



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 bergquistinc.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.



Announcing Select Ship:

Our New "Subscription" Shipping Program with Guaranteed 2-Day Delivery for the Items You Use Most

At Bergquist, we are always thinking of new ways we can help you benefit with outstanding technical and delivery support. That's why we are so excited to introduce our new *Select Ship* shipping option.

Select Ship is an affordable, subscription-based shipping program designed to bring you extra peace of mind with:

- **2-day delivery** of the parts you use most, so you can schedule prompt service and tank sets with confidence
- **One standard annual fee** that may cover the majority of your Bergquist shipping needs

Here's how it works: *Select Ship* features a list of over 60 "most used" items *guaranteed to be in your hands within two business days*. If we do not have those guaranteed items in stock at the time of your purchase, or they are not delivered in two days, you receive a 10% credit on those items.

Select Ship also includes free ground shipping (UPS and Fed Ex) on all standard equipment, vent-free heaters and tankless water heaters, with no minimum requirements.

We introduced *Select Ship* in April at this year's NPGA Expo, and it was very well received.

"We have been frequently asked about this type of initiative through our ongoing customer communication," said Lauren Clark, vice president of operations for Bergquist. "Our commitment is to ship products quickly and correctly, and we felt that developing the *Select Ship* program was the best way to respond to our customers' needs and further carry out our core values.

"While most 2-day shipping programs like this are accompanied by pricey overnight charges, ours is not," said Clark. "Bergquist's philosophy is to continue supplying both superior equipment and quality technical assistance to our customers, and this new program does just that."

You can participate in our *Select Ship* plan for the cost of \$499 per year. To learn more or enroll, call us today.



The Program Designed to Deliver Peace of Mind

Select Ship helps you provide fast service for customers with confidence knowing you'll have the parts you need.

It also simplifies your shipping costs, with one annual fee that may cover most of your Bergquist deliveries! You receive:

- ✓ **2-day guaranteed delivery** on over 60 stock items that are most commonly used for your tank sets and general service
- ✓ **Free UPS/Fed Ex ground shipping** on all standard equipment, vent-free heaters and tankless water heaters



What's New in Our BTU

Bergquist Telemetry Unit

Tank monitoring is nothing new to Bergquist. We have promoted them for years as a way to improve delivery efficiency and increase customer satisfaction. In addition, we offered specialized support. Now that new technology is expanding, we are also expanding our support for you!

Today, Bergquist has a team of people dedicated to helping you use technology to reduce operating costs. Since cellular tank monitors are a primary tool, our president, Bob Barry, cleverly dubbed our growing technology team the **Bergquist Telemetry Unit (BTU)**.

Initially, our technology team specialists included Mike Vigliotti and Matt Brock as dedicated sales professionals, and Joe Vitt serving part-time as technical support for customers. Because of their efforts, and the addition of new products, we have expanded the team this year:



Jim Schwartzfisher joined Bergquist the first of this year as our full-time Technical Support Specialist. He has a background in sales management and IT training and implementation. While much of Jim's work is tech support, his goal is to proactively help marketers reduce operating costs by getting the most out of new technology. If you have questions about your IT equipment or are curious about new products that could be beneficial to your work flow, give him a call!



Chris Pegouskie became part of our team this winter. He is our first member dedicated to the new BASEstation Hub truck-mounted computer from Base Engineering. This product helps drivers and office personnel by linking the back-office software with your vehicles. Chris is in charge of installation and deployment. His mechanical background and years in the propane industry make him ideal for this role.

We are fortunate to add Jim and Chris to our BTU! Please give us a call any time and we'd be happy to work with you toward reducing your operating costs and improving overall customer satisfaction.

Gaslog's Tank Monitor was a game-changer for our industry. But at Bergquist, we don't just offer new technology — we have support staff dedicated to helping you get the most out of these new products.



The BASE ProControl3 Integrated Fuel Delivery System is another new product that brings today's technology to your team to help increase efficiency in the field. Plus, our dedicated "BTU" specialist, Chris, is here to assist you every step of the way.



Empower Your Team!

In addition to the on-site training options below, we offer online training videos, Academy courses, training posters, and more. We can also develop custom programs for your staff!

Bergquist Basics Training Series

Basic Propane 101 (for Office Personnel & New Hires)

Characteristics of propane, types of tanks, industry standards, codes, regulations, safety, and related topics

On-Site Product Education

Comprehensive overview/training for all products sold

Gastite CSST Training

On-site training and certification of your service team

On-Site Dispenser Training

Installation, operation, and safety instruction

Bergquist Product Training Series

Cathodic Protection for Underground Tanks & Piping

Basic knowledge, principles, and testing methods, including proper installation of anodes

Residential Regulator Training

Sizing, selecting, and general operation of regulators, plus features and benefits of various regulators

Pipe Sizing & Layout Training

Line sizing training for residential and commercial applications and plant piping layout instruction



Dan Campion of Liquid Controls presented us with our Top Distributor Award

Thank You

to Everyone Who
Stopped by to See Us
at This Year's

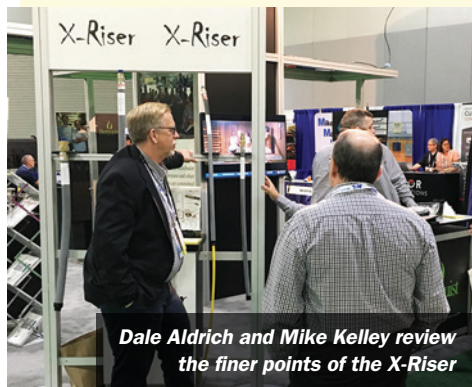


A sincere thank you to everyone who visited with us at our booth this year at the Atlanta NPGA Convention.

It was a great opportunity to catch up with friends, meet new marketers just starting out in the propane industry, and show off some of our newest products. While Atlanta was great, we are all definitely excited that next year's show will once again be in Nashville! We hope to see you there!



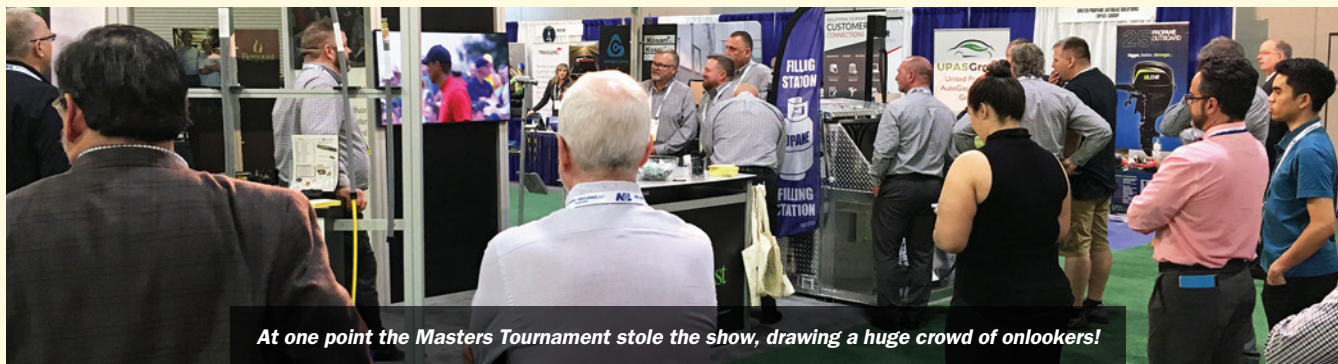
Matt Brock and Ralph Poole discuss Gaslog remote tank monitors



Dale Aldrich and Mike Kelley review the finer points of the X-Riser



Our D2AFF hybrid dispenser was another featured item at our display



At one point the Masters Tournament stole the show, drawing a huge crowd of onlookers!



Join Us in Welcoming Caleb Warner New Area Sales Manager

We're pleased to announce that Caleb Warner has joined our team as the new Area Sales Manager for IA, MO, and parts of AR, KS, OK, and NE. Prior to Bergquist, Caleb spent 7 years in various positions at Ferrellgas. Most recently, he was a Senior Area Product Coordinator, overseeing bulk product movement from the west coast and Blue Rhino operations. Caleb and his wife, Danielle, live in MO with their two dogs and cat. In his free time, Caleb enjoys scuba diving, hunting, and camping.



Congratulations to Lauren Clark Vice President of Operations

We're excited to announce that Lauren Clark, our former Director of Administrative Operations, was recently promoted to Vice President of Operations. In her new position Lauren will oversee all non-sales related functions at Bergquist. In her previous role, she was responsible for our Accounting, Human Resources and IT departments, so she carries a wealth of knowledge into her new position. After hours, she enjoys spending time with her husband, Dave, and three children.

Bergquist Bulletin

SPRING/SUMMER 2019



Your Propane Equipment Experts

1100 King Road
Toledo, OH 43617

HOME OFFICE & WAREHOUSE

1100 King Rd., Toledo, OH 43617
800-537-7518

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

11006 Parallel Pkwy, Suite 204, Kansas City, KS 66109
800-821-3878

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Mark Your Calendar for These Upcoming Events!

For more info visit us online at bergquistinc.com/academy/events



Bergquist Open House!

Tuesday, Aug. 20 • Toledo, OH

Please join us at our 14th Annual Toledo Open House! It's a great opportunity to meet the people you speak with on the phone, see new product demonstrations from our manufacturers, save on your equipment purchases, and of course, enjoy a fantastic meal at our famous Open House buffet!

Customer Appreciation Night!

Wed., Aug. 21 • Bowling Green, KY

This year in Bowling Green we are trying something new by holding a Customer Appreciation Night at the historic **Cavern Night Club** at **Lost River Cave**. It's our first time at this amazing underground river! We hope you can join us for live music, delicious food, and great company at this exciting location.

