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MPGA July Board of Directors Meeting

The next Board of Directors meeting will be held in conjunction with the MPGA Annual Convention at Crystal Mountain Resort in Thompsonville, Michigan. As always, the MPGA Board of Directors and Michigan PERC Board of Directors meetings are open to the entire membership.

The agenda for the meetings follows:

Friday, July 25

7:30 am Continental breakfast available

8:00 - 9:00 am Committee meetings

9:00 - 11:00 am MPGA Operations Meeting

11:00 am - 12:00 pm Board of Directors meeting

12:00 pm Michigan PERC Board of Directors meeting

Upcoming Calendar of Events



July 16, 2014

MPGA District IV
Meeting
Forward Conference
Center
West Branch, MI

July 23, 2014

MPGA Past Presidents
Council Meeting
Crystal Mountain
Resort
Thompsonville, MI

July 23-25, 2014

MPGA Annual
Convention
Crystal Mountain
Resort
Thompsonville, MI

July 25, 2014

MPGA Board of
Directors Meeting
Crystal Mountain
Resort
Thompsonville, MI

October 8-9, 2014

MPGA Board of
Directors Meeting
Bavarian Inn Resort &
Conference Center
Frankenmuth, MI

January 13-14, 2015

MPGA Board of
Directors Meeting
Soaring Eagle Casino &
Resort
Mt. Pleasant, MI

April 28-29, 2015

MPGA Board of
Directors Meeting
Treetops Resort
Gaylord, MI



[Click here](#) to register!

Legislative & Regulatory Breakfast Agenda

One of the highly anticipated events at the MPGA Annual Convention is the Legislative and Regulatory Breakfast. This is your opportunity to hear the latest news, the latest updates, and hear for yourself where the industry is headed with its biggest issues. This year's agenda includes:

Thursday, July 24, 2014

NPGA Update - David Lugar, NPGA Chairman

MPGA Government Affairs Update - Wayne Kohley - Chair, Government

May 5, 2015

Midwest Propane Golf Outing

Bent Tree Golf Course
Sunbury, OH

May 5-7, 2015

Midwest Propane Gas Convention

Hilton Polaris Hotel
Columbus, OH

Affairs Committee & Dave Long - Vice Chair, Government Affairs Committee

Legislator Panel - moderated by KDA

State Senator Mike Nofs (R-Battle Creek)

State Senator Steve Bieda (D-Warren)

State Representative Jim Stamas (R-Midland) *invited*

State Representative Henry Yanez (D-Sterling Heights) *invited*

Michigan's Emergency Management & Crisis Responders Panel - moderated by KDA

Steve Arwood - Director, Dept of Licensing & Regulatory Affairs (LARA)

Karen Towne - Emergency Management Coordinator

Robin Barfoot - Energy Analyst, Michigan Public Service Commission (MPSC)

Alex Morese - Manager, Energy Data and Security Section, MPSC

Bureau of Fire Services Update - Jeff Tanner, Engineer - Bureau of Fire Services Storage Tank Division, Department of Licensing and Regulatory Affairs

Industry PAC Updates

Kandy Scott - Chair, Michigan Propane PAC

Dave Biggs - Vice Chair, Michigan Propane PAC

Peter Ferrell - NPGA PAC

[Click here](#) to register!

PERC Requests Comments from the Industry

PERC has a docket (#20187) out for 30 day public comment that is required for any docket over \$1.5 million.

The docket is for \$3.1 million for a Consumer Safety Preparedness Campaign. The 2014 Consumer Safety Preparedness Campaign is designed to keep residential propane customers safe by encouraging them to talk to their propane provider about how to prepare for the winter and to work with the provider to develop a plan that makes sense.

The docket is being rushed through in response to the events of last winter. Because of the short time frame, the docket has bypassed the Advisory Committee structure. As such, it has not vetted by the Advisory Committee.

The timing for the advertising campaign is September through November. The campaign tells propane customers to contact their provider for information as to how to prepare for the winter. The underlying message is, get on a contract to make sure that you have fuel.

Please click the link below and take a few minutes to read the docket. Let PERC know your views, pro or con, for this campaign.

<http://www.propanecouncil.org/PressReleases.aspx?id=1654&pressreleaseld=14279>

MPGA Education 2014 Training Programs



[Click here](#) for full CETP course schedule

[Click here to register online](#) for CETP courses



[Click here](#) for full Non-Certified course schedule

[Click here to register online](#) for Non-Certified courses

District 4 Informative Meeting

Wednesday, July 16
9:00 am - 3:00 pm
Forwards Conference Center in West Branch

Got questions? Need answers?

Attend the MPGA District 4 Third Annual Propane Industrial Updates

Jimmy Gretzinger, Michigan Out of Doors

Upcoming events and outing

Tom Janicke & Blaine Cronn, MPGA Marketing Committee

Residential market, natural gas expansion

Jim Zuck, MPGA Supplier Director

Regulations and technical affairs

Andy Schneider, Growmark

Propane pipeline, rail and storage updates

Michael Charbonneau & Mark Dewyse, DEQ (LARA)

Industrial updates, regulations, plant requirements

Tim Myers, MPGA Education Committee

MPGA classes, NPGA updates

Derek Dalling & Chris Jones, MPGA Staff

Government affairs, natural gas crisis, MPGA membership benefits

Midwest Board Announces 2015 Midwest Convention - May 5-7, 2015

Following the very successful Midwest Propane Gas Convention held earlier this month, the Midwest Propane Gas Association wasted little time in scheduling the 2015 show. The Midwest Board is pleased to announce that the 2015 Midwest Propane Gas Convention will be held May 5-7, 2015 at the Hilton Polaris Hotel in Columbus, Ohio.

Midwest Chairman David Lowe noted, "Based upon the terrific feedback from marketers and suppliers alike, the entire Midwest Board happily scheduled the 2015 show. The hotel was outstanding, the show was a big hit with everyone, and now we are working to create another strong agenda."

Dave Biggs, Midwest Director from Michigan and the Midwest Golf Outing Chair, scheduled the 2015 Midwest Golf Outing for Tuesday, May 5, 2015. "Clearly the return of the Midwest Golf Outing was anticipated. We received more sponsors and golfers than we expected, and the golf course treated us so well! I for one am really looking forward to getting back there next year."

Fellow Midwest Director from Michigan Dave Long noted, "As always, the Midwest Convention includes changes to make it the most enjoyable regional industry convention possible. Next year look for the improvements made to highlight our truck vendors and lawnmower area. Plus, you just can't beat the Midwest education topics!"

2014 Propane Emergencies Training Sessions

This year, the MPGA Propane Emergencies Training Committee received and reviewed over 60 applications from fire departments throughout Michigan. In the end, the volunteer team has time and funding to accommodate just 20 locations. Here is the list of the 2014 MPGA Propane Emergencies Training Sessions:

June 10 - Burt (Saginaw County, District IV)
Host: Albee Township FD
Fuel Supply: Webster Garner

June 12 - Taylor (Wayne County, District II)
Host: Taylor FD
Fuel Supply: Propane Services

June 17 - Fenton (Genesee County, District II)
Host: Fenton Township FD
Fuel Supply: Corrigan Oil

June 19 - Burton (Genesee County, District II)
Host: City of Burton Fire & Rescue
Fuel Supply: Hamilton Propane

June 24 - Buchanan (Berrien County, District I)
Host: Bertrand Township FD
Fuel Supply: Midwest Propane

June 26 - Grand Haven (Ottawa County, District I)
Host: Grand Haven Township Fire & Rescue
Fuel Supply: Crystal Flash

July 8 - Blissfield (Lenawee County, District II)
Host: Blissfield FD
Fuel Supply: Avery Oil & Propane

July 10 - Whittaker (Washtenaw County, District II)
Host: Augusta Township FD
Fuel Supply: Crystal Flash

July 15 - Alpena (Alpena County, District IV)
Host: Alpena CRTC Fire & Emergency Services
Fuel Supply: Propane Plus

July 17 - Grayling (Crawford County, District IV)
Host: Grayling FD
Fuel Supply: Fick & Sons

July 30 - Ishpeming (Marquette County, District V)
Host: Ishpeming Township FD
Fuel Supply:

July 31 - Schoolcraft (Schoolcraft County, District V)
Host: Schoolcraft County Fire Chiefs Association
Fuel Supply:

August 5 - Clarksville (Ionia County, District I)
Host: Campbell Township FD
Fuel Supply: Dependable LP Gas

August 7 - Rothbury (Oceana County, District III)
Host: Grant Township FD
Fuel Supply: Wesco

August 12 - Reed City (Osceola County, District III)
Host: Reed City FD
Fuel Supply: Blarney Castle

August 14 - Newaygo (Newaygo County, District III)
Host: Newaygo County Firefighters Training Committee
Fuel Supply: Baker's Home Services Center

August 26 - Midland (Midland County, District IV)
Host: Homer Township FD
Fuel Supply: Stanford LP Gas

August 28 - Cass City (Tuscola County, District IV)
Host: Elkland Township FD
Fuel Supply:

As you can see, the MPGA is still in need of fuel suppliers for a few of the locations. If you can help, please contact the MPGA headquarters or contact Dan Roberts at dloberts@slpg.net.

Why a Data Breach Makes Fraud Your Problem - Even If the Breach Isn't

Just because your data security is intact doesn't mean you won't be on the receiving end of potential card fraud involving data stolen from another merchant. Stolen data could end up in a potentially fraudulent card transaction in your store. Are you ready to spot it?

It's always a good idea to revisit and sharpen up your application of best practices against fraud. As long as you follow proper card acceptance procedures, you won't be liable for losses even if fraud does occur:

Card present transactions

Inspect the card. Look carefully to confirm the card is valid and shows no signs of tampering. The card itself can give clues: Be sure the digits are properly aligned, check to see that any hologram moves when the card does, and compare the name, number, and signature on the card with those on the transaction receipt. Signed sales receipts and photo ID validation can help prevent chargeback liability.

Card-not-present transactions

Merchant are at greater risk and card fraud attempts are much more common. Obtaining positive address verification and CVV numbers are critical for avoiding chargeback liability. You can also limit your vulnerability to fraud by looking out for novel or unusual behaviors. Here are 10 transaction red flags to look for:

1. A new customer, especially from out of the area
2. Multiple card entries for high-dollar orders
3. Billing and shipping information don't match
4. Multiple purchases of the same item

5. Multiple transactions from a single IP address
6. Sequences of similar account numbers
7. One card used for sending shipments to multiple addresses
8. Several cards used for shipping to a single address
9. International shipping
10. An unsolicited phone authorization for a cash advance

Above all, it's vital to set aside time to educate all your employees about proactive procedures. The risk of fraud is not going to decrease - nor should your efforts to defeat it. Contact us at 866-944-0055 or info@veracitypayments.com to learn more about how to protect your business.



Comprehensive Insurance Services

The MPGA has teamed with Beckwith Financial Group to offer you complete insurance coverage and financial planning services. Simply [click here](#) and find out how "the big B" can help you enjoy exclusive benefits offered only to MPGA members.



Credit Card Processing Services

Veracity Payment Solutions - the association's endorsed credit card processing company-now offers a new "two-sided interchange" pricing model. The average processing rate for a propane dealer is expected to drop to 1.40 percent.

To learn more about "two-sided interchange" and how it can significantly reduce credit card processing costs, contact Chuck Shults at Veracity at 888.599.2209 and let them know you are an MPGA member. Or [click here](#) for more information.



Mobile Phone

Take advantage of smartphone and calling plan offers from Verizon Wireless and National Purchasing Partners-Energy. Receive exclusive discounts on eligible calling plans along with great discounts on select smartphones to help your employees remain connected, productive and efficient. Sign up today with Verizon Wireless and take advantage of these exclusive savings and promotions. Save 22% off your Verizon Wireless monthly access fees. For more information visit www.mynpp.com or call 800-810-3909.



Customer Appliance Protection Plans

Your customers' home and family are important. You can trust our experience, our legacy, our team, to provide them with the best equipment, knowledge, safety and service. Across Canada and the US, the Direct Energy Home Services team leads the way in heating and cooling, water heaters, plumbing, electrical work, maintenance and protection plans. Interested in eliminating home repair

and replacement costs for your customers.

Contact [David Michael](#) or call 740.302.3240 to schedule a consultation.



Human Resource Services

Saving time and money while significantly reducing employee-related liability are goals for all business owners. Keystone HR (formerly known as The Foundation Team), the association's endorsed HR service provider, converts these goals into reality by effectively handling part or all of the human resources functions within a company. From payroll processing services to providing worker's compensation and unemployment insurance for your employees, Keystone HR is legally responsible for most of your employee support activities including labor law compliance, tax compliance, worker's compensation and unemployment claims handling and much more. Keystone HR provides your HR management so you and your team can focus your efforts on core business activities that drive profitability. Contact Keystone at (888) 811-0450 or by email at fbenages@keystonepeo.com.



Customer Credit & Collection Services

The MPGA knows that managing customer credit and collection are among the top challenges our members face. The MPGA also knows how much you value the loyalty of your customers when dealing with sensitive credit issues. That is why the MPGA has teamed with Transworld Systems and CashFlow Consultants, LLC to bring you their GreenFlag Profit Recovery program. With Transworld's proven system of diplomatic contacts, your slow-paying accounts are conditioned for urgency to pay on time, while maintaining customer satisfaction and loyalty. Transworld Systems has the impact of third-party intervention while allowing you to maintain complete control of the process, and their GreenFlag Profit Recovery service features a low, flat fee. Transworld serves over 1,100 propane and heating oil locations nationwide, and has a success rate of 4 times the industry average. Discover the benefits and value that the GreenFlag Profit Recovery program from Transworld Systems can provide your propane company. Contact CashFlow Consultants, LLC, your exclusive MPGA agents, at 517-662-0126.

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