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TexasPropane

THE MAGAZINE FOR THE TEXAS PROPANE GAS ASSOCIATION



TPGA

In Review

How Your Association Has Protected, Enhanced the Propane Industry

New TPGA Affiliate Membership Categories

Interruption of Service: What You Need to Know





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Highlights from Headquarters



End of Year Is Near

Bill Van Hoy

TPGA Executive Director

It is hard to believe that it is almost the end of year. Where did the time go?! It also means that it is time to renew your TPGA membership. In this issue we look back at the year 2022, and what we have been able to accomplish for our members, whether it be new rules, a new on-line RRC portal, or helping our members with local government issues. With our weekly newsletter, the *Monday Morning Messenger*, we keep you in the know about regulatory updates, and important communications like state and federal hours of service waivers, alerted you to multiple roadside enforcement events, provided operational, procedural and form changes

at state and federal agencies, and provided other pertinent information as it arose.

2023 is a legislative year here in Texas. Bill pre-filing started in November for the upcoming session. That means that staff are already hard at work to make sure that the propane industry's interests are considered and protected. Stay tuned for information as the session gets going in January.

From all of us at TPGA and PSC, we want to wish you Merry Christmas and Happy New Year!

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Inside Look &: A Look Back at 2022

Over the last 75 years, the Texas Propane Gas Association (TPGA) has represented the great state of Texas with its 29.5 million population and growing. Texas is our nation's largest energy hub and is the biggest producer of propane in the United States, producing over 13.6 billion gallons annually. Not only that, but in 2022 the Lone Star State employed over 12,500 LPG certified propane professionals. TPGA is an advocate and a voice for the propane industry in Texas. Our membership represents every facet of the propane industry in the state, with members who hail from end-to-end and tip to tail, from the Panhandle all the way down to the Rio Grande Valley. Laci Jo Stone of Schneider Distributing in San Angelo describes TPGA, "It's like family... but we're in all

different areas of Texas."

TPGA membership is made up of a diverse group of propane industry professionals, including: full-service propane retailers; cylinder filling facilities; producers; wholesalers; brokers; truck, tank and equipment manufacturers and distributors; insurance companies; safety experts; engineers; contractors; and other service providers.

Advocacy & Service

"The TPGA atmosphere is not only family-oriented, but goal-oriented, as well. I am so happy to be a member and now a leader of this great organization," TPGA President Allen Wells told *Texas Propane* earlier this year.

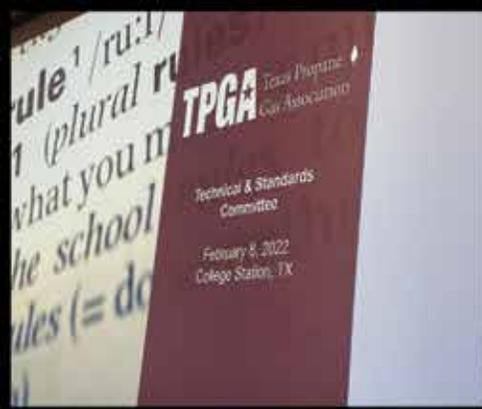
TPGA helps different members on a daily basis with their local, state and

federal regulatory questions. The association fields compliance inquiries daily from members about everything from CDL downgrades to Railroad Commission questions.

"TPGA helps us by navigating new rules, and there is never a time when someone isn't available to take my call," said Michael Terry, Linscot.

TPGA has fostered relationships with





Feature

government representatives from multiple agencies including: the Railroad Commission of Texas, the Texas Department of Public Safety, the Texas Department of Housing & Community Affairs, the Texas Department of Agriculture, the Texas Commission on Environmental Quality, the Texas Comptroller, the Texas Department of Licensing and Regulation, the Texas Workforce Commission, the Texas Department of Motor Vehicles and other relevant agencies.

TPGA does not just work with state entities, but has a close working relationship with the Excise Tax division of the IRS, the U.S. Department of Transportation (DOT)'s Pipeline Hazardous Materials & Safety Administration (PHMSA), the Federal Motor Carrier Safety Administration (FMCSA), and other federal agencies, as well.

"The biggest value that I see is all the work that goes on behind the scenes, fighting rules and proposing new rules that benefit the industry," Terry said. "Most people don't realize how much work happens behind the scenes. The time spent on phone calls, meetings and emails with these agencies. People don't realize everything that takes place. All the hours spent, that the industry doesn't have, TPGA does, and that is where their time and energy gets spent."

Portal. Over the last couple of years, TPGA has not only advocated for new rules, but has been lobbying for a new online RRC portal for the propane industry to streamline signing up for LP Gas training and to make it easier for propane companies to perform licensing, certification and truck renewals.

"Like anything else you see in the world today, everything else has some portal," said TPGA past president Josh McAdams, McAdams Propane. "With a portal, users can see the progress of their license or their training. Portals can be easily used and user-friendly, and the Railroad Commission didn't have that."

During the pandemic, while McAdams was serving as the TPGA president, he and the TPGA executive committee pitched and lobbied the Texas Railroad Commission leadership on creating a portal to ease the administrative burdens on marketers.

"One of my main pushes was to get that in place, and while it has taken much longer than I expected, I think we're making in-roads on getting it there so that a marketer can jump online," McAdams continued. "They can login to their portal, and whether it be the certification for a new employee filling bottles, applying for a new Form 4, or transfer of Form 4, they can see it move through the process. They can know when they will get it. You can see something live and see it move through the system. You have an expectation of when to receive it rather than just hoping for a prayer."

In 2022, the Railroad Commission launched phase I of the portal with their CERTS, Certification Exam Registration & Training System. The new more automated online registration system is making things much more simple and faster and allows individuals seeking to sign up for a class or exam to not only see how many spots remain open, but also to register and pay for a class and/or exam in a single transaction. Before, registrants had to wait for a response from the RRC after registering and then pay for the event later.

The Texas Propane Gas Association is going to continue to work with RRC leadership on the progression of the other phase(s) of the online RRC portal, which is tentatively expected to be done by the end of 2023.

New Rules. TPGA, with the help of its Technical & Standards Committee (T & S Committee) in partnership with the Commission, continually works on state rules and national standards. One of TPGA's biggest achievements of 2022 is the adoption of significant new LP Gas Safety rules that have been on TPGA's wish list. The newly adopted LP Gas Safety rules allow for more training options, installation flexibility, and allowance for new technology as an option on bulk installations.

Additionally, the association is currently working with the Commission on more rule changes, this time more administrative in nature, that will be beneficial to the entire propane industry.

Members can watch for these proposed rule changes in upcoming TPGA communications.



Assisting Members on the Local Level

"As a member of TPGA, McCraw Propane has had the support of the association when it really counts. From time-to-time municipalities misunderstand their role in LPG installation permitting and inspections. When this happens, we have found the TPGA leadership to be ready and willing to offer their support and expertise to help us educate these municipalities about the Texas State Standardization Law. To date we have had every encounter end with the city in question coming into compliance with the law," said Sam Fox, director of propane sales & operations-South, McCraw Propane.

"Propane retail marketers do business in many different municipalities and having one standard code we have to follow instead of each municipality's is essential," echoed McAdams. "We have some municipalities out there that own the natural gas service, so they try to show out propane, making it an unfair marketplace that was certainly a benefit of the State Standardization Law TPGA helped to pass."

TPGA does a lot of work with members concerning unsubstantiated ordinances that do follow the letter of the law and recognize the Railroad Commission as the authority having jurisdiction on any and all aspects of liquefied petroleum gas in Texas. The Railroad Commission has been overseeing LP Gas since 1945, when it partnered with TPGA, then the Texas Butane Dealers Association, and adopted legislation that would establish comprehensive Railroad Commission rules and regulations for the state of Texas.

"Enderby Gas has been a member of the TPGA for many years. As a TPGA member there are many benefits that contribute to our success in the propane industry," said Chad Gregg, general manager for Enderby Gas. "Recently, Enderby Gas has experienced conflicting municipal

rules that have interfered with business moving forward as normal. Certain municipalities have tried to implement local regulations that hinder costs and timing of initial installations, directly affecting the execution of servicing new business in a timely manner. With the assistance of TPGA, our executive director (Bill Van Hoy), and legal counsel, our company has been successful in defining state law and outlining the protocol in which a local regulatory agency must pursue the Railroad Commission in order to supersede the states authority. Therefore, as these local regulatory agencies are made aware of state law, propane retail marketers can continue business without interruption. We at Enderby Gas would like to thank the TPGA and the continued support as a member."



More Regulatory Relief

TPGA is instrumental during winter storms, supply shortages, hurricanes, and the pandemic in providing regulatory relief that makes sure that the product moves throughout the Texas marketplace efficiently and in a timely manner, and that marketers can get fuel to their customers during critical times. McAdams spoke with *Texas Propane* magazine about how TPGA works hand-in-hand with NPGA and the Federal Motor Carrier Safety Administration, and other agencies to ensure we are included, as oftentimes we are left out.

"I don't think that the members and the non-members realize how hard we work to ensure that we're included in that... it's a big deal," McAdams said.

Staying in the Know

The association is on top of propane industry news nationwide, reading all top industry news including national and state propane newsclips, national propane magazines, transportation news, and other sources and getting the most important news and events to members each week

"The Monday Morning Messenger is how I like to start my week," said Michael Terry of Linscot Enterprises. "It provides rule changes, rule proposals and things we need to know. I wish and hope that everyone looks at the Monday Morning Messenger. It's a great resource for people in the industry."

through our weekly newsletter, the Monday Morning Messenger.

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By the end of this month, TPGA will have sent out 52 Monday Morning Messengers this year. In 2022, TPGA kept members up-to-date through the Messenger, regulatory alerts and updates and communications on such important instances including: state and federal hours waivers, alerted members to multiple roadside enforcement events, shared templates to help propane members comply with new requirements that recently went into effect, sent compliance reminders on a multitude of compliance annual deadlines, reported on proposed changes to rules and regulations, giving members a preview of what to expect in the near future, gave members in depth look at each new rule change that affects their propane business, informed members when regulatory requirements were eliminated so they do not need to comply with outdated rules and regulations that no longer exists, educated members on new regulatory allowances that offer more flexibility to the way they do propane operations, provided operational, procedural & form changes at state and federal agencies to facilitate compliance as well as provided details on applicable tax deductions, incentives and credits.

During the heating season, the Texas Propane Gas Association has a publication called the Winter Weekly. Every Wednesday from October through the end of March, TPGA shares with its members supply, weather and residential and wholesale price updates for the United States, Gulf Coast and Texas.

While our home page and industry cal-

endar host the most traffic, members can access all our member communications through our TPGA Members-Only portal, 24 hours a day.

Financial Relief

TPGA is always looking for ways for our members to save money. Throughout 2022, TPGA offered members an array of cost competitive business solutions through our affinity partnership programs including: workers' comp, health insurance, credit card processing, tires, and much more.

Propane Service Corporation (PSC) is a nationwide propane compliance store based in Texas that serves all 50 states and some U.S. territories. PSC is the industry's one-stop-shop for propane business resources. The shop has over 200 items, over 500 customers and the online store hosts 12,600 visits a year. PSC provides TPGA members with discounts of up to 25% on PSC products. Products include placards, decals, compliance books, tank lease forms, gas check forms, tags, signs, meter tickets, consumer safety brochures, custom items, and other products. Turn to page 12 for more about Propane Service Corporation.

In addition to business savings, TPGA has assisted members in personal savings. Each year since 1997, the TPGA Scholarship Foundation has awarded members' children and grandchildren competitive scholarships that they can use at community college, trade school, or 4-year university. Over the last 25 years, TPGA has distributed over \$183,000 in scholarships. This past year, in 2022, it provided six college hopefuls a total of \$18,000.

Getting Involved

"I've met a lot of great people being involved in TPGA," said TPGA President Allen Wells. He added that having professionals willing to guide you on a product you might not be familiar with

Feature

or counsel you through a situation you haven't encountered before is invaluable.

"Joining or attending TPGA committee meetings are a great way to get involved with TPGA and make a difference in the propane industry," Wells said.

"You know, I even get something out of every meeting," Wells continued. "I don't care if I've heard the same thing over and over, I always learn something in the meetings. We always are able to talk about things and come up with ideas to combat whatever issues we're having."

TPGA hosts board and committee meetings quarterly. TPGA has a number of committees that members can get involved with, from our Technical & Standards Committee to our Legislative Affairs Committee.

"TPGA should be a part of your business," said John Walters, Schneider Distributing of San Angelo. "If anybody's going to be in the propane industry or making decisions for your company, they need to be a part of [TPGA]. It's free knowledge. You learn so many things from being in meetings and talking with your competitors. Because when you leave, you're not just a competitor anymore. You've got a friend."

Convention

"My favorite thing about the association is Convention. Everybody getting together, seeing all the booths, seeing new products and finding new products that will benefit our company," said Laci Jo Stone, Schneider Distributing of San Angelo.

At the 2022 Crossroads Propane Expo & Conference on the San Antonio Riverwalk this summer, 460 industry professionals attended. This year's Expo was in partnership with the Texas Food & Fuel Association (TFFA)'s Southwest Fuel & Convenience Expo. The joint Expo featured more than 200 vendors.

"You learn something new every time you go [to convention]," said Allen and Debra Wells.

TPGA always tries to hold educational sessions that will benefit the propane industry. In 2022, TPGA hosted a Regulatory Forum with representatives from the Texas Highway Patrol, the Federal Motor Carrier Safety Administration (FMCSA), the Pipeline Hazardous Material Safety Administration (PHMSA), the CDL division of the Texas Department of Public



Safety, and the Railroad Commission.

Not only educationally beneficial, but Allen and Debra Wells of BayGas say it's great family time. "We pick great destinations, great resorts. There's a lot to do. We like to enjoy one another's company, network a little bit, make friends and renew friendships. It's just a great opportunity to get all the families together and celebrate another great year."

Save the Date! In 2023, the Texas Propane Gas Association will be hosting its annual Crossroads Propane Expo & Conference at The Woodlands Waterway Marriott Hotel & Convention Center in The Woodlands on August 3-5, 2023. The Woodlands Waterway Marriott Hotel is located in The Woodlands Waterway Square, the epicenter of The Woodlands. Guests of The Woodlands Waterway Marriott Hotel & Convention Center are within walking distance to night life, outdoor activities, performing arts and more. Experience unforgettable performances at The Cynthia Woods Mitchell Pavilion, ranked in the Top 10 Outdoor Amphitheatres in the World. Take a break from your day with rentable kayaks, paddleboards and swan boats on The Waterway, or relax in the outdoor green space. TPGA hopes to see everyone in 2023.

More Plans for 2023

In addition to the portal and more rule changes, it is also a legislative year. The Texas Legislative Session only happens once every other year and will kick off January 10, 2023. Although the session doesn't officially begin until 2023, the Texas legislators started pre-filing bills in November 2022.

During the 2021 Texas Legislative session, 900 bills were filed the first day alone. Additionally, HB 19, the Trucking Tort Reform bill, was passed. McAdams said that passage of tort reform was one of his goals as president. The law protects the

rights of Texans who are truly injured in a commercial vehicle accident, while reducing opportunities for overly litigious trial lawyers to manipulate evidence at trial to seek millions in damages in cases where the commercial vehicle owner was not at fault or the plaintiff was not injured.

"The trucking bill was a huge win," McAdams said. "We didn't get everything that we wanted on that deal. We're going to go back this session and try to get the rest of it so that we don't have a lot of frivolous lawsuits."

Truck tort reform is just one of many issues TPGA will be tackling during the 88th Texas Legislative Session. Over the next six months, the association staff will be scrutinizing thousands of bills that affect business, propane, the energy industry and transportation.



Join & Renewals

If you are currently a member of the association, TPGA is sending out membership renewals for 2023 this month. Don't let your membership lapse!

If you are interested in joining TPGA, members can join as either a propane retail marketer, an associate supplier member or an affiliate. See updates to affiliate membership categories on page 11.

Propane retail marketer membership eligibility is limited to Propane Retail Marketers who hold a Category E license issued by the Railroad Commission of Texas and whose primary customer is the end consumer. Membership is based on the number of propane delivery trucks registered with the Railroad Commission of Texas.

Associate/Supplier membership is a flat fee and for anyone who provides products or services to propane retail marketers. Our supplier membership is made up of distributors, manufacturers, producers, carriers, brokers, consultants and other service providers.

Announcing New TPGA Affiliate Membership Categories

For the 2023 membership year, TPGA is pleased to announce that the Board of Directors has approved changes to the Affiliate Membership category. We believe that these new dynamic categories fully align with what TPGA represents, will provide equity to our membership structure, and will strengthen TPGA's membership by providing more options for members. A description of the eligibility requirements of these new categories is detailed below.

Dispenser Operator: any company or entity that is engaged in the business of selling LP Gas or propane motor fuel and dispensing and refilling LP Gas or propane cylinders. Dues are based on the number of dispensers, capped at 10.

Cylinder Exchange: any company or entity that is ONLY engaged transporting, selling and exchanging LP Gas or propane cylinders. Dues are per cylinder truck based on Cylinder Truck Form 4 registration with the Railroad Commission of Texas.

Community System: a company or entity that ONLY operates and services LP Gas or propane community systems. Dues are based on the number of community systems, capped at 10.

Contractor: a company or entity that ONLY installs or services LP Gas or propane equipment such as appliances, heating and cooling equipment, and piping and venting. The dues are a flat fee. This is a non-voting membership.

Other: marketers from other states that pay state dues and NPGA dues to their headquarter state. The dues are a flat fee.

We trust you will agree that these new opportunities will provide members with more flexibility in terms of their membership needs, and TPGA with an even stronger membership.

Your upcoming Affiliate dues renewal invoice will show your new category based on the approved changes. If you believe that you are miscategorized, please contact us to discuss.

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- Develop a company policy for interruptions of service and always follow them.
- Communicate your policy to your customers.
- Verify appliances can operate if there is any doubt the system may be out of gas.
- Always perform a leak check and document it for all out of gas deliveries.

How Do You Know A Propane System is “Out-of-Gas”?

This is what we do know:

If a fire and/or explosion occurs after a delivery, one of the first questions will be: Was the propane system out of gas? This question will need to be answered carefully and precisely. With many fires and/or explosions, the propane marketer may not initially appear to be at fault. There may have been some cause unrelated to an out-of-gas delivery. But when it is determined the system was Out-of-Gas or service had been interrupted with no documented leak check performed, it makes it harder to defend the propane marketer. An investigation may disclose the true cause of an explosion was not related to an out-of-gas situation.

However, an argument will be made that the accident would not have occurred had a leak check been performed.

When investigating propane fires and explosions, many questions are asked. Below are just a few that you need to be prepared for that may be related to an out-of-gas situation.

1. Did the customer call saying they were out of gas?
 - a. If yes, was a leak check performed?
 - b. Did you document the call in a call log?
2. Was a leak check documented with pressure recorded and time held?
3. Was there a customer signature verifying a leak check was performed?
4. What was the size and number of propane containers on site?
5. How much gas was delivered?
6. What was the percentage of gas in

the propane container before and after delivery?

7. What was the gas delivery history?
 - a. How much as was delivered?
 - b. Is there evidence that this customer may have used more gas than previous history showed?

Below are some answers that have been given why a leak check was not performed:

1. When I opened the fixed liquid level gauges (bleeder as some may call it) there was pressure.
2. There was a volume in the tank above 0%, so I did not think the tank was empty.
3. A leak check was performed three months ago when the system last ran out of gas, so I did not think it was needed this time.
4. I was not told to perform a leak check.
5. I did not have enough time.
6. It was not our company policy.
7. The customer was not home.

None of these excuses are acceptable. The first two reasons are the most common answers given as to why a leak check was not performed. The fixed liquid level and percentage gauges are used to fill a container, not to determine if the gas system is out of gas or does not have enough vapor pressure to operate all appliances. The only true measure for determining whether a system is out-of-gas is to verify if the appliances are operating.

Definition of Interruption of Service (Out of Gas)

The Propane Education and Research Council (PERC) in their CETP courses define an Out-of-Gas situation as follows:

It is when the vapor pressure in the vapor distribution system is no longer sufficient for all appliances to operate.

You cannot precisely (accurately) validate or prove that the appliances have enough vapor pressure to operate by opening the fixed liquid level gauge or by reading the percentage gauge. The fixed liquid level gauge is used to fill the container to a certain level so it is not over-filled. When the vapor coming out changes to a white fog it indicates the container has reached the maximum allowable fill level. The percentage gauge shows an “estimated” percentage of propane volume in the container. Neither the fixed liquid level gauge or the percentage gauge should be used to determine how much pressure there is in the piping system and if the system is out of gas.

The only way to really know if a propane system is completely out-of-gas is to check the tank pressure and to then verify that all appliances are continuing to operate. Using the fixed level gauge or the float gauge to determine whether the propane system is out-of-gas without verifying the operation of the appliance(s), is what gets most companies involved in an insurance claim or costly and prolonged litigation.

There are some other situations that need to be considered in determining whether there has been an interruption in gas service:

1. A call is received that the customer is out of gas.
2. The driver arrives to make a delivery and the tank gauge is at or near 0%.
3. The driver arrives and finds the container service valve shut off.
4. The number of gallons delivered indicates the propane container may have been empty.

Customer Calls – “I’m Out-of-Gas”

Any time the customer calls explaining that they are out of gas, it needs to be treated as if the system is Out-of-Gas. This is a perfect opportunity for your customer service representative (CSR) to explain the company procedures.

• An adult needs to be present so a delivery and leak check can be performed.

• Appliances will be put back into service or at least offered to be put back into service, depending on your company policy.

• If during the conversation the customer admits that the system is not out-of-gas, the CSR needs to document the call and points of the conversation.

If a driver is asked to make a delivery due to an Out-of-Gas call and when arriving finds the percentage gauge above 0%, the delivery still needs to be treated as an Out-of-Gas call. The customer said they were out of gas, perhaps signaling that one or more appliances are not working. The percentage gauge also may not be working correctly. Making this delivery without performing a leak check is a big mistake! Since the facts don't line up it requires more diligence before just filling the tank.

If the driver can go in the house or other building to verify the appliances are operating, only then may they consider

forgoing a leak check. The driver shall document and obtain a customer signature verifying the appliances are operating and the propane system is not out-of-gas. There may be other problems with the appliances such as a malfunctioning safety shut off valve.

Making a delivery and finding the percentage gauge above 0%

The driver has to make the decision if the system is Out-of-Gas. If there was no call received from a customer indicating that the propane system is out-of-gas, a driver may believe the gas system is not out of gas. However, if the percentage gauge is near 0%, a driver should see if anyone is home to verify if appliances are operating. Again, opening the fixed liquid level gauge to determine if there is pressure in the tank is not the correct means to determine if the propane gas system is out-of-gas. Some companies have instituted a policy requiring a leak check if the percentage gauge is below 5%. A policy

like that is completely discretionary and is not required by any code. Whatever policy you do develop, ensure it is always followed.

Gallons Delivered May Be a Sign of an Out-of-Gas Situation

The number of gallons delivered is not an accurate way of knowing if the system is out-of-gas. However, after a delivery where there is a fire and/or explosion, it is hard to convince a jury that the system was not out-of-gas if the gallons delivered are at or near an 80% delivery.

Where the tank is near 0% it would be prudent to hedge on the safe side and complete a leak check or verify all appliances are operating. As a reminder, it is best to verify if appliances are operating before beginning to fill the propane container.

Conclusion

Unfortunately, the Out-of-Gas topic is not easy to put into simple terms. What every company needs to contemplate is

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how they will determine when a propane system is out-of-gas. The failure to articulate clear policies and procedures can lead to mistakes and catastrophic fires and explosions.

As mentioned earlier, the biggest and most frequent mistake is relying on the fixed liquid level and percentage gauge to determine if the propane system is Out-of-Gas as they are not reliable methods. It is recommended to manage the risk by

doing the following:

1. Take measures to reduce Out-of-Gas calls.
 - a. Monitor usage
 - i. Installation of tank monitors can help reduce systems running out of gas.
 - b. Increase automatic fill customers.
 - c. Communicate with customers what your Interruption of Service policy is and what your state standards are.
2. Educate personnel how to handle

calls from customers who say they are Out-of-Gas.

3. Train drivers on your company procedures. If they have any doubt, verify the propane system is not out-of-gas and has not been otherwise interrupted.

4. Perform leak checks and document the pressure, time held, and if at all possible obtain a customer signature for all deliveries made for propane systems that are Out-of-Gas.

5. If a leak check cannot be made during an Out-of-Gas delivery, steps should be made to reduce the possibility of the propane system being turned on before a leak check is performed by a qualified person. Company policy suggestions:

- a. If the tank was out-of-gas do not fill propane tank unless an adult is home.
- b. If the tank was out-of-gas and you fill the propane tank consider the following:
 - i. Leave an appropriate warning tag, such as one from PERC, to alert the customer of the Out-of-Gas/Interruption of Service situation and to call your company.
 - ii. Call the customer to advise the container is shut off. Document the call.
 - iii. Secure the container, such as with a POL or service valve lock to further prevent someone from turning on the gas. Removing a regulator is not a preferred method.
 - iv. Document and/or take a photo of the lock and tag on propane container. Make sure you are consistent in taking photos and saving them in a secure place to be referred to when needed.

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ProCOT, PERC Partner to Reach Millions of Texans

Media Campaign Surpasses Expectations



3,870,523

Radio Impressions

From July 1, 2022, through September 30, 2022, the Propane Council of Texas (ProCOT) partnered with the Propane Education & Research Council (PERC) to launch a propane advertising campaign in Texas to augment PERC's national campaign. In only three months, the collective delivery across the 39 participating states (including Texas) generated a massive 251.8M impressions, averaging over 19M impressions per week across the nation. Over the course of the Texas campaign, the display banners, digital OnDemand radio and online video delivered a total of 18M impressions. An impression is a unit of measure that counts the number of times an advertisement has been seen.

The Propane Council of Texas ads

were heard 3.9 million times over the three-month media campaign stretch on iHeartRadio digital radio applications. So, whether you are listening to your favorite iHeartRadio station through your phone, tablet, smart home device, or computer, you may have heard one of ProCOT's ads touting the future is now with propane. Ads ran on iHeartRadio stations across the Lone Star State. A few examples of some of the top stations include:

Waco 100, Aggie 96, Real Country 98.7, 104.1 The Ranch, KYKX 105.7, Country Legends 97.1, 93Q Country, KVET 98.1, KASE 101, The Ticket, 99.5 The Wolf, Katy Country 93.1, Y100, KJ97, 92.5 The Bull, KKYX Country Legends, Kicker 95.1, 99.7 KBCY, 102 The Bear, Big Dog 106, 96.3 KLLL, Panhandle Sports Bar, 95.7 KPUR, FOX Sports Radio, 96.3 KHEY Country, and KTEX.

The ads not only catered to local stations but also iHeartRadio stations like iHeart Country Classics, iHeart Country, iHeart Country, Rock Nation and American Top 40 with Ryan Seacrest. Ad play on theme stations varied by market. Plus, as part of our ProCOT radio advertising buy, there were 2.2M bonus radio banner visual ads on iHeartRadio.

In addition to penetrating the radio air waves, metaphorically speaking, ProCOT implemented a web advertising campaign and received over 9.9M of our web ads, which appeared on 5,897 sites. Some of the sites included:

Lifestyle sites: southernliving.com, countryliving.com, goodhousekeeping.com, townandcountrymag.com, pioneerwoman.com and realsimple.com

Food sites: foodnetwork.com, bonappetit.com, cookinglight.com, epicurious.com, bettycrocker.com, spruceats.com, tasteofhome.com, allrecipes.com, simplyrecipes.com and delish.com

Home sites: realtor.com, zillow.com, bobvila.com, hgtv.com, familyhandyman.com, and houzz.com

“THE FUTURE IS NOW—AT HOME” Texas Radio Spot

As the cost of electricity continues to rise, more and more people in Texas are looking for ways to save money at home.

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And propane firepits and heaters make outdoor living in Texas just as comfortable as being inside.

Get the facts at propane dot com.



9,969,559

Web Banner Impressions

in web traffic with nearly 11,000 web visitors going to www.propanecounciloftexas.org/energyforeverone.

Weather resource sites: farmersalmanac.com, accuweather.com, weatherbug.com, and weatherchannel.com

Sports sites: nascar.com, mlb.com, espn.com, pगतour.com, nfl.com, barstoolsports.com, bleacherreport.com, theringer.com, cbssports.com and CBS Sports Fantasy.

Health living sites: webmd.com, menshealth.com, myfitnesspal.com, prevention.com, runnersworld.com and shape.com.

Educational websites: merriam-webster.com, britannica.com, dictionary.com, animalchannel.com, and history.com

Travel sites: tripadvisor.com, travelandleisure.com, travelchannel.com, rvtravel.com, and priceline.com

New sites: foxnews.com, fortune.com, forbes.com, reuters.com, newsweek.com, cbsnews.com, nbcnews.com and usatoday.com

Local news websites: texarkanagazette.com, palestineherald.com, wacotrib.com, abc7amarillo.com, kvia.com, ksat.com, kxxv.com, kwrx.com, kbb.com, kbtx.com, kcbd.com, kcci.com, kcentv.com, ketk.com, kens5.com ktxs.com, as well as other local news sites.

Miscellaneous sites: cmt.com, tvguide.com, wordswithfriends.com, and popularmechanics.com

During the 90-day campaign, the ProCOT website had a substantial increase



2,408,651

Video Impressions

With our digital TV campaign, ProCOT planned the reach be a little over half a million times, but in the end, our YouTube ads were viewed 2.4 million times. ProCOT leveraged the popularity of the nation's largest video streaming platform, YouTube.

The 30-second propane commercials developed by PERC ran on the following YouTube Channels:

Some of the YouTube channels our video ad appeared on you might recognize are HGTV, Peacock, NASCAR, Duck Dynasty, USA Today, Ask the Builder, as well as related to country

musicians GeorgeStraitVEVO, KennyChesneyVEVO, AlanJacksonVEVO, CarrieUnderwoodVEVO, Jason Aldean, Chris Stapleton as well as popular Texas Youtube channels including but not limited to: The Daytripper, Texas Style BBQ & Cuisine, and Dave Campbell's Texas Football.

The thing about YouTube video advertising is it is less about the content the user is watching, but more about the consumer in our targeted demographic in designated ZIP codes. Ads served to targeted demographic in Texas no matter what they are watching on YouTube from Texas fishing tips to Texas eats. The return on investment for the Propane Council of Texas exceeded our expectations. ProCOT invested \$45,800 with a \$91,000 match from PERC, for a total Texas media buy \$137,000. The return on investment is impressive. Our cost per ad served was less than 1 penny. Cost equated to .002 per ad.

National Campaign

While Texas was implementing their statewide campaign, PERC launched a TV campaign simultaneously at the beginning of July. As of 9/30, PERC's campaign resulted in 67.1M impressions.

PERC campaign included advertisements on CBS mornings as well as on local news broadcasts across Texas including the cable news networks such as CNN, Fox News, MSNBC, Headline News and CNBC.

The PERC NASCAR advertising campaign ran a longer, running between July 1, 2022 – October 30, 2022. The 50 National PERC TV spots ran during Cup Series and Xfinity Series races across the country, reaching 17.6M NASCAR viewers.

Media	Estimated Campaign Impressions	Actual Impressions	% of Fulfilled Impressions
:30 Audio Commercial	3,796,429	3,870,523	102%
Audio Companion Banners	Not Guaranteed (Bonus)	2,021,692	-
Display Banners	8,104,750	9,969,559	123%
:30 Video Commercial	526,316	2,408,651	457%
2022 Total	12,427,494	18,270,425	147%

PERC Council Meets to Approve 2023 Budget & Programs



The Propane Education & Research Council met November 8-9, 2022, in Destin, Fla., to review and approve a number of projects and programs.

The following dockets were approved at the fall meeting:

Docket 23649: 2023-24 Propane Farm Incentive Program, \$400,000. Program categories and incentive amounts will remain the same as 2022.

Docket 23667: Propane Construction Incentive Program 2023, \$1,250,000. Provides a tool to increase the likelihood of builders to build new homes using propane as a fuel of choice. Funds are provided directly to builders to offset any perceived increase in the cost of building with propane, as opposed to an all-electric home.

Docket 23654: 2023 Integrated Marketing & Communications Plan, \$12,863,000. The integrated marketing and communications docket encompasses 2023 programming for all markets, digital development, corporate communications/market support, as well as environmental thought leadership.

Docket 23360 Change Order: 2022

Workforce Outreach, \$200,000. The Technical School Grant Program offers \$10,000 to technical schools and community colleges across the country that are looking to expand their classroom lab and curriculum to include a propane-specific program. In 2021, PERC accepted 30 schools, and budgeted for 20 schools to receive grants in 2022-23. With an influx of qualified applications received to date, this is a change order for an additional \$200,000 to award grants for up to 40 schools.

Docket 23629: 2023 Industry Outreach, \$1,228,600 that covers outreach and meeting expenses from Jan. 1 through Dec. 31, 2023, including state meetings, marketer events and industry trade shows to promote and educate the industry on consumer education efforts, environmental messaging, market growth and commercialization efforts, and safety and training programs.

Docket 23630: 2023 Environmental Campaign & Partnership with States, \$5,410,000. This project proposes a nationwide consumer awareness campaign designed to carry our Energy for Everyone brand identity and priority messages.

A national campaign supported by customized regional campaigns increases the frequency and reach of those messages.

Docket 23681: Consumer Safety Materials Update and Validation Testing, \$927,000. This project is a review and update of the existing suite of consumer safety materials that PERC currently produces. It will ensure that the materials meet the ANSI Z535 standards for consumer safety materials and will include research and validation testing to ensure that materials are communicated and delivered in an effective manner.

Docket 23682: NFPA 58 CETP and Program Updates, \$212,305. The new edition of NFPA 58 will be released in 2023 and will require updates in PERC educational material.

Docket 23683: CETP Modularization Development, Round 3, Phase 2, \$980,000. This is the second phase of a project to update the CETP program. This docket funds updating programs related to the design and installation of exterior vapor distribution systems and placing vapor systems and appliances into operation.

Docket 23445: Fabrication and commercialization of a propane-fueled band steam applicator, \$595,010. Project will start in December 2022 and run through 2025 with unit being ready for field Q4 2023. Demonstrations planned in Arizona, California, Michigan and Georgia.

Docket 23653: Computing Marginal Electricity CO2 Emissions, \$175,000. S&P Global Insights will use its power modeling tools to provide datasets that PERC can use to simulate several scenarios for comparing emissions from propane residences, vehicles, equipment to those from their all-electric equivalents.

Also, the Council approved the 2023 budget of \$45.5 million, which is based on an estimated 9.1 billion gallons of odorized propane sales and includes \$9.1 million in state rebates.

The next PERC meeting is scheduled for February 8, 2023 online.



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Traffic Huddle: Railroad Crossings Safety Meeting



LENGTH 2–5 minutes

TO PREPARE: Read the background information.

Background

When you talk to your employees and drivers about railroad crossings, make sure they understand that failure to properly stop at crossings is illegal and can be deadly.

According to the Federal Railroad Administration, more than 80% of railroad-related fatalities and injuries occur at public crossings.

Railroad crossings have gates, lights and bells that warn and inform the driver of how to proceed safely. The best advice is to know your surroundings, understand posted signs and report a situation at a crossing.

Discussion

Do you recall a childhood riddle that starts, “Railroad crossings, look out for the cars...?” This riddle is a reminder

that trains and vehicles will, at some time, cross paths.

When your drive involves crossing over railroad tracks, railway safety professionals warn that we should always expect a train.

Signs, signals and flashing lights warn drivers about upcoming railroad crossings. What driving behaviors most often contribute to highway-rail crashes?

- Not paying attention.
- Focusing on distractions inside the vehicle, like cell phones and texting, rather than reading signs or looking for signals. The same distractions that cause road incidents are the main reasons for highway-rail crashes.
- Failing to stop with proper clearance.
- Disregarding gates, lights and bells.

You’re approaching a crossing and don’t hear a train. It must be safe to proceed, right?

- Signs may be posted, warning that this crossing is in a “Quiet Zone” or that the “Train Horn is Low.” Trains

aren’t always making noise!

- At any railroad crossing, a driver should expect a train.

Drivers can be ticketed for not stopping at a railroad crossing with proper clearance. What is proper clearance?

- Clearance refers to the width or height distances of an opening or passage.
- By law, the vehicle must not stop closer than 15 feet or not farther than 50 feet from the nearest rail.
- Proper clearance is marked by a solid white line. All parts of the vehicle must be clear of this white line.
- If stopping after a crossing, proper clearance refers to the entire vehicle stopping past the white line.

Optional Discussion:

Railroad Crossing Location Address

You have stopped at a railroad crossing. Do you know the address of your location?

The Department of Transportation (DOT) number at a crossing identifies where you are, like an address. It is posted on the sign pole and also provides an emergency reporting phone number. When is the address important?

- Reporting an incident that has occurred
- Reporting a stopped vehicle
- Reporting gates, lights and/or bells that are not working

Summary

Trains approach fast and sometimes silently. Railroad crossings have gates, lights and bells, but drivers must be aware of a crossing and expect a train is coming.

Posted signs are important warnings and should be read and followed.

Proper clearance ensures your vehicle is in the safe zone. Paying attention to the white solid line is key.

Information is compliments of the National Safety Council in partnership with the Texas Department of Transportation. For more information and traffic huddles, visit txdrivingconcern.org.

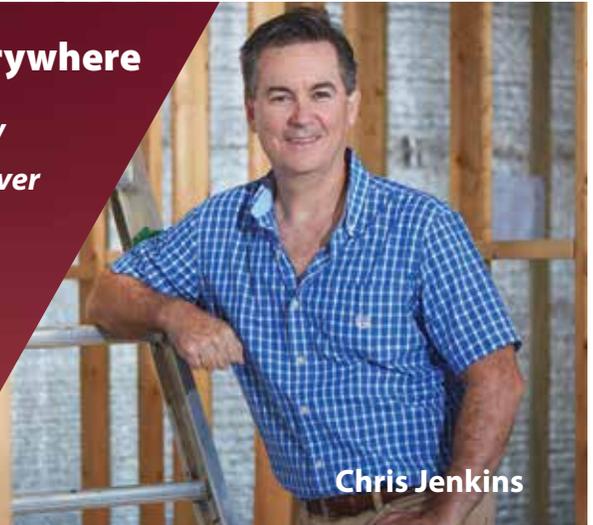
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Why Your Employee's First 90 Days Are Key to Retention

Here's what some companies are doing to help employees to reach that critical three-month milestone



Companies are standing behind the common 90-day rule to keep employees long term, reports Wall Street Journal.

Executives and human resource specialists tell the Journal that if a worker can stick with the company through their first three months on the job, that person is more likely to stay with the company longer term, which they define as a year or more. With that knowledge, businesses are offering 90-day bonuses and new programs to keep employees on board for the first three months.

Marissa Andrada, chief people officer at Chipotle, told the Journal that "if you see someone hit the three-month mark, the reality is, they're going to be here for at least a year." Chipotle offers its employees consistent scheduling and gives new hires a clear explanation of company operations and benefits, according to Andrada. The tactics are designed to help employees be comfortable in its restaurants and motivated to stay, she said.

CVS offers a \$1,000 bonus to some warehouse workers if they stay for 90 days, while McDonald's and Wendy's, among others, advertise new-hire bonuses of hundreds of dollars after three months on the job. Heating and air-conditioning company Carrier partners their new hires with a more experienced "buddy."

A major factor in whether a person sticks around for the first three months is their connection with the company, executives told the Journal. Intercom, a software company in San Francisco, asks its new hires to complete a "listening tour," which allows them to understand the company's operations and meet as many other employees as possible. The listening tours range from two to six weeks, depending on the employee's position.

"The first 90 days is almost like an extended interview process by the employee of the company," L. David Kingsley, Intercom's chief people officer, told the Journal. "Those are the critical moments where

someone is truly deciding."

Some companies, including workplace software provider Envoy, have hired employees who check in with hiring managers and new workers to look at the hiring process from all angles.

"That first 90 days are when you have people that either say, 'This was the best thing I ever did,' or 'I made a mistake because it's not what I thought it was going to be,'" Annette Reavis, Envoy's chief people officer, explained to the Journal.

Waste Management soon will have a tool allowing new hires as well as veteran employees to leave anonymous comments about their work and the company. Managers will be able to get real-time feedback.

"You're going to get tidbits from your folks," John Morris, Waste Management's chief operating officer, told the Journal. "It's going to be, 'Hey, this is what my group is telling me what's on their minds.'"

Some companies are starting with the hiring process to improve employee retention. TXB Stores Inc. recently overhauled its hiring process from one that took five days from interview to starting on the job to another that has an employee interviewed, onboarded and started in two days flat. TXB completes the interview, background, hiring and onboarding in one day.

"When [a new employee] leaves, we hand [them] a schedule," said Nathan Graham, director of human resources, TXB, at the 2022 HR Forum.

Graham says that every TXB store that has implemented this hiring process has seen a reduction in turnover. Overall, the company has seen a 12% decrease in turnover over the past six months.

Tech hospitality company SevenRooms offers a "Fresh Start" policy, which allows its new hires to take two weeks of paid time off plus health care coverage before they start their job at the company.

The company's HR executive said that the plan was born out of hearing about many employees being burned out soon after hiring. Not everyone can take time off without getting paid, so making sure people can take time for themselves, and not go into financial strain to do so, is something employers can help with.

Other companies believe innovative scheduling is the key. One Chick-fil-A in Miami has been using a three-day work week to recruit and retain employees, and it's working. The shortened work week began in January, and according to the store operator, employee retention is at 100%,

and a recent job posting for the store received 429 applications within a week of posting. Fast-casual restaurant chain Dig is testing a four-day workweek with its full-time staff.

NACS hosted three webinars this summer that discussed innovative ways to address the labor shortage facing the convenience retailing industry, including flexible and innovative scheduling.

NACS has partnered with The Good Jobs Institute on how c-store operators can provide "good jobs," which meet people's basic needs and offer conditions for engagement and motivation. The Good

Jobs Calculator, designed exclusively for NACS members and the convenience industry, allows retailers to use their own data and customized assumptions about the amount of improvement or uplift achievable, enabling executives to run scenarios on the bottom-line impact of a Good Jobs system.

This article originally appeared on www.convenience.com, the home of NACS, a global trade association dedicated to advancing convenience and fuel retailing.

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People in Propane



Donald Melvin Johnson, 81, passed away on November 3, 2022. After marrying he and Barbara owned and operated J & L Propane from 1965 to 2002. Donald served many years on the Texas LP Gas Association board. He was also involved in the Lion's Club. He enjoyed raising cattle, hunting and spending time with family and friends. Our thoughts go out to the family at this time.



Wayne F. Bethel, 92, of Snyder, TX passed away at his propane business, Bethel Oil, on November 7, 2022. Wayne worked for several oil companies selling wholesale gas and worked part time installing propane conversions on vehicles for the family business. He retired from SunGas in 1983 and later assumed management of Bethel Oil. He loved fudge and Fudgesicles, eating lunch with friends at local cafes, fast American cars, nice suits and was an avid coin collector. Our thoughts and prayers go out to the family at this time.



After 44 years in the propane industry, **J.R. Anderson** retired from Gas Equipment Company (GEC) on November 25, 2022. His retirement is now a time to do what he wants, when he wants, where he wants and how he wants, provided his new boss (his wife) lets him!

He says that he is looking forward to enjoying his retirement but leaving was not entirely easy. He goes on to say that he genuinely enjoyed working with and learning a great deal from everyone in the industry. He expresses his gratitude for those great friendships and will miss the personal interactions. J.R. says that he is deeply grateful for the opportunity to have spent the last twenty-two years working with GEC. He says that the absolute best feeling is knowing that you have helped someone with an issue and provided some sort of a solution to their problem.

J.R. will not be completely out of sight as he has agreed to serve on the Senior Advisory Board at Gas Equipment Company.



PERC Attends 95th National FFA Convention

The Propane Education & Research Council (PERC) attended and displayed at the 95th National FFA Convention in Indianapolis on October 26-28, 2022. With an estimated 65,000 visitors to the show, PERC's efforts were focused on workforce outreach for the propane industry.

Educators were able to obtain the ready to go classroom lesson plans and curriculum of their choice- Agriculture and/or HVAC/plumbing, and students were

provided career information for the four major job categories in the industry- Customer Service Representatives, Bobtail Drivers, Transport Drivers, and Service Technicians. To find this information, visit propane.com/FFA

PERC plans on following up with each group-- students and educators-- about additional information and opportunities to learn more about careers in the propane industry.

Autogas Grant Programs Available

2022 is replete with available grants. Funding opportunities are available on the state and federal level. Grants are available for light duty trucks, school buses, bobtails and other medium duty vehicles.

Grants are open throughout the year, and every month in Texas Propane magazine in 2022 we will be sharing grant availability as programs open and close. Available Grants (at time of printing):

- TCEQ Rebate Grant Program SUSPENDED OVERSUBSCRIBED
Deadline was December 19, 2022



- TCEQ Seaport and Rail Yard Areas Emissions Reduction Program OPEN
Deadline November 22, 2022

- TCEQ Statewide Light-Duty Motor Vehicle Purchase Program OPEN
Deadline January 7, 2023

- TCEQ Texas Natural Gas Vehicle Grant Program (TNGVGP) OPEN
Deadline March 31, 2023

Have questions on available grants but do not know what grant is right for you or your fleet customers? You can contact the Propane Council of Texas (ProCOT) at info@propanecounciloftexas.org or (800)325-7427.

Winners Announced in PERC Sustainability Contest: Finalist from Texas Named

After a nationwide search for the best and brightest sustainable school-improvement ideas, 3 students have been selected as the winners of the Propane Education & Research Council's (PERC) "Be Like Jack" sustainability contest. Each student won \$2,000 for their school to implement their sustainable idea including Evelynna Rozenfeld, 11, from Beck Junior High in Katy, Texas. She is the finalist in the 10-11 age group for her idea to add composting to her school to reduce the amount of food waste.

The "Be Like Jack" sustainability contest hosted by PERC is named in honor of Jack Kendrick, a student from South Carolina that successfully petitioned his school district to purchase the state's first propane-powered special needs school bus.

Last Chance! to Secure Appliance Rebates for Your Customers

Don't let your customers miss out on propane appliance rebates from the Propane Council of Texas (ProCOT). Whether someone is remodeling their home, building a new house, or just replacing an old or malfunctioning appliance,

this program was developed to assist them in choosing propane as their preferred energy choice.

The following rebate amounts are available for appliance purchases made between January 1, 2022 – December 31, 2022:

\$300 for new propane boiler or furnace (includes propane backups)

\$300 for new propane water heater

\$600 rebate cap per Texas household or Texas business

Rebates are available first-come, first-

served, while rebate funding is available during the 2022 calendar year.

A propane safety inspection by the propane provider is required and the application must be submitted by the propane provider through our rebate portal.

The rebate portal can be found at <https://txsaveswithpropane.com>. It is your one-stop shop to check funding availability, download marketing rebate materials, submit rebates, and check the statuses of each of your rebate applications.

For additional questions about the pro-

gram, please call 512-883-9925 or email rebates@propanecounciloftexas.org.



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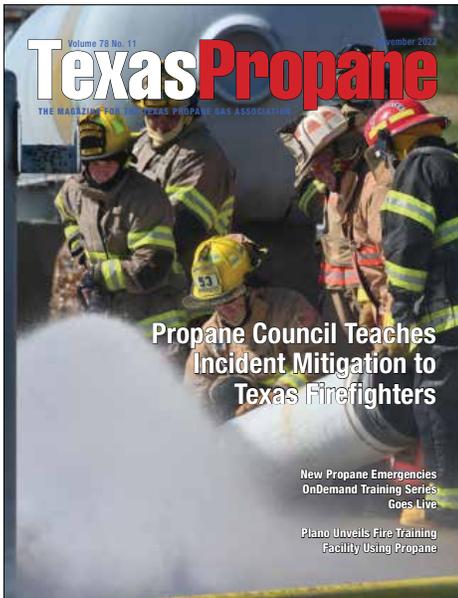
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Texas Propane is the official publication of the Texas Propane Gas Association and is the only publication geared exclusively toward the Texas propane industry. Each month, the print and online edition of *Texas Propane* reach over 1,000 decision making propane industry professionals (including every licensed full-service Texas propane retailer) providing an effective platform to market your products and services. **Space is limited. Reserve your spot today.**

Black and White Rates, Per Issue

Size	1x	4x	12x
Outside Back Cover	\$921	\$879	\$820
Inside Front Cover	\$879	\$820	\$703
Inside Back Cover	\$879	\$820	\$703
Center Spread	\$1551	\$1442	\$1242
Full page	\$814	\$688	\$593
1/2 page	\$485	\$409	\$353
1/3 page	\$355	\$299	\$258
1/4 page	\$283	\$240	\$206

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An advertorial gives you a chance to describe your product and service in form of a story in our magazine. Upgrade your ad today to an advertorial for a 20% additional fee. Advertorials are available in full page (900 words), 1/2 page (400), & 1/4 page (200).

Advertisers are responsible for providing written article submission in an editable format. Images are permitted but it will reduce allowable word count.

Color

4-color can be added to any size ad for an additional 30% of space rate.

Classified Advertising Rates

Standard Classified Advertising is available for \$2/word. \$50 minimum per insertion.

Small logo or photo can be inserted for \$10.

Display classifieds are available for \$30/column inch (3 column grid format).

Discounts

TPGA members receive an additional 5% off all listed rates. All rates are net; no advertising agency discounts available.

Closing Dates

Space reservations for both display and classified advertising are due a month before the publication date. For example, a reservation for the February issue is due January 1. Artwork is due 5-10 after the reservation deadline.

DECEMBER

2
Duty to Warn Deadline

6
NPGA/PERC State Leadership Summit
Washington, DC

23 & 26
TPGA & PSC Office Closed for Christmas

JANUARY

2
TPGA & PSC Office Closed for New Year's Day

7
TCEQ TERP Light-Duty Motor Vehicle Incentive Program (LDPLIP) Deadline

January 30 - Feb 1
NPGA Winter Meeting
New Orleans, LA

FEBRUARY

8
PERC Council Meeting
Virtual

February 28- March 1
National Propane Education & Training Conference
Orlando, Fla.

MARCH

5-7
Spring NPGA TS & S Committee Meeting
Kansas City, MO

9-10
Spring NPGA Benchmarking Meeting
New Orleans, LA

27-29
PERC Environmental Ambassador Conference
Sarasota, FL

Alliance AutoGas 13
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Legacy Energy Consulting
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Equiposy Tanques de CV 17
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Tarantin Industries 27
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Eco-Friendly Coffee Bike Harnesses Propane Power



An entrepreneur in Vancouver, Canada, has turned to propane in providing power for his self-sustained coffee shop, which is built on an electric bike platform.

This Canadian-based coffee bike (there is a European version as well), combines Canadians' love of coffee with their desire to maintain a green and healthy environment.

The electric tri-cycle features solar panels, but turns to propane for its coffee needs, powering a commercial grade espresso machine capable of pulling 60+ double shots of espresso per hour. It also powers a coffee grinder (makes a drink in under 1 minute) and on-demand hot water.

The creator of this particular bike started in business in 2017 with one prototype. After that first bike didn't work well, he re-designed into its current form. He's currently offering franchise options for his company, touting an owner's ability to have flexible locations and schedules, all with zero gas emissions.

The coffee bikes also specialize in mobile private caterings and public events. For more information about this particular company, visit <https://www.coffeebike.ca/>.

They are not the only company offering mobile bike options. There are several options in Europe, including Gastronomic Bikes (<https://gastro-bike.com/en/>), which offers the choice of either a propane or electric powered bike. Gastronomic Bikes also offers a Hot Dog Bike which is exclusively powered by propane. It includes a strong burner that can easily maintain the desired temperature of the hot dogs (or brats).



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