

Texas Propane

THE MAGAZINE FOR THE TEXAS PROPANE GAS ASSOCIATION

OCTOBER 2024

2024 Propane Company Insights, Trends & Numbers

Gray, Gray & Gray's Annual Propane Industry
Survey Delivers Key Insights

Fuel Future Service Techs
with the 2025 Propane
Technical School Grant

TPGA Scholarship
Winners Announced

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THE MAGAZINE FOR THE TEXAS PROPANE GAS ASSOCIATION

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Highlights from Headquarters

Bill Van Hoy

TPGA Executive Director

Here's to welcoming fall! At least I hope so. Here in Central Texas, early September gave us one gorgeous week of weather, followed by the regular hot programming. By the time this is printed, let's hope the hot is behind us.

Fall is a great time to take inventory on your business direction. Recent data from the Gray, Gray & Gray propane industry survey (page 8) offers valuable insights into propane company expenses, labor, pay, employee and customer retention, and operations.

In other news, the Propane Education & Research Council has launched its Technical School Grant Program. Discover how you can share this opportunity with local high schools and trade schools for a chance to secure \$10,000 in grant funds to introduce propane curriculum.

Meanwhile, our industry continues to give back in a variety of ways. We continue to support TPGA members by offering scholarships to children of association members. The propane industry also just wrapped up another successful Pros4Care Golf Benefit in Plano. Our TPGA members continue to support this great cause.

Additionally, in this issue, ProCOT highlights programs and resources for the heating season. Learn how to sign up for the 2024 Duty to Warn Safety Mailing Program and get free CSR Q&A flip guides for your offices.

Finally, propane industry members and even their fleet customers have received \$50,000 to \$100,000 in grants to replace diesel bobtails and vehicles with propane bobtails and vehicles. Find out how you can benefit and if you are in an eligible area.

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2024 Propane Company Insights, Trends & Numbers

Labor, Customers & Operations

The 2024 Propane Industry Survey conducted by Gray, Gray & Gray delivers key insights into how propane marketers are adapting to challenges and opportunities. Here are the crucial takeaways from the survey, relevant for Texas propane marketers.



Profit Margins, Pricing, and Expenses

Profit Margins

Companies are keen to improve profitability by expanding service offerings and enhancing the efficiency of their operations. Many are focused on reducing fuel consumption and optimizing the timing of deliveries.

Non-Payroll Expenses

The highest nonpayroll expenses for propane companies are fuel and vehicle maintenance. Rising fuel costs have pushed companies to find ways to reduce mileage and improve fleet efficiency through better delivery planning and route optimization.



Price Protection Plans

To stabilize revenue throughout the year, many companies are turning to budget and price protection plans, which help customers manage seasonal price spikes and smooth out business cash flow.

Labor, Pay, and Employee Retention

Recruitment

A significant 45% of propane companies are recruiting from trade and vocational schools to fill critical roles like delivery drivers and service technicians. This is helping businesses find skilled workers in a highly competitive labor market.

58% of propane companies have 1-5 vacant positions at any one time.

Pay and Compensation

Competitive pay structures are increasingly important in retaining employees. Many companies are revisiting their payroll

Average Hourly Rates

	2024	2023
Controller	\$ 48.94	\$ 45.99
Customer Service Representatives	\$ 21.92	\$ 21.14
Delivery Drivers	\$ 26.41	\$ 25.89
Dispatchers	\$ 27.63	\$ 26.51
General Manager	\$ 53.39	\$ 49.77
HR Professional	\$ 38.36	\$ 36.51
IT Professional	\$ 47.79	\$ 32.46
Salesperson	\$ 33.24	\$ 37.90
Service Manager	\$ 42.86	\$ 37.58
Service Technicians - Air Conditioning	\$ 32.19	\$ 31.06
Service Technicians - Heating	\$ 28.82	\$ 28.60

**Chart provided by Gray, Gray & Gray 2024 Propane Industry Survey*

systems, ensuring that workers receive industry standard wages.

In addition to wages, companies are offering attractive benefit packages, including healthcare and retirement plans, which have become essential in retaining skilled labor.

Retention Strategies

The biggest change made to improve employee retention has been cross-training staff. 72% of companies cross-training their bobtail driver and service techs.

Companies have also invested in technology upgrades, like tank monitoring systems, to reduce workloads and improve overall job satisfaction.



Customer Insights

Customer Retention

63% of propane customers have stayed with their provider for more than five years, showing strong customer loyalty in the industry.

However, pricing remains the top reason for customer loss, highlighting the need for competitive pricing and enhanced customer service.

Seasonality Offsetting

Companies have increasingly adopted budget and price protection plans to mitigate the effects of seasonal demand spikes, ensuring more consistent revenue throughout the year.

Daily Deliveries

On average, propane companies deliver 346 gallons per hour, 12,899 gallons per truck daily, with 1.9 stops per hour. This reflects improvements in both delivery planning and efficiency, as companies work to reduce time spent on the road while maximizing delivery volume.



Tank Ownership

According to the survey, more than 50% of both above ground and underground propane tanks are owned. For leases, above ground tank contracts are fixed typically at a 1 year, while underground lease contracts vary.

Technology and Operations

Technology Adoption

61% of companies focus on keeping up with industry best practices in technology, recognizing it as essential for longterm success.

29% adopt technology only after seeing proven results, indicating a cautious approach in some businesses.

Technological improvements include advanced tank monitoring systems, fleet management software, and backoffice automation to enhance service delivery and customer satisfaction.

Operational Efficiency

88% of propane dealers have worked to increase profit margins, using strategies like:

- Adding new services (22%) such as HVAC and plumbing.
- Optimizing delivery routes to make fewer but larger deliveries (68%).
- Streamlining delivery planning to improve fleet efficiency (69%).
- On average, propane companies delivered 182 gallons per stop, an increase from 160 gallons in 2023, reflecting improvements in operational efficiency.

Most Impactful Changes in Business Operations

Top 5 Changes in the Last 12 Months

1. Business acquisition and expansion to new markets.
2. Upgrading backoffice systems and integrating new technology.
3. Cross training staff to handle multiple roles.
4. Adding or expanding the use of tank monitoring systems to improve service efficiency.
5. Expanding service capabilities, such as offering alternative energy services like solar and HVAC.



Expansion into New Areas

Diversification of Services

Many propane dealers are exploring new revenue streams as they look to futureproof their businesses. This includes EV charging stations, solar canopies, and battery storage systems to tap into the renewable energy market.

It also includes offering inhouse mechanic services to the public, turning maintenance facilities into additional profit centers.

Final Thoughts

These expansions reflect a growing trend in the industry to diversify beyond traditional propane services, preparing businesses for the shift toward greener energy solutions.

The 2024 Propane Industry Survey highlights key strategies that are driving growth and profitability in the propane sector. By focusing on technology, operational efficiency, competitive pricing, and diversification, Texas propane marketers can remain resilient in a changing market. With customer loyalty strong and expansion into new service areas on the rise, the future of the industry looks bright.



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Support Local Schools: *Fuel Future Service Techs with the 2025 Propane Technical School Grant*

Applications for the 2025 Program are Now Open
through December 20, 2024

Looking to fuel the next generation of skilled workers in your community? The HVAC Technical School Grant Program, administered by the Propane Education & Research Council (PERC), offers up to \$10,000 to high schools, community colleges, and trade schools to support hands-on propane training. With the growing shortage of trade professionals, this grant can help prepare students for future careers and build a talent pipeline for local businesses.

To qualify, schools must incorporate the provided curriculum and meet requirements such as acquiring propane-specific equipment and appliances for practical training.

Who Can Apply: U.S. educational institutions, including technical schools and community colleges, that offer propane-related instruction in HVAC, plumbing, or similar courses. Schools must be able to install propane appliances in their labs. Each institution is eligible for one grant.

Technical School Grant Program Recipients



From the nationwide grant program, four Texas schools were awarded during previous grant rounds those include: Collin College in Plano, TX; PHCC San Antonio in San Antonio, TX; Blanson CTE High School in Houston, TX; and Southwest Junior College in Uvalde, TX.

High Schools

High schools are eligible for a \$5,000 grant to incorporate the eight-hour Overview of Propane Distribution Systems curriculum and accompanying list of appliances and equipment. This is a condensed foundational propane systems program.

- Three Pressure measuring devices.
- Liquid leak detector solution.
- Gas pipe, tubing and fittings samples.
- Propane hydrometer and supply source cylinder.
- Personal protective equipment.
- One propane gas appliance.
- A propane supply tank, regulator(s) and gas piping.

*Details of these appliances and materials in Program Guidelines

Tech & Community Colleges

Technical schools and community colleges are eligible for the \$5,000 program or a \$10,000 grant for the 80-hour HVAC and Plumber Technical Training curriculum and accompanying list of appliances and equipment.

- Three Pressure measuring devices.
- Liquid leak detector solution.
- Gas pipe, tubing and fittings samples.
- Propane hydrometer and supply source cylinder.
- Personal protective equipment.
- One Category One propane gas appliance.
- One Category Three propane gas appliance.
- One Category Four propane gas appliance.
- Four venting components.
- A propane supply source, regulator(s), and gas piping.

*Details of these appliances and materials in Program Guidelines



Important Dates

Application period:
September 1 - December 20, 2024

Selections announced via email:
January 2025

Instructional period:
2025

Calendar Year Instructor Train the Trainer:
Summer 2025

How It Works

1. Complete the online application and get approved.
2. Connect with your local Propane Advisor.
3. Complete pre-program paperwork.
4. Acquire the required items.
5. Attend an in-person Train the Trainer event.
6. Teach!
7. Complete an end-of-program report.
8. Teach again next year, and the year after that.

What are the Propane Advisor's responsibilities?

- Advise and support the instructor.
- Speak to the class twice during the instruction period.
- Verify the safe installation of propane appliances and equipment.
- Help acquire and install required equipment, including a hydrometer.

How to Apply

Visit www.propane.com/TechSchoolGrant to learn more, determine eligibility, and apply.

Questions?

Contact Elena Bennett at elena.bennett@propane.com.



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Fueling Higher Education for Our Industry's Children

TPGA Awards over \$21,000 in Scholarships in 2024

Scholarship Update

\$222,000 scholarships awarded since 1997

\$21,000 scholarships awarded in 2024

6 scholarship recipients in 2024

5 fundraisers at Convention

\$25,695 raised at Convention benefiting the TPGA Scholarship Foundation

What do a future homicide detective, a budding business mogul, and an aspiring cosmetologist have in common? They're just a few of the incredible students earning a scholarship from the Texas Propane Gas Association this year! Since 1997, TPGA has awarded over \$222,000 to help launch the careers of young go-getters, and in 2024, we're proud to add \$21,000 more to that total. From universities to trade schools, these scholarships are fueling futures of members' children and grandchildren.

Kaydee Collins



Kaydee Collins, the daughter of Kenny Collins, a service tech for Nelson Propane, has made a significant impact on her high school and the Corsicana community. Throughout her time at Corsicana High School, Kaydee has excelled

as a leader, scholar, and dedicated community member. As Dance Team Manager, Art Club treasurer, FCCLA local president and region vice president, Youth Congress and Student Council, she has demonstrated her commitment to leadership.

Her participation and success in FFA competitions, National Honor Society, Yearbook, American Sign Language Club, Spoken Word Club, and One Act Play highlight her versatility and dedication.

Kaydee's extensive community service includes volunteering with Habitat for Humanity, organizing Special Olympics events, participating in Salvation Army charity drives, and helping at the animal shelter, among other activities. Her dedication to giving back is truly commendable.

In addition to her school and community commitments, Kaydee has worked as a data entry clerk at Nelson Propane.

This fall, Kaydee Collins began her studies in Advertising at Texas Tech University, where she will apply her leadership skills, community involvement, and academic drive to the next chapter of her education.

Maeleen Rocha



Maeleen Rocha, the daughter of Esau Rocha, a Supervisor/Driver for TG Fuels (previously WTG Fuels), has distinguished herself both academically and athletically at the University of the Incarnate Word.

As a sophomore majoring in Business Accounting with a minor in Finance, Maeleen has shown a strong commitment to her studies and future career. Her involvement in extracurricular activities is equally impressive.

While in high school, she was a mem-

ber of the National Honor Society and demonstrated leadership as Captain of the softball team and the soccer team. Additionally, she participated in volleyball, track, and cross-country, showcasing her versatility and dedication to sports.

Maeleen's part-time work experience reflects her strong work ethic and ability to manage multiple responsibilities.

This fall, Maeleen Rocha is continuing her studies at the University of the Incarnate Word, where her passion for business and finance will undoubtedly lead to continued success.

Kendall Jackson

Kendall Jackson, the granddaughter of Nancy Jackson, a branch manager for Cooper Propane, has made a remarkable impact at Avery High School and within her community.

Graduating in May 2024, Kendall has been an active participant in numerous extracurricular activities, showcasing her leadership and dedication. She has been involved in Lady Bulldog Athletics, Junior Varsity and Varsity Volleyball, Varsity Cheerleading, and the University Interscholastic League (UIL).

Additionally, Kendall served on the Yearbook staff and various school committees, and she is a member of the National Beta Club Honor Society.

Her commitment extends to the arts as well, with participation in One Act Play and formal training in pointe, jazz, ballet, lyrical, and tap at the Angela Davis School of Dance.

Kendall's community involvement includes various ministry and community activities, reflecting her dedication to service.

While in high school, Kendall balanced a job with her rigorous academic and extracurricular commitments.

This fall, Kendall Jackson began her studies in General Studies at Texarkana College, where her diverse interests and strong work ethic will continue to shine.

Jazlynn Soliz



Jazlynn Soliz, under the guardianship of Chance Lowrie, VP/Operations Manager/Owner of D & L Propane, has made a notable impact at Brazoswood High School and within her community.

As a dedicated student from Clute, TX, Jazlynn has excelled in both academics and extracurricular activities. She has been an active member of the Leadership Council, Varsity Softball team, and Marching Band, where she has shown her leadership skills as Varsity Softball Team Captain and Marching Band Section Leader. Her commitment to excellence is evident in her participation in the top band at her school.

Jazlynn's dedication to softball extends beyond school, as she has been heavily involved in travel softball, requiring extensive practice and weekend games.

This fall, Jazlynn Soliz began her studies in Criminal Justice at Hilbert College, home to one of the nation's leading Criminal Justice programs, as she pursues her goal of becoming a homicide detective. Alongside her academic journey, she will also be playing college softball.

Christopher Defore



Christopher Defore, the grandson of Jason Dehart, a bob-tail driver for Nelson

Propane, has made a significant impact at Athens High School and within his community. Graduating

in May 2024, Christopher balanced both high school and college courses simultaneously, earning a place on the Presidential Honor Roll at his local college.

In addition to his academic achievements, he actively participated in various extracurricular activities, including being a member of DND, the PINNACLE Student Council, and Phi Theta Kappa, while also managing several AP classes.

His dedication to his community is demonstrated through volunteer work at the Athens Animal Shelter, assisting at local elementary schools, supporting multiple events at Athens High School, and contributing to church activities.

This fall, Christopher Defore began his studies in Physics and Engineering at Abilene Christian University, where his commitment to academic excellence and community service will continue thriving.

Alexandria Lee



Alexandria Lee, the daughter of Kristy and Thomas Lee, both employees of TG Fuels (previously WTG Fuels), has made a significant impact at Spur High School and within her community.

Graduating in May 2024, Alexandria has been an active participant in various extracurricular activities, demonstrating her commitment to excellence and leadership. She has been involved in Band, UIL competitions, National Honor Society, One Act Play, and Future Farmers of America.

Her dedication to community service is evident in how she spent her high school summers assisting with vacation Bible school, and throughout the year, supporting children with learning disabilities through a local organization.

In addition to her academic and extracurricular activities, she has gained valuable work experience at her local grocer, balancing work and school.

This fall, Alexandria Lee started her studies in Cosmetology at Wade Gordon Hairdressing Academy, where she will continue to cultivate her passion for creativity and service.

Thanks to the unwavering support of our dedicated donors and fundraisers, these amazing students know that their propane family believes in them and their future endeavors.

The TPGA Scholarship Foundation has had an exceptional year, raising \$25,695 through our 2024 fundraisers: expo silent auction, rifle raffle, booze wagon auction, Kendra Scott Trunk Show, and golf tournament.

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Employment Verification and Job References

By Jikku John, Legal Counselor to Texas Workforce Commissioner Joe Esparza

Oftentimes, employers find themselves in situations where another employer or business is calling to ask questions about a former employee. This could lead the employer to think: What am I allowed to say? How much information am I allowed to give? Could there be consequences for the information that I divulge? This article seeks to provide insight into what is proper, and equally improper, to disclose in situations involving employment verifications and job references.

Be Careful Over the Phone

Today, the vast majority of employment verification and job reference requests take place over the phone. Generally, it is not a good idea to give job reference information over the phone if someone “cold calls” you. The reason being, you do not know who is calling, and more importantly, why they are calling.

For instance, the call could be coming from an employer who is thinking about

hiring a former employee, but just as easily, the call could be coming from another source like a private investigator, stalker, or an identity thief.

Unless the employer has absolute certainty about the identity of who is calling and for what purpose, it is best not to divulge the information. Even still, a good general practice is to respond to calls about employees with something like, “I’m sorry, but we do not release information about current or former employees over the phone. However, we will be glad to furnish any information that your applicant authorizes us in writing to release to you.” A sample release can be found here: https://efte.twc.texas.gov/job_references.html#referencewaiver.

What About Consequences?

Although the employer may have strong feelings about a former employee who the employer feels may have wronged the company or who left the employer on

bad terms, the employer must resist the temptation to badmouth the former employee. Employers can be held liable for defamation if they provide information “to injure a person’s character, fame, or reputation by false and malicious statements.” Additionally, employers will need to expend money and resources to defend against these claims. As such, the employer should resist the urge to use inflammatory language if information is requested about a former employee.

Best Practices?

To avoid potential liability that could be tied to employment verification requests and job references, first, as mentioned before, it is not advisable to release information over the phone. Second, the employer should only provide truthful, non-inflammatory information to avoid a defamation lawsuit.

Accordingly, the employer should stick only to facts. Third, only supply what is requested. Unless there is a compelling need to do so, try not to volunteer additional things that are not connected to the information requested by a prospective new employer. Finally, maintain good documentation. If someone calls with an employment verification or job reference request, make note of the person making the request, the entity they are associated with, their phone number, and the purpose for which the call was made. Good recordkeeping, in addition to being a good business practice, can also go a long way when dealing with issues involving employment verifications and job references.

Conclusion

For questions about this issue, or any other employment-related matters, employers can call our employer hotline at: 1-800-832-9394, or email us at: employer-info@twc.texas.gov.

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Pros4Care's Golf Benefit Raises Funds for Prostate Cancer Research & Awareness



(L to R): Kahil Mackenzie (Baltimore Ravens), Adam Redmond (Dallas Cowboys), and Flozell Adams (Dallas Cowboys).

Pros4Care hosted its 16th Annual Golf Benefit on September 9, 2024, in Plano, Texas, and the event proved to be a resounding success. The propane industry once again demonstrated its strong support, with many members attending and contributing to the cause. Among the special guests were former Dallas Cowboys players Flozell Adams and Adam Redmond, who added excitement to the day.

Pros4Care extends its heartfelt gratitude to all the generous sponsors from the propane industry, including Gas Equipment Company, Marshall Excelsior, Targa, RMI, Tarantin Industries, BT&T, Metsa Tanks, TransTech, Terravest, Hiltz Propane Systems, Bill and Lisa Powers, and LP Gas Magazine. Their support plays a crucial role in making this event possible and advancing the organization's mission.

Founded in 2007 by propane industry executives, Pros4Care is a nonprofit dedicated to prostate cancer research and awareness. Since its inception, the organization has raised over \$300,000 in the fight against prostate cancer, making a meaningful impact on research and patient advocacy.

Pros4Care continues to inspire hope and create change through its commitment to research, awareness, and events like this benefit.

According to the Prostate Cancer



Prostate cancer survivors (L to R): Casey Beasley, Bob Williams, JR Anderson, Pete Carey, Abron Young, and Tom Hulsey.



(L to R): Gene Morrison, Josh McKay, JR Anderson, and Chris White.

Foundation, prostate cancer is the most common non-skin cancer in men in the U.S., and the 4th most common tumor diagnosed worldwide. In the United

States, 1 in 8 men will be diagnosed with prostate cancer in his lifetime. It is estimated that more than 3 million U.S. men are living with prostate cancer.



A Look Back: 1997

TV, Rules & Foundations

1997 marked a significant year for both pop culture and the Texas propane industry. This was the year when "King of the Hill," an animated sitcom about a Texas propane salesman, made its debut. Running for 13 seasons from 1997 to 2010, the show brought the propane industry into the limelight, reaching millions of American households.

TPGA's Reconnection with NPGA

In 1997, with the help of TPGA President Bill Green, TPGA rejoined the National Propane Gas Association after a 4-year hiatus. Green and other Texas leaders emphasized the need for grassroots support and financial contributions to NPGA to counter national regulations affecting local businesses.

On the Regulatory Front

The Railroad Commission of Texas (RRC) adopted NFPA 54, the National Fuel Gas Code, in 1997 for the first time. However, not all RRC proposals were welcomed by TPGA. The association successfully opposed controversial "out of gas" rules and strict notification requirements.

Additionally, the RRC introduced a Category P license for cylinder exchange operators and began drafting mandatory continuing education rules.

Education & Marketing Initiatives

In 1997, the Texas Propane Education & Marketing Foundation (TPEMF), now known as the Propane Council of Texas (ProCOT), was launched. This formation enabled Texas to receive a 20% rebate from the national Propane Education & Research Council (PERC). Over the past 27 years, ProCOT has funded millions in consumer education, from TV campaigns to its long-running Duty to Warn Safety Mailing Program.

Establishing Key Foundations

1997 also marked the creation of the La Due Moos Scholarship Foundation, now known as the TPGA Scholarship Foundation. Established with support from the Stanley Moos and La Due families, the foundation has awarded over \$220,000 in scholarships to deserving students over its 27-year history.

Another significant milestone was the founding of the TPGA Legal Defense Fund, now called the Texas Patriots Legal Defense Fund. This fund plays a critical role in defending the industry from local government overreach and excessive regulations, ensuring that propane businesses

can continue to operate without undue interference.

1997 was a transformative year for the Texas propane industry, with key regulatory, educational, and marketing advancements that still influence the industry today.



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Have You Sent Duty to Warn Mailing for 2024?

Low-Cost Texas Mailing Program Available



Don't miss this critical opportunity to protect your company and your customers. Act now to ensure you get to participate in the 2024 Duty to Warn Safety Mailing Program.

What Even is My Duty to Warn?

Duty to Warn is not just a legal concept; it's a vital responsibility that can't be ignored. In the realm of tort law, it signifies a party's obligation to safeguard others

from harm by warning them about potential hazards. When this duty is disregarded, the consequences can be dire.

Imagine facing a lawsuit for injuries caused by your products because you failed to provide adequate warnings. Such cases typically fall under the umbrella of "negligence" claims. The importance of fulfilling your duty to warn cannot be overstated.

How Can My Company Comply?

Compliance with the Duty to Warn requirement is more achievable than you might think. There are various avenues through which you can deliver essential safety information to your customers. Consider options like monthly bill stuffers, warning labels, safety calendars, newsletters, door hangers, or even the back of meter tickets. Alternatively, you can opt for the comprehensive and convenient approach provided by the Propane Council of Texas' Duty to Warn Safety Mailing Program.

About the Texas Duty to Warn Propane Safety Mailing Program

Our Duty to Warn program is more than just a checkbox for compliance; it's a comprehensive, service-based project designed to keep your customers safe. The heart of this initiative is a Texas-specific, all-encompassing safety brochure that covers a wide range of crucial safety topics.

From teaching people how to detect the unmistakable odor of propane to guiding them on what to do when they smell gas, our brochure is an invaluable resource. It also addresses critical concerns like carbon monoxide safety. In 2023 alone, we successfully delivered over 305,000 propane safety brochures on behalf of Texas propane companies.

How does it work?

1. Texas propane retailers go to www.procot.org/dutytowarn.

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2. Complete the online registration form and upload your Texas propane customer mailing list to the form.

3. Registration package is automatically sent to a third-party mail house.

4. You will receive email confirmation as soon as your registration is received.

5. Your company name is ink jetted on to the Texas safety mailer.

6. The safety mailer is sent to your Texas customers within 30 days by non-profit bulk mail.

7. Once mailed and payment is received, you will receive a postage receipt and notarized affidavit from the mail house that your mailing is complete.

What does it cost?

The biggest savings to you is there is no cost for the brochure when mailed in Texas.

ProCOT covers the big cost, the postage, to Texas customers.

Each Texas retailer participant is responsible for two pass-through fees. *You, the retailer, are only responsible for a small \$38 fulfillment flat fee and 9.5 cents list processing fee per address.*

Important mailing list tips



Virtually every software program containing customer information can be exported into a spreadsheet mailing list.

All lists must be uploaded to online registration. Please do not email lists.

No PDFs. Mailing lists must be in Excel or csv file.

Please remove customer notes, like COD, Cash Only, etc. If this is next to their name, this will print on the outside of the mailer.

Deadline. Act now, because time is running out. With only one month left, don't delay—sign up for our Duty to Warn program today. The deadline to have your mailing go out in 2024 is December 1, 2024. Program is first come, first served while stock is available during the 2024-2025 heating season.



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Do Not Miss Out!

\$25 Million Available in Grants for Purchases of Propane Bobtails, Vehicles & Buses



Last month, the Texas Commission on Environmental Quality (TCEQ)'s Texas Natural Gas Vehicle Grant Program (TNGVGP) opened. This program offers substantial financial support for upgrading heavy-duty and medium-duty vehicles to propane and natural gas vehicles.

Application Process

1. Access application materials on the Texas Natural Gas Vehicle Grant Program (TNGVGP) webpage at <https://www.tceq.texas.gov/airquality/terp/tngvgp.html>.

2. Submit completed applications by March 4, 2025, at 5:00 PM CT

Program Highlights

Total Funding: \$25 million available. Funds are first come, first served. Apply now, purchase later!

Grant Amount: Up to 90% of eligible vehicle replacement or repower costs.

Eligible Vehicles: Heavy-duty and medium-duty vehicles like propane-powered bobtails, school buses, box trucks and other medium duty fleets.

Fuel Options

Liquefied Petroleum Gas (LPG), Compressed Natural Gas (CNG) and Liquefied Natural Gas (LNG).

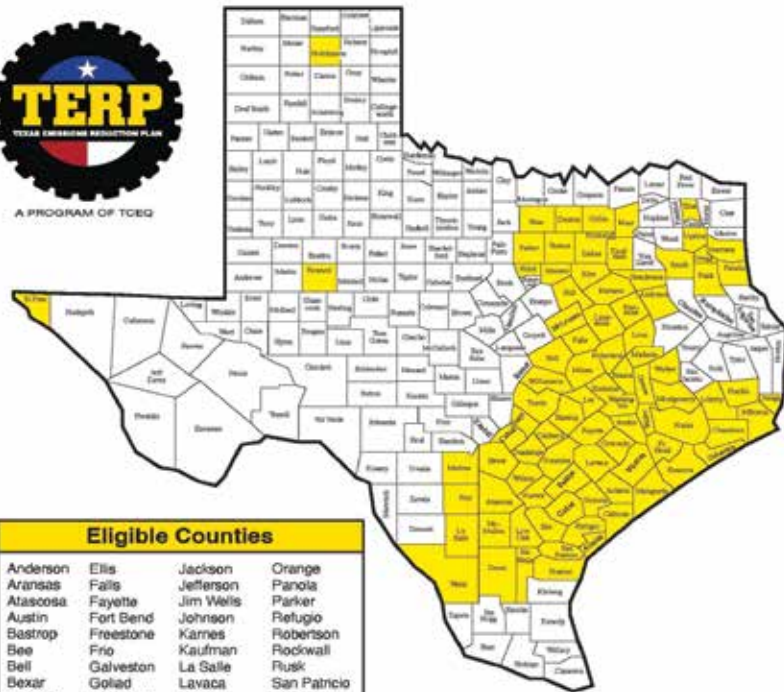
Key Requirements

Vehicles must operate at least 75% of the time within the Clean Transportation Zone for four years or 400,000 miles, whichever comes first.

Eligible vehicles include purchase of new propane or natural gas vehicles and used propane or natural gas vehicles (model year 2018 or later).

Applicants must have owned and operated the vehicle being replaced in Texas for at least two years prior to application submission.

Clean Transportation Zone



Eligible Counties

Anderson	Ellis	Jackson	Orange
Aransas	Falls	Jefferson	Panola
Atascosa	Fayette	Jim Wells	Parker
Austin	Fort Bend	Johnson	Refugio
Bastrop	Freestone	Karnes	Robertson
Bee	Frio	Kaufman	Rockwall
Bell	Galveston	La Salle	Rusk
Bexar	Goliad	Lavaca	San Patricio
Brazoria	Gonzales	Lee	Smith
Brazos	Gregg	Leon	Tarrant
Burleson	Grimes	Liberty	Titus
Caldwell	Guadalupe	Limestone	Travis
Calhoun	Hardin	Live Oak	Upshur
Chambers	Harris	Madison	Victoria
Collin	Harrison	Matagorda	Walker
Colorado	Hays	Medina	Waller
Comal	Henderson	McLennan	Washington
Dallas	Hill	McMullen	Webb
Denton	Hood	Milam	Wharton
DeWitt	Howard	Montgomery	Williamson
Duval	Hunt	Navarro	Wilson
El Paso	Hutchinson	Nueces	Wise



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September 2022



Documentation

You'll need the following documentation:

- 1) Updated and signed W2 form
- 2) Registration for the past two years, plus current year.
- 4) Passenger and driver side pictures; front and rear pictures. Need to show both ends of the vehicle, and from the ground to the sky.
- 5) Pictures of both sides of the engine
- 6) Picture of engine ID label
- 7) Picture of windshield with current sticker
- 8) Signed bid for new propane vehicle



For More Information

Contact the Propane Council of Texas' complimentary grant writer
 Heather Ball
 American Energy Institute
 Phone: 512-484-8535
 Email: heather@americanenergyinstitute.com
 TERP website: <https://www.tceq.texas.gov/airquality/terp/tngvgp.html>

Subscribe to Grant Alerts

To stay informed about TNGVGP and other Texas Emissions Reduction Plan (TERP) programs, subscribe to our mailing list using the TERP email subscription form <https://public.govdelivery.com/accounts/TXTCEQ/signup/37420>.

Sample Grant Amounts Last Year's Grant Round

Leander ISD received **\$709,500** for (10) buses
 a North Texas & Northeast propane company **\$53,641** for (1) bobtail
 a Central Texas propane company **\$118,743** for (1) bobtail
 a South Texas propane company **\$122,863** for (1) bobtail

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What the *Farmers' Almanac* Says About Texas Winter 2024/2025

As the Texas propane industry gears up for the winter of 2025, the *Farmers' Almanac* offers crucial insights into what Texans can expect. Unlike much of the country, which is bracing for a "Wet Winter Whirlwind," Texas is forecasted to experience a milder winter with above-average temperatures. However, this does not mean the season will be without its challenges. Propane providers must still prepare for potential cold snaps and a significant snowstorm in 2025.

A Season of Storms and Surprises

The astronomical start of winter begins with the winter solstice on Saturday, December 21, 2024. This winter, La Niña, a periodic cooling of ocean surface temperatures in the central and eastern equatorial Pacific, is expected to develop and



persist through the season. La Niña typically brings wetter and colder conditions to many parts of the United States, and this year is no exception.

According to the *Farmers' Almanac*, Texas and the Southern Plains, including western Kansas, Oklahoma, and portions of Nebraska and New Mexico, are expected to experience a "warmish" winter with above-average temperatures. However, this does not mean Texans can let

their guard down. The Almanac warns of a possible snowstorm at the beginning of February, with up to six inches of snow predicted for Texas. This potential for significant snowfall highlights the importance of being prepared for sudden and severe weather changes.

The Farmers' Almanac: A Time-Tested Tool

For over 200 years, the Farmers' Almanac has provided reliable long-range weather forecasts using a formula that correlates celestial events with meteorological conditions. This time-tested method, now accounting for modern environmental factors, continues to offer valuable insights, helping industries like the Texas propane industry prepare for increased demand during cold snaps and storms.

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- If Customer Smells Gas
- Out-of-Gas Calls

Other Inquiries:

- New Customer Calls
- Appliances
- General Propane Information
- Aboveground Tank Information
- Underground Tank Information
- DOT Cylinders Information

How to Get the Flip Guide: If you would like to order some flip guides for your Texas branches, please visit <https://propaneservicecorp.com> to order your free flip guides. It's a great deal as you only have to pay for shipping and handling charges.

Do your propane employees know what to do if a customer calls because they're out of gas or suspect carbon monoxide? Just in time for the heating season, the Propane Council of Texas (ProCOT) wants to remind you that the valuable resource, **"Propane 101: Your Go-To Flip Guide for Customer Questions,"** unveiled last year, is still available, while supplies last. This comprehensive guide equips customer service representatives with the knowledge and tools to effectively address a wide range of inquiries.

Act Now! It's been over a decade since the guide was last updated, and the Council is excited to provide this essential tool to the Texas propane industry once again. Each branch is allowed up to **5 copies** of the guide, available for free (just cover the cost of shipping and handling).

Don't miss out on this opportunity to enhance your customer service!

The CSR flip guide covers a multitude of essential topics divided into two categories: Emergencies and Other Inquiries. Each

section is meticulously crafted to provide concise yet informative responses to common customer questions and concerns.

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Perez Propane Hosts Congressman Tony Gonzales



On August 28, 2024, Perez Propane hosted U.S. Rep. Tony Gonzales (TX-23) at their Tornillo, Texas, facility. The Congressman is a member of the House Appropriations Committee and sits on the House Homeland Security Committee. Perez Propane employees highlighted the versatility of propane and its importance in rural communities due to its reliability, resilience, and environmentally friendly attributes. Perez Propane's Elizabeth Perez discussed how their community uses propane to power different sectors of the economy, such as agriculture, and provides critical energy so businesses, both big and small, can thrive. Perez Propane employees also talked to Rep. Gonzales about autogas, propane school buses, and renewable propane. Facility staff thanked the congressman for supporting the Energy Choice Act and asked him to cosponsor the STORAGE Act and support NPGA's appropriations requests, including additional research and development of renewable propane.

Hosting a facility visit is a valuable opportunity to educate your elected officials about your company's impact on the community – and NPGA is here to help. If your company is interested in hosting a site visit, please contact NPGA's Senior Manager of State Association Relations, Eric Sears at esears@npga.org.

Texas LPG Job Board: Search 450 Job Candidates



The Propane Council of Texas has partnered with GenerationNext Propane Pros. Through the website www.nextgenpropane.com, we offer several free features that make it a valuable resource for propane businesses including:

- **Large Pool of Qualified Applicants:** With over 5,450 active and qualified candidates nationwide and over 450 in Texas, propane businesses can access a vast talent pool.
- **Targeted Search:** Employers can find potential hires based on criteria such as location, experience level, CDL certification, and more.
- **Applicant Profiles:** Detailed candidate profiles, including resumes, education, and skills, empower employers to make informed decisions.
- **Easy Job Posting:** Propane businesses can post open positions with clear descriptions, locations, and salary ranges to attract suitable applicants.

If you have questions, please contact Michelle Wilson at michelle_wilson@bostonenv.com or 774-259-9424.

Do You Qualify for \$1,600? Find Out



You can receive up to \$1,600 for installing a Heat Pump Helper through the Heat Pump Helper Personal Use Program. Traditional electric heat pumps struggle in cold weather, causing higher electric demand and inconsistent heat.

In Memoriam



Juan "Johnny" O. Serrano, 89, a cherished member of the Marfa community, passed away peacefully on August 26. Johnny dedicated his life to both his family and his work, leaving a lasting impact on those who were fortunate enough to know him.

Johnny was an attendee of Blackwell School and a proud graduate of Marfa High School. His sense of duty led him to enlist in the Army in 1954, where he served as a medic during the Korean War. Following his honorable discharge from military service, Johnny built a reputation for his strong work ethic. His noteworthy career included positions at Rio Grande Electric and Marfa TV Cable. Johnny was best known; however, for his time delivering propane across the Big Bend region. He worked for various companies most recently retiring in 2017 from West Texas Gas.

The Heat Pump Helper™ uses hybrid technology to boost efficiency, reduce costs, and improve comfort.

To participate in the \$1,600 rebate program for Texas propane employees:

1. Complete the HPS Interest Form at <https://www.procot.org/heatpumphelper>
2. Fill out the 2024 Personal Use Program Form upon approval.
3. Attend an online training session.
4. Complete the PERC Survey after installation.

Interest forms are due before **November 30, 2024**, and installations must be before the extended deadline of January 15, 2024. For questions, call (800)325-7427 ext. 2 or email info@propanecounciloftexas.org.

People in Propane

WTG Fuels, LLC, a subsidiary of West Texas Gas, was acquired by ThompsonGas, LLC. WTG Fuels, based in Midland, Texas, distributes propane, refined products, and lubricants to residential, commercial, and oilfield customers throughout West Texas, the Texas panhandle, central, and south Texas.

ThompsonGas announced that 200 employees of WTG Fuels will join the ThompsonGas family. This new area will operate as TG Fuels, based in Midland, Texas, under the local leadership of **Casey King** and **Lane Worthington**. With this acquisition, ThompsonGas now serves customers in 25 states.



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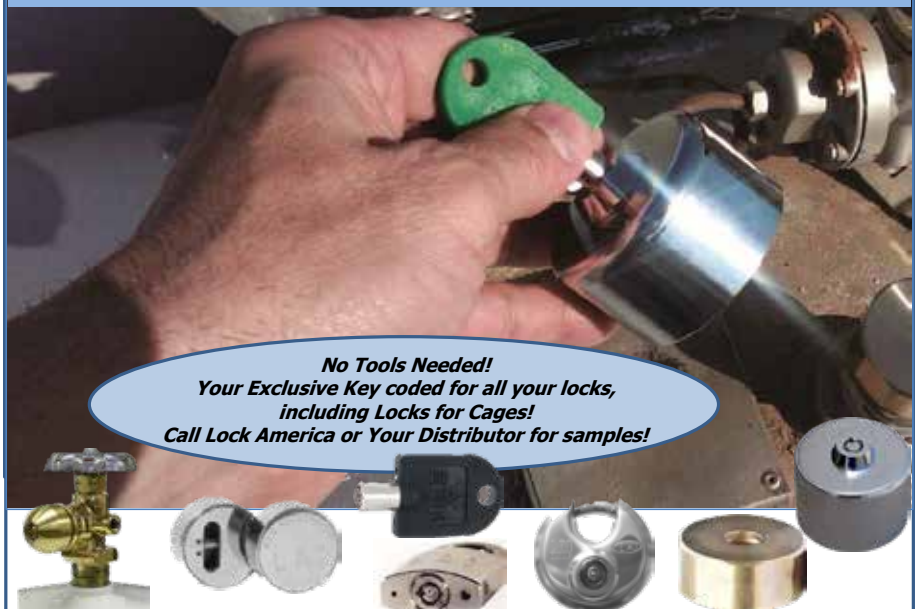
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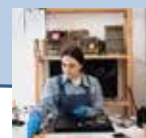
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CALENDAR

OCTOBER

1-2

PERC Advisory Committee Meeting

Tulsa, OK

1-2

TPGA Board & Committee Meetings

Fredericksburg, TX

7

National Propane Day

7-9

NPGA Fall Board of Directors, Committee & Section Meetings

San Antonio, TX

8

LPG Charity Fund Golf Tournament

Houston, TX

10

Ad deadline for November Magazine

17-18

NPGA Benchmarking Fall Meeting

Milwaukee, WI

29

Emissions Reduction Incentive Grants Program (ERIG) Deadline

NOVEMBER

10

Ad deadline for November Magazine

30

Heat Pump Helper Interest Forms Due

DECEMBER

4

Texas Duty to Warn 2024 Deadline

5-6

PERC Council Meeting

Naples, FL

10

Ad deadline for January Magazine

JANUARY 2025

15

Deadline to install Heat Pump Helper under Personal Use Program (PUP)



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Cook up some candy-coated apple treats in a truly vintage way! The Candy Apple LP Gas Stove #4110BG is powered by a 34,557 BTU/HR burner. The gas stove pairs with the hand-crafted copper kettle. This candy apple gas stove is for outdoor use only but note that some states prohibit cooking in copper. This is a great addition to farms, festivals and tourist attractions.

This unique stove is made by Gold Medal, and is available at many restaurant supply shops. Its list price is \$1,195. Gold Medal was started in 1933 by selling larger sizes of drink concentrate flavors to the carnival and amusement park industry. It has continued to grow in the concessions industry, breaking ground on things like kettle corn and cotton candy machines. Today it offers a wide variety of concession products:



popcorn machines, waffle makers, sweet treats and fudge makers, nacho cheese

goes on. You can find direct information to Gold Medal's products at <https://www.gmpopcorn.com/>.



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