

68th Annual ND Propane Gas Association Meeting & Convention Tentative Schedule



Rough Riders Hotel
301 3rd Avenue
Medora, ND 58645

www.medora.com

Tuesday, June 26

Mountain Time

6:00 pm NDPGA Board Meeting

Wednesday, June 27

8:00 am **CETP Basic Refresher – Remaining Current**

Paula Laney – Laney Consulting

11:30 **Awards Lunch** – Sponsored by Solar Gas
Hall of Fame

1:00 **Stuart Flatow: Propane Education & Research Council**

Mock depositions in the propane industry



1:45 **Federated Insurance**

Smart Propane Insurance Practices – Vicki Dawson

Vicki Dawson is a Senior Risk Consultant at Federated Insurance. Since 1998, she has provided risk management services and assistance to hundreds of insureds in the tri-state area. Prior to working for Federated, Vicki spent 9 years with ND Workforce Safety and Insurance as a Loss Prevention Specialist. Vicki is a Certified Safety Professional and has her Associate in Risk Management designation.



3:30 **General Membership Meeting**

Board of Directors Election

North Dakota Association Update

5:30 Social & Dinner Rough Riders Hotel Patio

7:30 Medora Musical *optional*

Thursday, June 28

7:00 am **Golf** *optional*

*Read about Laney Consulting on
[Butane-Propane News](#)*

8:00 – 3:00 **Customer Service Representative CSR Training**



Paula Laney – Laney Consulting

Customer Service Representatives are a vital asset to every propane organization. They are on the front line of many customer calls.

Not Another Boring Propane Training Class! Nope, not this time. This class is for anyone that spends more time answering those calls for propane, taking directions, answering customer questions and getting messages to the right person. Maybe you aren't the boots on the ground but you are certainly **the voice of the company** in your customers eyes. What you say, do, and document are important (sometimes life saving) jobs in the propane industry. This Propane Basics for CSR/ Office Personnel will increase your propane knowledge, provide critical safety information, demonstrate tools you can use to assist your company and your customers, and give you a chance to try some new ideas in a relaxed learning environment.

Lodging:

1. Call **1-800-633-6721 (1-800-MEDORA-1)**
2. Ask for **Reservations**.
3. Prompt the reservationist with your **group code 6059**

To ensure that your group members will be able to reserve within your block, they need to reserve rooms BEFORE the cutoff date – **May 26** Rough Riders Hotel \$202 Badlands Motel \$152 plus tax