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## March/April Edition, Issue #94

### Crisis Updates from the NPGA

#### Bill Stuffers

It cannot be said enough during this challenging period: communicating with your customers is crucial. With that in mind, the NPGA has created two new documents both linked here for your viewing.

The first is a [1-page version](#) that you can print out and carry with you if you like.

The second is the [actual bill stuffer](#). It is available on the [Propane MaRC website](#) and available for download.

#### Video

NPGA President Rick Roldan outlined the factors leading up to the challenges this winter, what NPGA has done to help members, and what the organization is doing to make sure this never happens again. It is 6 minutes long, but outlines the situation very well and the steps your industry is taking. Click on the picture or the

following link: <http://youtu.be/a11ztZyqo4>.



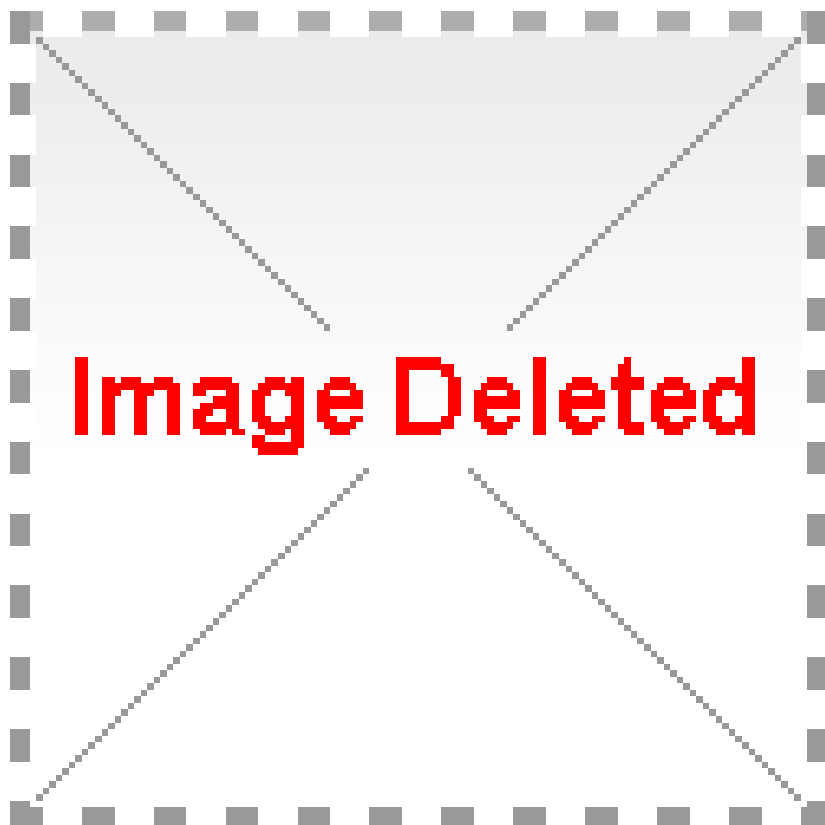
April 29-30, 2014  
MPGA Board of  
Directors Meeting  
Kewadin Casino  
Sault Ste. Marie, MI

May 21, 2014  
Supplier Director Tour  
Roush CleanTech  
Livonia, MI

May 28, 2014  
Propane Safety  
Awareness Day  
Michigan State Capitol  
Lawn  
Lansing, MI

June 4-6, 2014  
Midwest Propane Gas  
Convention  
Hilton Polaris Hotel  
Columbus, OH

July 23-25, 2014  
MPGA Annual  
Convention  
Crystal Mountain  
Resort  
Thompsonville, MI



## Midwest Propane Gas Convention Adds Crisis Panel

As a reminder! The [2014 Midwest Propane Gas Convention & Trade Show](#) will include a panel of supply experts. Come hear how the wholesale market endured the crisis and learn what is in store for the future of propane supply. This will be among the most timely topics for the industry!

In addition to that highly anticipated discussion, the Midwest Board of Directors has expanded its Eggs & Issues breakfast and learn session to specifically focus on the supply crisis and response. This session is designed to be an interactive discussion with the panelists talking with you - not at you. The session will specifically focus on the 2013-2014 Winter propane crisis here in the Midwest, steps the industry must take to move past the crisis, discussions for how the industry can avoid a repeat performance of the crisis, and an update on the threats in the Midwest from natural gas. Share your ideas, concerns, and thoughts with industry leaders shaping these issues.

### Invited presenters:

Jeff Petrash, NPGA Legal Counsel  
Paula Wilson, PERC Chair  
Roy Willis, PERC CEO  
Mike Sloan, ICF International  
David Lowe, Pro Image Communications

Finally, this session will include a new study - unveiled for the first time at the Midwest Propane Gas Convention - detailing the

anticipated problems the industry will have due to the Cochin Pipeline. The presentation is sponsored by PERC and given by Mike Sloan of ICF International.

Clearly, you will want to miss out on these seminars or the convention. [Register today!](#)

## Plan Now to Attend 2014 Midwest Propane Gas Convention

Be sure to plan now for the 2014 Midwest Propane Gas Convention in its new hotel, new city and more affordable options.

**Mark your calendar and plan to enjoy Columbus, Ohio on Thursday, June 5th and Friday, June 6th.**

Don't miss opportunities to learn from colleagues throughout the Midwest about the propane crisis.

Learn about the future supply issues and the importance of storage.

Learn the tools you need to best communicate with your customers.

Learn the latest ways to add Summer gallons.

Click on the photo below to learn more!



## The Michigan Public Service Commission (MPSC) Issues Annual Report to Governor Snyder and the Michigan Legislature.

Highlights of the 2013 report include the following:

- The MPSC awarded nearly \$90 million in grants for low-income energy assistance to 14 organizations. The grants provide immediate assistance for heating needs as well as longer-term assistance in reducing future heating costs for low-income and senior citizens.

- The Commission extended its consumer outreach efforts by attending 73 events throughout the state, ranging from utility sponsored Customer Assistance Days to fairs. The Commission continues to make its Commission meetings available via podcast, handling 12,309 consumer contacts and assisting consumers and businesses with more than 6,635 electric and natural gas complaints and inquiries; 1,775 telecommunications complaints and inquiries; and 1,229 video/cable complaints and inquiries.
- The Commission in 2013 issued 630 orders, consisting of 166 telecommunications, 393 electric, 69 natural gas orders, and two motor carrier orders.
- The Commission also completed one natural gas rate case and two electric rate cases.
- Among the orders issued by the Commission during 2013 were approvals of applications to replace, construct, and operate nine natural gas pipelines.
- As part of Governor Snyder's directive regarding Reinventing Performance in Michigan (RPM) by implementing a Lean Process Improving (LPI) Program, the MPSC identified seven projects as initial areas where improvements could be made. One of these involves the processing of for-hire motor carrier applications for intrastate authority. The MPSC's Motor Carrier Division proposed to streamline the application process by eliminating 64 unnecessary work steps and therefore, reducing application processing time to less than 25 days when fully implemented, a 67 percent reduction.

The entire report is [available here](#).

### Plan Now: MPGA April Board of Directors Meeting

The MPGA Board of Directors will meet again on April 29-30, 2014 at the Kewadin Casino in Sault Ste. Marie, Michigan. The meeting will include a Strategic Planning Session. As always, all members are invited to attend and participate.

#### Tuesday, April 29

**11:00 am - 3:00 pm** Strategic Planning meeting (with lunch).

Please [RSVP your attendance](#) for this meeting.

**3:00 pm - 5:00 pm** Executive Committee meeting

**5:00 pm - 7:00 pm** MPGA Operations Meeting (open to membership). Refreshments provided; dinner not provided.

#### Wednesday, April 30

**8:30 am - 10:30 am** Committee Meetings (with breakfast buffet)

**11:00 am - 1:00 pm** Board of Directors meeting

### LP Gas Hall of Fame: McHenry Inducted

*LP Gas Magazine* will induct Michigan's Bill



McHenry into its LP Gas Hall of Fame on April 11, 2014, preceding the NPGA Southeastern Convention & International Propane Expo, at The Ritz-Carlton in downtown Atlanta.

McHenry, who owned Pro-Gas Sales & Service in Muskegon, MI was heavily involved in propane industry issues at the state and national levels. He is among five inductees to the 2014 class, joining Casey Jarvis (JARCO), Daniel N. Myers (NPGA), J. Charles Sawyer (Sawyer Gas) and Dwain Willingham (Propane Resources).



Tickets to the event are available at [www.lpgashalloffame.eventbrite.com](http://www.lpgashalloffame.eventbrite.com). For more information, contact LP Gas Editor-in-Chief Brian Richesson at 216-706-3748 or [brichesson@northcoastmedia.net](mailto:brichesson@northcoastmedia.net).

### Passing of Harold Miller

Thoughts and prayers go out from the MPGA to the family and friends of Harold Miller. The retired owner of Reliance Propane and Fuel Oil Co. passed away last month at the age of 78 after a battle with throat cancer. Harold was known far and wide in the propane industry and served as the Ohio Propane Gas Association President in 1986.

### Toledo Marketers Meeting

The next [Toledo Marketers dinner meeting](#) will be March 20th at the Holiday Inn French Quarter, Perrysburg, OH. Open bar at 6:30 with dinner at 7:30. Open bar provided by Bergquist, Gas Equipment Co, and IPS Equipment, Inc.

There will be no official program, but there will be an open discussion to hear from folks about "tricks of the trade" they use in their day-to-day propane business. We're inviting people to share with everyone ways of doing things a little differently, tools used in different ways and "tricks" that help you during your propane day. If you have a special tool or item you use, bring it with you to share.

Please RSVP by March 17, 2014. If marked "Pay at Door" and you are unable to attend and you do not let us know in advance, you may be asked to pay as promised.

Special note: there will be \$550 worth of cash/gift cards as door prizes. Special thanks to Plains Marketing, Bergquist, Gas Equipment Co, and IPS Equipment, Inc. for the generous donations!

Information for the Holiday Inn French Quarter:  
Holiday Inn French Quarter  
10630 Fremont Pike  
Perrysburg, OH 43551

US 20 @ I-75 exit 193. Phone: 419.874.3111

### Supplier Directors Announce Roush Plant Tour

All MPGA members are invited to tour the Roush CleanTech Facility in Livonia, MI. The event will be held May 21, 2014 from 10:00 a.m. to 3:00 p.m. and lunch will be provided. (PAC donations are welcome.)

The tour will include highlights to teach you about propane-powered vehicle fuel systems and even take a trip to Jack Roush's private car museum.

For more information [click here](#) or please contact: Don Montroy of Bergquist: [Donald.montroy@bergquistinc.com](mailto:Donald.montroy@bergquistinc.com) or Jim Zuck of Marshall Excelsior: [jzuck@marshallexcelsior.com](mailto:jzuck@marshallexcelsior.com).

For directions, please see the attached link: <http://mapq.st/NbtPvr>.



### 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](http://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. 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, The Foundation Team 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. The Foundation Team provides your HR management so you and your team can focus your efforts on core business activities that drive profitability. Contact TFT at (888) 811-0450 or by email at [info@tftpe.com](mailto:info@tftpe.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.

### Disclaimer

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