

# Bergquist Bulletin



FALL 2012

## **Bergquist Stocks 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
- Composite Cylinders

### **AND MORE!**

### **BERGQUIST SEMINARS!**

Check with your sales representative for upcoming seminars offered 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."*

## **You asked, and just like always, we listened!**

### **We now carry the Rinnai® products your customers want**

Bergquist is pleased to announce we recently added the Rinnai line of tankless water heaters and direct vent wall furnaces to the extensive list of products we carry. That means we're truly a one-stop shop for all your propane equipment and accessories!

The benefits of Rinnai **tankless water heaters** make them an easy sell. They are:

- **Cost effective.** Since tankless units "heat water only when you need it," your customers can expect 40% overall energy savings. In fact, the stainless steel heat exchanger and unique heating system in the RC Ultra Series provides an Energy Factor Rating of up to .96.
- **Green.** These tankless systems produce less CO<sub>2</sub> and harmful gases than conventional gas or electric water heaters.
- **Space saving.** While a traditional water heater can take up to 16 sq. ft. of valuable floor space, the Rinnai tankless units are only about the size of a small suitcase.
- **Versatile.** These systems can be installed on virtually any inside or outside wall. Exterior units do not require the extra venting materials and are a popular option with customers in the southern part of the country.

The Rinnai line of **direct vent wall furnaces** offer similar efficiency and versatility for whole home or zone heating. These compact furnaces feature a unique heat exchanger, modulating gas valve, and variable speed blower that delivers 83% AFUE efficiency. The specially designed vent system makes installation easy, and they blend nicely with most decor. All units come with the standard "A" vent kit.

**To request your Rinnai units call us today!**

Rinnai tankless water heaters and direct vent wall furnaces are now in stock in all of our distribution centers and ready to ship with your call!

**Rinnai**  
TANKLESS WATER HEATERS

- RL Luxury Series
- RV Value Series
- RC Ultra Series
- Indoor & Outdoor Units!



**Rinnai**  
DIRECT VENT WALL FURNACES

- 5 sizes from 8,000 BTU to 38,000 BTU

**To learn more call  
Dale Aldrich, our Rinnai  
Product Specialist,  
at ext. 1214**

# Boost the Bottom Line

## Consumer confidence in propane tied to a trained, certified workforce

by Mike Caldarera

Vice President, Regulatory & Technical Services  
National Propane Gas Association (NPGA)

Excerpt from article in LP Gas Magazine

NFPA Requirement. DOT Compliance. Motor Carrier Rules. OSHA Standards. Fuel Gas Code Provisions.

The list of rules and regulations to which today's retail propane marketer must comply can seem endless. The merits of some regulations may be debatable, but one thing we can all agree upon is the importance of safety in the propane industry.

A recent Consumer Safety Survey by the Propane Education and Research Council (PERC) makes it clear that **the connection between consumer beliefs about propane safety and their willingness to use the fuel is strong.**

The survey of 1,000 U.S. consumers noted that concerns about safety remain a primary barrier to homeowners making propane a part of their residential energy portfolios. Findings indicated that the less consumers know about propane, the less comfortable they are with using it. However, when consumers receive information about propane and the propane industry, their comfort level increases dramatically. Much of that increased comfort level is based on the knowledge that the person delivering propane to their home or installing a propane appliance is trained and certified.

The process to complete CETP training and then become certified is simple, but it is important that all steps be completed to ensure the ultimate goal is achieved: certification.

CETP training is developed and distributed by PERC, whose mission is to promote the safe and efficient use of odorized propane gas through programs that support safety, training, and the development and commercialization of promising propane technologies. CETP training materials are available in textbooks and via interactive e-learning DVDs. Among the many elements contained in CETP training are:

- How to handle and transport propane safely
- How to look for and recognize potential hazards
- The requirements of various codes/standards and regulatory agencies such as NFPA, OSHA and DOT

Propane marketers across the United States are finding that a trained field staff can bolster company credibility and help build business.



Once employees have completed their training, they can then begin the process of becoming certified. Certification requirements are established by NPGA. There are three steps required to complete a CETP certification:

1. Pass the exam.
2. Complete the skills assessment and return the signed affidavits to the testing center within 12 months of passing the exam.
3. Complete any and all required prerequisites within 12 months of passing the exam.

Though not every state requires propane employees to be certified, there is a significant advantage to doing so, says John V. McCoy, partner, McCoy Law Group, a law firm in Waukesha, Wisconsin, with a primary focus on liability issues. "One of the most extensive areas of investigation and attack against marketers is their training and competence to do their jobs," says McCoy. "From a trial attorney's point of view, having written proof of successful completion of CETP (either in a classroom setting and/or computer-based e-learning) is vital when defending marketers in litigation. There is absolutely no benefit in not being certified; in fact, there is substantial downside risk in failing to obtain certification."

Providing proper training for your employees and completing the certification process may be the best investments you make in your business this year.

*Comprehensive CETP training from the Propane Education & Research Council (PERC) is available through a variety of channels, including written, online and DVDs. Visit [www.propanesafety.com](http://www.propanesafety.com) for information.*

*The National Propane Gas Association (NPGA) CETP Certification Program provides propane employees with verification of their knowledge and skills, and can be maintained throughout their careers. Information can be found at [www.cetpcertification.org](http://www.cetpcertification.org).*

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**Contact Bergquist if you would like to seek CETP training for your employees. We have all the necessary information and often proctor the exams.**

# INCREASE YOUR PROPANE AUTOGAS SALES

## Tell your customers about the benefits of Autogas — and sell more fuel!

Public and private fleet managers in your area and around the country are looking for alternatives to gasoline and diesel. They're hearing all about the benefits of electric, ethanol, biodiesel, and hybrid vehicles. Even compressed natural gas (CNG) has been receiving a lot of attention lately.

### But what about Autogas?

Make sure your local fleet managers hear from YOU about the benefits of converting their vehicles to Autogas. Autogas has several advantages over other alternative fuels.

### COST-EFFECTIVE

Priced considerably lower than gasoline and diesel, Autogas can save your customers thousands of dollars each year.

### GREEN

Autogas is a great way for businesses and municipalities to "go green." It significantly reduces carbon dioxide emissions and other greenhouse gasses produced during combustion.

### OUTSTANDING PERFORMANCE

Vehicles running on Autogas provide about 90% of the range experienced with gasoline. That's nearly double the range provided by compressed natural gas, which is approximately 50% of gasoline. What's more, since Autogas burns so cleanly, fleets typically require fewer repairs.

### ECONOMICAL CONVERSIONS

Autogas vehicle conversions and fueling dispensers are less expensive than compressed natural gas equipment. Fleets not only save money on fuel and maintenance costs, but on capital equipment as well.

### DOMESTIC

Over 90% of our Autogas is produced in the United States. Converting vehicles from gasoline to Autogas reduces our dependence on foreign oil and creates jobs in the United States.

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*Autogas has clear cost and performance advantages, plus it's a safe, reliable, domestic energy source. Contact your local fleet managers today to explain the benefits of switching to Autogas.*

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**For more information on Autogas please contact our Regional Sales Manager, Joe Montroy, at [Joe.montroy@bergquistinc.com](mailto:Joe.montroy@bergquistinc.com).**



## Get to know...

### Benny Bowie

#### Area Sales Manager

If your company is based in North Carolina, South Carolina, or Georgia, it's very likely you've had the pleasure of working with Benny Bowie.

Benny started out in the propane industry as a bulk truck driver. He attended Erskine College and graduated with a BS in Business Management and a minor in Art. Throughout his career, he has held positions as a Service Technician, a System Analyst, a Bulk Plant Manager/Inspector, a Regional Manager, and an Assistant Distribution Manager. Benny is also a past president of the South Carolina Propane Gas Association.

Benny and his wife Tracey have been married for 13 years and have two children. Benny is a private pilot and loves boating, camping, hunting, fishing, archery, and playing his guitar and banjo. In fact, he is an original member of a country music band that has been playing locally for 7 years. Benny also loves to cook and ran his father's catfish restaurant for 16 years.

## Congratulations!

### Alyssa Miller

#### Daughter of Carol Miller of Accounts Payable

Alyssa Miller was the recent recipient of a \$1,000 scholarship granted by the Ohio Propane Gas Association. Alyssa is in her junior year at Ohio State University, where she is studying Speech and Hearing Sciences and holds a 3.4 GPA. In addition, she is a member of the Biological Sciences Scholars and the National Society of Leadership and Success. After graduation she hopes to earn her masters in Speech Language Pathology at OSU.



*Bergquist Vice President of Sales & Marketing, Don Heller, was asked to present the award to Alyssa Miller at the Ohio Propane Gas Association's Summer Convention in August.*

# Your Propane Equipment Experts

## HOME OFFICE & WAREHOUSE

1100 King Rd., Toledo, OH 43635  
419-865-4196 • 800-537-7518

## INDIANA

212 W. Market St., Crawfordsville, IN 47933  
756-362-1468 • 800-662-3252

## KENTUCKY

1344 Memphis Junction Rd., Bowling Green, KY 42101  
270-843-6882 • 800-448-9504

## MINNESOTA

327 Marschall Road, Suite 355, Shakopee, MN 55439  
952-941-1620 • 800-328-6291

## MISSOURI

1828 Swift Ave., Suite 350, N. Kansas City, MO 64116  
816-421-8331 • 800-821-3878

## COLORADO

19682 E. 34th Drive, Aurora, CO 80011  
800-821-3878

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## Thank you for attending our Open Houses.

### You helped to make this year's event the best yet!

We would like to extend a big THANK YOU to all of you who attended our Toledo and Bowling Green Open Houses in August! In addition to record crowds, we had a presentation from PERC featuring information on their newly updated Marketer Technology and Sales Training Program and several manufacturers' displays. And as always, attendees enjoyed the annual Bergquist buffet and extra savings.

***We look forward to seeing you again next year!***



## Bergquist's Famous Rub for Ribs

**2 T each salt, sugar, cumin, black pepper, & chili powder**  
**4 T each paprika & brown sugar**

- Mix ingredients together and store in a shaker container.
- Remove membrane from back side of ribs. Clean and liberally coat ribs with rub. Refrigerate overnight in a plastic bag.
- When ready to cook, place ribs on foil-lined cookie sheet cover with foil and cook for 6 hours at 250°.