike will handle propane equipment sales, product training, and customer support throughout this region.

Mike has worked in the propane industry for five years, with an emphasis on selling propane Autogas in southeast Minnesota. He was also previously a Certified Energy Specialist with CHS, Inc. His understanding of his sales region will allow him to better cater to the specific concerns and needs to those in that part of the country.

"Mike is an excellent addition to our sales team. That area of our territory is growing, and we want to meet the needs of our growing customer base," said Joe Montroy, Bergquist Regional Sales Manager.

You can call Mike at **507-251-7834** or email him at **mike.hildenbrand@bergquistinc.com**.

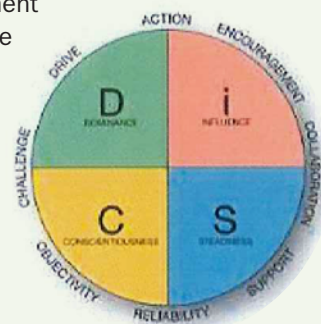
Women in Propane Presents: DiSC® – Management Training Seminar

**90 Minute Presentation by Jennifer Jackson
at our Toledo Open House, August 21, 2018**

Are you an aspiring manager? Already in a supervisory role? Enhance your management skills by learning how to delegate, motivate, and develop others based on behavioral styles.

This leading-edge presentation is open to anyone who wants to learn these skills. It utilizes principles of DiSC behavioral assessment to make you a more effective manager — in just one 90-minute seminar.

Plus, it's just one more great thing you can do while you're at our Toledo Open House. See the back to learn more!



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SPRING/SUMMER 2018



Your Propane Equipment Experts

1100 King Road
Toledo, OH 43617

HOME OFFICE & WAREHOUSE

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INDIANA

Crawfordsville, IN 47933

800-662-3252

KENTUCKY

1344 Memphis Junction Rd., Bowling Green, KY 42101

800-448-9504

MINNESOTA

327 Marshall Rd., Suite 355, Shakopee, MN 55379

800-328-6291

MISSOURI

1828 Swift Ave., Suite 350, N. Kansas City, MO 64116

800-821-3878

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august

SUNDAY

MONDAY

Our famous
buffet!



Please Join Us This Year as We Celebrate Our 13th Annual Bergquist Open Houses!

See new product demonstrations, visit with
manufacturer representatives, save an extra 5% on
purchases, and fill up on **our famous lunch buffet!**

To learn more please visit us online at:

bergquistinc.com/academy/events

21 Bergquist
OPEN HOUSE
Toledo, OH

DiSC Training
Seminar!

23 Bergquist
OPEN HOUSE
Bowling Green,
KY

Bergquist

DAY

4



Labor Day
Weekend!