

Certified Employee Training Program Certification Database

National Propane Gas Association and Industrial Training Services have launched a **CETP Certification database**.

A company owner, training department manager, or anyone who is in charge of monitoring and reporting on employee training can become a **stakeholder**. **A stakeholder will have access to their company employee records**. Industrial Training Services only wants the person(s) who is/are monitoring records to become company administrator because the data is sensitive.

If you have been a stakeholder company in the Castle system or have previously taken CETP exams you are already set up in the system.

User Name: your last name + last 4 digits of your social security number example: **Smith1234**

Password: first initial of your first name, first initial of your last name + last 4 digits of your social security number example: **bs1234**

If you have never done either, go to www.cetpcertification.org and register as a new user.

Once into the system, under **My Profile**, there is a link that says "**Become a stakeholder**". Fill out the information and it will be sent to Janet Arnold or Jacque McCracken and one of them will call you to make sure you are the person who will handle your companies records. If you qualify, they will begin the process of setting up your company.

While they are doing this (which usually takes a few minutes to an hour), they ask that you start working on a list of your employees. They need their first and last name plus the last four digits of their SSN. They will show the admin how to populate their employee list in the system. It is a very simple process.



Avitus Group and NDPGA Partner to Help Local Businesses



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Avitus Group aims to be an invaluable resource for association members and we hope to build a strong business relationship between our two organizations. Avitus Group helps business owners with back office hassles, things like payroll, bookkeeping and taxes.

Avitus Group helps with all of the things that take up so much time and do not generate revenue for a business. When these things become our responsibility, *the business owner can focus on what they do best.*

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- Online Marketing
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- IT Services

Click [HERE](#) for more information on Avitus.

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Message from Rick Roldan, President & CEO **National Propane Gas Association**

The Future of the American Propane Industry

As a member of the propane industry, you know the last few years have been difficult. Following a severe economic crisis that greatly hindered the housing and construction industries, we entered into one of the warmest winters on record. Demand for propane is down 25 percent since 2000. As an industry, we're presented with the question, "So, what are you going to do about it?"

The National Propane Gas Association, the industry's advocacy organization in Washington, D.C., is proposing Vision 2014 – an attempt to help the industry get back on a path to growth and to ensure sufficient resources are available to effectively implement a successful growth strategy. While it's true that demand has decreased, propane supply is at record levels. Already, markets are emerging for this increased supply. Therefore, we must ensure that decision makers do not anoint natural gas as the fuel of choice.

Achieving favorable parity with natural gas is just one of the strategic advocacy priorities outlined in the Vision 2014 initiative. NPGA will also enact or promote growth legislation, regulations and policies, including but not limited to:

- lobbying for the passage of the Propane GAS Act
- eliminating the Department of Commerce restriction on PERC
- and reauthorizing home energy efficiency credits.



Promoting new growth legislation is just one piece of the strategy, the Vision 2014 initiative seeks to also reduce the expense burden caused by government policies or decisions. For example, NPGA will continue to:

- work with OSHA to exempt propane from the new crane certification rules
- stop TEPPCO's 10 cent-per-gallon rate increase
- extend bobtail requalification period from 5 to 10 years.

Lastly, Vision 2014 puts into place a "Smart Communications" program that strategically promotes propane to members of the media and opinion leaders in Washington, D.C. This program is already underway, and propane is starting to gain some traction with members of the Beltway media resulting in increased coverage of propane in key publications.

NPGA embarked on the Vision 2014 process about a year ago to answer the question: Do we contract the association to reflect the changes to our industry over recent years, or do we build our association into one that is capable of achieving policies that will lead to industry growth? This question has been raised at every stage of the Vision 2014 process, and every time we have agreed with the aspirational approach. So far, not one person has stood up and said "our industry has contracted and so should our association."

The propane industry is at a crossroads. Vision 2014 is an ambitious, yet achievable, plan to return the industry to a growth trajectory. NPGA is looking forward to working with our colleagues in state associations to ensure propane is a valuable part of nation's comprehensive energy strategy.



Welcome North Dakota Propane Gas Association President Dave Walth

Dave Walth was elected as President of the Board of Directors for the NDPGA at the convention in Fargo.

Dave has been involved with the petroleum business since he was a child. His father has been with Gray Oil Company for 48 years and Dave hopes to carry on that tradition and experience. He remembers riding along in the fuel truck and help pull hoses ever since he was old enough to look over the dash.

Dave graduated from Mandan High and went on to NDSU to obtain his Architectural degree. He has designed many commercial buildings around ND and several being C-stores around the Bismarck - Mandan area. After designing buildings for about 7 years he decided to make the petroleum/propane industry his full time job and work toward taking over his dad's business.

Dave has worked part time with the Mandan Fire Dept. for 21 years and has been a state Haz-mat and extrication instructor for 16 of those years and now a Captain for the past 5 years. He also belongs to a nationwide Firefighters motorcycle group of about 4000 members and holds the position of President for this region.

Dave hopes to take everything he has learned from his father, his own experience, and that from fellow petroleum/propane marketers and use it to forward all petroleum/propane sectors toward a prosperous industry for future generations.

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Employee Propane Training Schedule

- February 25 & 26 **Basic** Principles & Practices
 February 27 & 28 Operating a **Bobtail** to Deliver Propane
 March 1 DOT **Hazardous Material**
 March 1 Basic & Delivery **Refresher** Training
Expressway Suites - Fargo, ND
- March 11-12-13 **Plant** Operations
 March 13 Propane **Cylinder** Filling
 March 14 **Office** Personnel
Expressway Suites – Fargo, ND
- April 8-9-10 Preparing & Installing Vapor
Distribution Systems
- April 11 Propane **Cylinder** Filling
 April 11& 12 **Gas & Appliance System Check**
Holiday Inn - Minot, ND
- August 19 & 20 **Basic** Principles & Practices
 August 21 & 22 Operating a Truck or Trailer to Deliver
 or relocate **ASME Tank**
- August 22 DOT **Hazardous Material**
 August 23 Basic & Delivery **Refresher** Training
Ramada Grand Dakota Lodge - Dickinson, ND
- September 16 & 17 **Basic** Principles & Practices
 September 18 & 19 Operating a **Bobtail** to Deliver Propane
 September 20 DOT **Hazardous Material**
 September 20 Basic & Delivery **Refresher** Training
Seven Seas – Mandan, ND
- October 28 & 29 **Basic** Principles & Practices
 October 30 & 31 Operating a **Bobtail** to Deliver Propane
Alerus Center – Grand Forks

To check on the status of your
 CETP records, please contact
 Industrial Training Services at
 270-753-2150.



Dean Travis
 Regional Operations Manager



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Preparing For The Slip & Fall Tsunami



EMC Senior Engineer Larry Readout is predicting a slip and fall tsunami for this winter. “Several conditions are coming together that may make this cold weather season worse than previous years for slip and fall accidents,” notes Readout. These conditions include:

- An aging population, which is more prone to slips and falls
- Distractions caused by the increasing use of smartphones and other digital devices
- Predictions of snowier-than-normal conditions and cooler temperatures throughout the country
- Larger retail spaces that require a greater degree of floor maintenance

Winter Slip & Fall Prevention Strategies

In light of his prediction, readout gives the following strategies to help avert slip and fall accidents and their financial implications. (The average cost of a slip and fall injury is \$28,000, including medical bills, physical therapy and missed wages, according to the Bureau of Labor Statistics).

- **Check floor mats** - Many slip and fall accidents result from curled floor mats or those that lack a high level of absorbency.
- **Use ice melt properly** - Using too much ice melt leaves a residue that can be tracked inside, resulting in slippery floors. Sand or other traction aids like kitty litter can also be tracked into buildings and cause a hazard, so be sure to monitor entrances and sweep away or vacuum excess sand.

- **Train employees** - Train employees on identifying and reporting slip and fall hazards, the benefits of wearing shoes and boots that provide the best traction on snow and ice, walking in designated walkways as much as possible, using handrails if available, taking shorter steps and learning safe falling techniques.
- **Implement a snow and ice management program** - Be prepared for snow and ice removal by having a plan in place detailing when snow and ice will be removed, who is responsible for its removal and where it will be piled.
- **Install proper lighting** - Parking lot and walkway lighting should be in working order and timed to turn on when employees are arriving and leaving work.

Do Your Part To Prevent Slips & Falls

“Slips and falls are some of the most preventable hazards in the workplace,” says Readout. “Many of the strategies to reduce the frequency and severity of these accidents are fairly inexpensive and easy to implement,” he adds. *Count on EMC®* to provide you with posters, tech sheets, presentations, newsletters and more to protect you from the slip and fall tsunami that could be heading your way this winter season.

Article courtesy of the Risk Improvement Department, EMC Insurance Companies, Des Moines, Iowa.
For more information, go to www.emcins.com and select **Loss Control**.

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John V. McCoy, Esq.

Safe Thoughts for the Heating Season

It goes without saying that the heating season is now in full swing. This is the time when propane marketers depend on to make or break their business. Last year was unusually warm and as a result it was a bad year for marketers. Lets hope this year is better for business, i.e., colder.

This time of year we need to keep attention on being safe.

A significant number of accidents that result in serious injury and property damage that put propane marketers at risk come from a small group of problems. If we understand those problems it is my belief that we can take proactive steps to avoid accidents before they happen.

For the twenty-five years that I have represented propane companies a constant is that many accidents are tied to out-of-gas situations and interruptions of service. There are great programs to deal with these situations by PERC as well as various state propane associations and propane companies. These programs include the need for a leak check at minimum. Some companies do more than this.

I want to focus on the documentation aspect of the process as it means a great deal in the event of a claim following one of these events.

When you encounter an OOG or interruption of service you should already have in place a policy of how that is dealt with. Often a serviceman is contacted to come out and implement the company policy when a delivery driver encounters one of these situations. In some companies delivery drivers do perform leak checks on site and if company preset safety criteria are satisfied he will fill the tank and then continue on his route.

In all of these situations it is imperative that the leak test and other service work you company policy may or may not require is documented and time/date noted. I recommend that you employ a way to communicate the work done immediately after it is completed in the field. Don't wait to get back to the shop and file the paperwork. Don't wait for the delivery driver to finish his route and drop off the paperwork at the end of the day.

If you can communicate this work from the field in real time. Send an e-mail I understand there are software forms that can be completed on the computer and forwarded to the company when the work is done and before the employee leaves the customer property.

If you don't have this type of technology a simple phone call to the office confirming that you completed the leak test,

etcetera along with the date, time and other pertinent details can go a long way in establishing when and what was done.

In this day of digital technology I also recommend that a photo be taken of the actual leak test and whatever other work your company policy requires in these situations. These photos are worth a thousand words. They clearly show that the work was actually done. To make the photos truly valuable I recommend you take orientation photos of the house and the tank identification numbers so that it can be matched up later in the event a problem arises following one of these situations.

We will always have accidents. For as long as I have been fortunate enough to defend the industry in litigation I have seen how critical documentation can be in defense of these cases. New technologies can be added to improve our ability to document what we have done. These new forms of documentation are readily available and very powerful when confirming what we have done.

Success to you!

John V. McCoy is recognized as one of the country's top trial lawyers in the field of catastrophic fire and explosion cases. Especially those involving flammable gases such as propane.

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