

SUMMER 2007

## Propane-Fueled Truck and School Bus Ready for the Market

After a year of successful testing, two substantial propane-fuel engine projects are entering the market, allowing more people to take advantage of the clean-burning fuel. The Roush Ford F-150 dedicated propane pickup truck was unveiled in April and orders are being taken. And the Blue Bird Vision School Bus has been tested and will soon be available for school districts across the country.

The propane industry has now created marketing programs, communications strategies and is working with our partners to establish the most effective and efficient campaigns to introduce these new propane products to our customers.

"The new marketing program is designed to educate consumers on the new propane vehicles entering the market as well as demonstrate how propane can be an environmentally sound and cost-effective fuel for fleet managers looking for viable options," said Brian Feehan, PERC's managing director, engine fuel programs.

Propane marketing programs in 2007 will focus on putting prospects behind the wheel of these new products. Both the Blue Bird and Roush vehicles will be supported



The propane-powered Roush F-150 pickup truck

by field marketing tours that put the vehicles on the road in markets across the country.

The F-150 and school bus, as well as thousands of other propane-fueled on- and off-road vehicles, help America meet its energy needs and lessen its dependence on

Continues on page 10

## Safe Grilling: A Summertime Tradition

Summer is here and millions of Americans are lighting their grills. Four out of five U.S. families now own a grill, and most barbecue at least once a week during the summer.

Based on consumer demand,

propane is still the number one choice for grills. Propane grills are equipped with convenient on/off switches, providing for instant heat, greater temperature control, and quicker cool-down times. And with

no burning embers, propane grills don't throw sparks or require a messy clean-up.

To support this summertime tradition, the propane industry

Continues on page 10

# Propane Technology Can Provide Both Heat and Energy in Homes

The propane industry is striving to provide consumers with cleaner and more economical heating and power options for their homes. One of the most promising technologies to provide these benefits is combined heat and power (CHP) systems. Until recently these systems have been primarily designed and built for commercial and industrial applications.

However, a new initiative was launched by PERC and Climate Energy LLC, in partnership with Honda and ECR International Inc., to demonstrate a smaller, micro-CHP system that is well suited for residential use. This technology is already being used across the globe, with more than 50,000 homes in Japan being supplied with electricity and heat by the Climate Energy system.

Through this project, Climate Energy will install and test a micro-CHP unit in a residence in Massachusetts. These tests will compare the propane-powered micro-CHP with conventional heating and power sources. The project will also document the jurisdictional codes and requirements for installation and maintenance of the system.

Micro-CHP systems offer significant advantages over conventional heating and power applications. These systems can be cleaner, more efficient, and able to provide reliable energy in areas where power provided through the electric grid can be costly and unpredictable.

In many parts of this country, a micro-CHP system has the potential to reduce a consumer's annual power needs by up to 50 percent. The system also enhances indoor comfort by delivering a continuous stream of low level heat. Conventional systems often have temperature swings and heat the home in cycles. The constant air

flow of a micro-CHP system also offers more air filtration as the air moves through the system and into the home, also improving air quality.

The Climate Energy micro-CHP system can also be cleaner for the environment through a reduction in greenhouse gas emissions. Compared to conventional heating systems and grid supplied power, it is expected to reduce emissions of carbon dioxide by 30 percent, and operates at an energy efficiency of up to 90 percent.

The many benefits of the Climate Energy system, position propane-fueled micro-CHP as an exceptional energy choice and could drive even greater demand for propane year-round. For more information on the Climate Energy micro-CHP system, you can view the fact sheet at [www.propanecouncil.org/rd](http://www.propanecouncil.org/rd) or contact PERC's Greg Kerr at (202) 452-8975.



Climate Energy micro-CHP system

## PERC Celebrates Tenth Anniversary of First Meeting

Happy Anniversary! July marks the tenth anniversary of the first Propane Education & Research Council meeting, which was held on July 8, 1997 in Rosemont, IL. PERC is celebrating by honoring the industry volunteers who have worked long hours to promote propane as a

safe and preferred source of energy. Together, we are telling the propane story, advancing safety, educating consumers, and building new markets through consumer awareness and new technology. "What really energizes me about working with PERC is the impressive collaboration of industry

members that has taken place," said Roy Willis, PERC president and CEO. For more information on the propane industry's accomplishments through PERC, visit [www.propanecouncil.org/decadeofprogress](http://www.propanecouncil.org/decadeofprogress).

# Propane Powers Pest Control in Farm Storage Structures

Grain farmers can worry less about pests damaging the grain stored in bins and silos. New research, funded by the Propane Education & Research Council (PERC), is testing the use of propane heat as a non-chemical, environmentally friendly method for killing insects and mold in storage structures.

TEMP-AIR, America's largest supplier of temporary heating and cooling equipment, designed the MHT-1500 mobile heat treatment unit being tested through a PERC grant. The 1.5 million Btu per hour heater and on-board propane generator will consume at least 15 gallons of propane per hour.

"Propane-fueled pest remediation holds potential for both the ag and propane industries," said PERC Director of Agriculture Programs Mark Leitman.

"Farmers will have an environmentally friendly method of insect control in storage areas. And, the propane industry could see sales of nearly 9 million gallons of propane per year to protect the billions of bushels of grain produced throughout the country."

With the buzz surrounding increased production of ethanol, the United States Department of Agriculture anticipates a 15 percent increase in corn acreage for 2007 with a production goal of approximately 12 billion bushels. This growing market creates an increasing demand for applications like the TEMP-AIR unit to help farmers deal with insects in storage areas.

Tests conducted by Purdue University, a leader in insect control research, will measure the effectiveness



MHT-1500 mobile heat treatment unit

of propane heat in eradicating insects and mold prior to short- and long-term storage, including tests at the Post-Harvest Education and Research Center near West Lafayette, IN. The process involves heating an empty grain structure to between 120 and 140 degrees Fahrenheit for approximately eight hours to kill the entire life cycle of the insects, without damaging the structure itself. The research project and field demonstrations will continue this summer.

For more information, view the "Propane-Fueled Thermal Remediation" fact sheet at [www.agpropane.com](http://www.agpropane.com) or contact Mark Leitman at (202) 452-8975.

## 2007 PROPANE Exceptional Energy® Fleet Award Winners

The propane industry honored three fleets that rely on propane through the annual PROPANE Exceptional Energy® Fleet Awards. From meals on wheels for the homebound elderly and disabled to police cars patrolling the streets of Winthrop Harbor, IL – propane-powered fleets continue to meet the demands of commercial fleet managers that can't afford to have a vehicle out of service.

At the April Alternative Fuels & Vehicles National Conference and Expo, held in Anaheim, CA, the 2007 PROPANE Exceptional Energy® Fleet Award winners were honored:

- Meals on Wheels - Village Catering (New Boston, OH) started using propane in 2005, and today, 85 percent of its fleet run on propane with the remaining 15 percent expected to be running on propane by the end of 2007.
- For more than 25 years, Metro Cars, Inc. (Taylor, MI) has provided Michigan and Florida with luxury transportation

and premium service. Fifty percent of its 205 vehicle fleet runs on propane – this includes a fleet of 75 luxury sedans and 30 airport shuttles.

- Winthrop Harbor Police Department (Winthrop Harbor, IL) was recognized as a leading example of how police departments can run on propane without sacrificing performance. The department is modifying its fleet to operate on propane.

The PROPANE Exceptional Energy® Fleet Awards sponsored by PERC recognizes the achievements of on-road and off-road fleets that use propane for their vehicles and promote awareness of propane as a cost-effective, safe, and clean-burning motor fuel.

For more information on the Fleet Awards or propane-fueled engines, contact PERC's Brian Feehan at (202) 452-8975.

# Propane-Powered Biodigester Wins EPA Award



Biogas Energy Project at UC Davis

**D**r. Ruihong Zhang and the University of California Davis (UC Davis) Biogas Energy Project recently received an award during the ninth annual Environmental Protection Agency (EPA) Region 9 Environmental Awards, which acknowledge efforts to protect the environment in the Pacific Southwest.

The Biogas Energy Project, a joint endeavor by Dr. Zhang, UC Davis, PERC, and Onsite Power Systems, Inc., developed an innovative waste-to-energy technology, the “anaerobic phased solids digester,” which uses propane as a power source.

The system uses bacteria to convert up to eight tons of animal waste, plant waste, and food waste per day into methane and hydrogen. This produces enough power for approximately 80 homes while reducing solid waste in landfills and greenhouse gas emissions that contribute to global warming.

Propane supplies supplemental power for start-up and shutdown of the system, and maintains the internal heat at the temperature required for optimal bacteria growth. PERC also funded the purchase of two propane-fueled boilers, a low-emission, California Air Resources Board-certified propane engine, and a generator for the project.

For more information, please contact PERC’s Mark Leitman at (202) 452-8975.

## New Brochure Details Research and Development Program

**T**his new brochure on PERC’s R&D program highlights the goals and activities of PERC’s Research and Development Advisory Committee (RDAC). RDAC’s mission is to invest in new technologies and foster industry practices that bring innovative products and services to customers, improve the productivity and economic vitality of the industry, and provide greater value to propane consumers. This new communications piece will

further help RDAC, PERC, and the propane industry achieve these goals.

The R&D brochure can be used not only to communicate with the propane industry, but also with potential partners and research entities. This concise tool communicating the committee’s goals and activities can help create new partnerships to further leverage industry funds.

The brochure is available at [www.propanecouncil.org/rd](http://www.propanecouncil.org/rd) or through the



Propane Resource Catalog at (866) 904-1075 or [www.propanecatalog.com](http://www.propanecatalog.com).

# Revised GAS Check™ Inspection Handbook Is Now Available

The revised GAS Check™ Inspection Handbook is now available and responds to changes in the propane industry and appliances

since the handbook's first edition in 1985. It clearly defines what a "Gas Check" is and what a "Gas Check" is not. The handbook offers two types of inspections, depending upon your company's Gas Check inspection policies:

- (1) A "Gas System Check" that can be completed on the gas delivery system, including containers,

regulators, and appurtenances. (2) A "Gas Appliance System Check" that can be completed on the gas delivery system and

all propane-burning appliances. The handbook is mainly geared for those who know how to conduct residential gas system inspections through Certified Employee Training Program (CETP) or company instruction.

Additional training information is included in the GAS Check™ Training Resources section of

the handbook – a cross reference to those CETP modules that pertain to conducting either type of Gas Check™. Those specific CETP modules can be downloaded for use in the classroom or in-house instruction at [www.propanesafety.com](http://www.propanesafety.com).

Along with the revised handbook, three new companion GAS Check™ forms are available that are specific to the type of GAS Check™ being performed. They include a Gas System Check Form, a Gas Appliance System Check Form, and a GAS Check™ Customer and/or Tenant Certification Form. These GAS Check™ forms can also be downloaded at [www.propanesafety.com](http://www.propanesafety.com).



## New Label Promotes Propane Safety

The new "Container Shut-Off Valve Label" alerts propane customers of the legal requirement to have a leak check performed by a qualified technician whenever the container shut-off valve is turned off. It also warns of the serious safety risks associated with turning the valve back on without a qualified technician.

The warning label was developed through PERC's Safety & Training Advisory Committee as a proactive measure to educate and warn customers about shut-off valves. It was released this year and to date, PERC has sold more than 1,500 warning labels to the industry.

It is designed for use on all containers that are connected to gas systems covered by the National Fuel Gas Code (NFPA 54). This 4.25" x 2.25" high-gloss, permanent adhesive, crack-n-peel label is orange and white and meets ANSI codes.

## New Carbon Monoxide Brochure

A revised carbon monoxide brochure is now available to help educate propane consumers on what to do if they suspect that carbon monoxide (CO) is present. The brochure explains ways to reduce risks of CO poisoning, how CO detectors can improve safety, and the signs of improper appliance operation that can generate high CO levels. The brochure was developed in the same manner as the industry's other duty-to-warn materials and included consumer focus groups, legal counsel, and industry oversight.



**GAS Check™** materials, the **Carbon Monoxide Brochure**, and the **Container Shut-Off Valve Label** can be ordered through the Propane Resource Catalog at (866) 905-1075 or [www.propanecatalog.com](http://www.propanecatalog.com). For more information on these products, please contact PERC's Stuart Flatow at (202) 452-8975 or [stuart.flatow@propanecouncil.org](mailto:stuart.flatow@propanecouncil.org).

# PERC Launches Two New CETP E-Learning DVDs

“Propane Delivery Operations & Cylinder Delivery” and “Bobtail Delivery Operations”  
Available this Summer

This summer PERC will release two new CETP E-Learning DVDs: “Propane Delivery Operations & Cylinder Delivery” and “Bobtail Delivery Operations.” The Certified Employee Training Program (CETP) E-Learning DVD is an electronic learning format of the corresponding CETP textbooks.

Modeled after the original CETP curriculum developed by the National Propane Gas Association (NPGA), CETP



E-Learning delivers comprehensive content interspersed with interactive graphics, embedded videos, and computer-based learning activities designed to simulate real-life conditions. The first

e-learning DVD, “Basic Principles & Practices,” was released last year along with the companion Safety & Training Administrative and Records System (STARS).

Since its inception in 1988, CETP has been the most popular training curriculum for propane industry employees. The move to the e-learning format was overseen by PERC’s Safety & Training Advisory Committee, which logged thousands of volunteer hours to test the program and provide feedback on content, graphics, and computer and software capabilities. As a result of this rigorous review process, the DVDs offer the most accurate and advanced propane safety training on the market.

“With the creation of CETP E-Learning, marketers can train and educate their employee’s on-demand,” said



Courtney Gendron, PERC CETP program manager. “It’s a fun, interactive, user-friendly tool that everyone can use.”

The e-learning program can be used as a stand-alone training piece or coupled with traditional classroom instruction, and includes a certification process. The DVD format includes practice quizzes at the end of each module as well as a comprehensive optional end-of-course pre-certification review that allows the user and employer to gauge the knowledge of what was learned from the entire program as well as prepare the user for the NPGA CETP certification exam. The program includes a direct link to NPGA’s online CETP certification test.

Both STARS and CETP E-Learning programs are supported by a Help Desk (1-866-PERC-ELEARN) that can resolve technical questions. Available as a “call

back” service, the Help Desk is open Monday through Friday from 10 a.m. to 6 p.m. (ET).

The CETP E-Learning DVDs and STARS can be purchased through the Propane Resource



Catalog ([www.propanecatalog.com](http://www.propanecatalog.com) or (866) 905-1075).

The DVDs require a PC computer with the following software and hardware specifications:

- Microsoft Windows 2000/XP Home/XP Pro
- 256MB RAM (minimum), 512MB (recommended)
- Intel Pentium IV processor or better
- 64MB video card
- 6GB free hard drive space, if copying the DVD to a local computer
- DVD drive

The CETP training program will still include the text books and continue to be available for purchase through the Propane Resource Catalog.

For questions on CETP E-Learning, contact PERC’s Courtney Gendron at [courtney.gendron@propanecouncil.org](mailto:courtney.gendron@propanecouncil.org).

# Reaching Builders Through Many Channels

**R**esearch shows builders are open to learning more about the benefits of underground tanks, tankless water heaters and hydronics, and the long-term value of propane as a whole home energy source. The propane industry campaign is now reaching out and talking to builders through multiple media and promotional channels.

At this year's International Builders' Show (IBS), traffic at the propane industry's booth increased by more than 50 percent, with over 1,800 attendees asking for more information about propane. The show, sponsored by the National Association of Home Builders (NAHB), was held in February in Orlando, FL. The propane industry is already planning its outreach at next year's IBS. Also, the 2008 NAHB show home, the "New American Home," is a propane home, and efforts are being made to maximize propane's presence at the home.

The propane industry also participated in the NAHB Green Building Conference in March. Propane's high standards for the environment and developing green strategy were promoted to key professionals in the growing green building industry. At the conference awards dinner, a video about the benefits of propane in green building was shown, and is now available to the industry on the Propane Marketing Resource Center (MaRC) at <http://members.propanecouncil.org>.

In June, *Land Development Today* magazine hosted its Land Development Breakthroughs conference and workshop series



This underground tank picture was used in builder ads that ran in *Custom Home*, *Builder News*, and *Custom Builder*.

in New Orleans, LA. The propane industry hosted a booth and gave a presentation on community tanks. This is the first time the industry has participated in a conference that directly targets developers.

In 2007, there are more opportunities to promote propane to builders and remodelers at the following trade shows:

- Hanley Wood's Remodelers' Show – On October 10 - 12, the propane industry will participate in the Remodeling Show in Las Vegas, NV, sponsored by NAHB's Remodelers' Council.
- NAHB – Custom Homebuilders Symposium: The propane industry will work to develop closer relationships with custom homebuilders, engaging these NAHB members at the Custom Builder Symposium in Naples, FL, October 26 – 28.

The propane industry has also reached out to organizations and trade publications to connect with builders:

- Through the American Institute of Architects, an online continuing education course for architects is under development with a focus on underground tanks. This course is one option for architects to receive professional credit for their continuing education.
- Trade advertising continues with a focus on underground tanks and community tank systems in publications including *Big Builder*, *Builder Magazine*, *Custom Home*, *Coastal Contractor*, *Builder News*, *Custom Builder*, *Professional Builder*, and *Air Conditioning Heating Refrigeration News*.

In addition to these activities, the Propane Marketing Resource Center (MaRC) at <http://members.propanecouncil.org> contains an excellent set of tools for propane marketers to reach builders. For more information on the industry's outreach to builders, please contact PERC's Tracy Burleson at (202) 452-8975.

# PERC Consumer Education Campaign Adds New Propane Homes

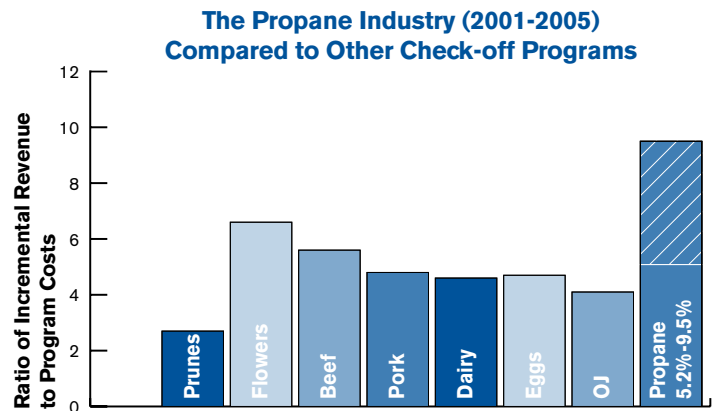
A recent study showed that the propane industry's consumer education program has had a significant effect on the increased number of propane houses being built or renovated in the past five years.

The industry's latest Market Metrics Initiative (MMI) was presented by Energy and Environmental Analysis, Inc., an ICF International Company (Arlington, VA), at PERC's April meeting in Atlanta, GA. The MMI showed that the propane industry's investment in consumer education programs in the residential market from mid-2004 to mid-2005 resulted in adding almost 16,000 new homes and 12 million gallons per year of incremental propane sales.

According to the report, the propane industry's \$27.2 million expenditure in consumer education activities from mid-2004 to mid-2005 had a 7.8 percent return on investment (which is roughly the average return on the New York Stock Exchange).

EEA also calculated results for the residential market campaign from mid-2001 to mid-2005, which resulted in up to 62,000 new propane heating customers and added 24 to 46 million gallons per year of incremental propane sales. During this time period, PERC's programs had an 8.7 percent return on a total \$72.8 million investment.

"The PERC consumer education campaign has produced substantial results over the past five years and has made a positive difference in the housing market. Propane's share of new housing increased substantially



The return on the propane industry's consumer education programs is higher than other check-off programs. Through the MMI, propane was measured by a return on investment (ROI) calculation, however not all programs were measured in the same way. To compare propane to other industries, the ROI numbers have been converted to the ratio of incremental revenues generated relative to program costs. On this scale, propane falls in the range of 5.2 and 9.5.

during that time, and the Consumer Education Advisory Committee members deserve credit for additional and lasting value they created for the industry," said PERC President and CEO Roy Willis.

Willis said the industry should be proud of what it has achieved, but should always be looking ahead. "We undertook this campaign in the second largest expansion of the housing market since World War II, and we have to be mindful that as circumstances change, our campaign should change as well," he said.

## Propane Days Hits Record Attendance

Industry members traveled in record numbers to Washington, D.C., June 11-13, to tell propane's story on Capitol Hill as part of the annual Propane Days events. More than 350 people participated in this year's industry rally, which was the best attended Propane Days since it began in 2005. Propane Days activities coincided with this year's national energy

debate in Congress, and visits to congressional offices had an even greater impact for the industry. More than 80 Congressional meetings were held, and 378 staff from nearly 100 Congressional offices and committees, attended the two receptions.

Attendees heard from keynote speakers Tucker Carlson, MSNBC political commentator, and Andy

Card, former White House Chief of Staff and former U.S. Secretary of Transportation. Former U.S. Rep. Max Sandlin (D-TX) and Marc Spitzer, commissioner of the Federal Energy Regulatory Commission (FERC), also spoke during the program.

The industry is planning to hold the next Propane Days event in mid-June 2008.

# How to Prepare for a Generator Campaign this Fall with the Campaign Extension Program

Hurricane and storm season is here. And whether it lasts for several hours or several days, a power outage can inconvenience your customers and damage homes and possessions. Many Americans are turning to standby home generators to make sure they are prepared if electricity fails. In fact, the market for standby generators is projected to grow 75 percent by 2010, driven largely by weather-related power outages resulting from hurricanes, snow, ice, and wind.

To support this market, national advertising focusing on generators will begin running in print publications the beginning of August, followed by the national television ad “Nervous Wreck,” which will air nationwide September 3 to October 14.

To take advantage of the success of the national advertising campaign, the Campaign Extension Program on the Propane Marketing Resource Center (MaRC) provides the tools for your company to launch a generator campaign in your market. The Campaign Extension Program Generator Kit is designed to increase the impact of your local campaigns and promote propane generators. Best of all, PERC provides you with

customizable materials to launch this effort. The kit, easily accessible on the Propane Marketing Resource Center (MaRC), includes:

- Builder and Consumer Print and Radio Ads – Customize a print ad with your company logo and phone number under the icon bar, and run it in a newspaper, magazine, or local builder publication. Or, place the 30-second “Ask Propane – Boy Scout” radio ad to remind homeowners how important it is to prepare for a power outage.
- Standby Generator Survey Findings – This article outlines the results of PERC’s survey on how prepared people are for a lengthy power loss. It also explains the benefits of standby generators in preparing for, and living through, a power loss.
- Customizable Fact Sheet – This fact sheet answers frequently asked questions about standby generators. Talk to your nearby home improvement or hardware stores about making these fact sheets available to their customers.
- Quiz – Customize this “Should you buy a generator” quiz with the name of your company and logo and share with the media, your customers, and homebuilders.

- Article – “Preparing for Power Outages” discusses the advantages of standby generators during power outages and is perfect for inclusion in newsletters and other publications. Send one along to a prospective builder with a personal note.

The Generator Kit, as well as all Campaign Extension Program Kits, can be found on the MaRC.



## Resources:

**Propane Marketing Resource Center (MaRC)**

<http://members.propanecouncil.org>

## MaRC Help

Kelly Harris (202) 452-8975  
or [kelly.harris@propanecouncil.org](mailto:kelly.harris@propanecouncil.org)

## Wattage Calculator

[usepropane.com/wattagecalc](http://usepropane.com/wattagecalc)

## “Today’s Propane” Brochure Available Now

Propane is more than just fuel for backyard grills – it is a clean, safe energy that promises an exceptional solution in America’s quest for alternative fuels. The propane industry recently published “Today’s Propane,” a brochure that explains more about propane’s promise – what it is, what it has to offer, and its vast and safe distribution network in the United States. The “Today’s Propane” brochure is available to download at [www.propanefreedom.com](http://www.propanefreedom.com) or through the Propane Resource Catalog at (866) 904-1075 or [www.propanecatalog.com](http://www.propanecatalog.com).



# Communications Survey

The Propane Education & Research Council would like to hear your thoughts and ideas on how we communicate to you. Since we are always looking for ways to better serve the industry, please take a few minutes to fill out the survey on page 11 and let us know your thoughts. The survey can also be completed online at [www.propanecouncil.org/survey](http://www.propanecouncil.org/survey). Your feedback is greatly appreciated!



## Ready for Market *continued from page 1*

foreign oil. The President of the United States during his State of the Union address and in subsequent speeches this year mapped out a plan to reduce U.S. gasoline consumption by 20 percent in the next 10 years. That 20 percent equates to nearly 35 billion gallons of gasoline.

Replacing 35 billion gallons of gasoline is clearly a challenge and determining the appropriate fuel strategies will be no easy task. PERC contracted Energy and Environmental Analysis, Inc. (an ICF International Company) of Arlington, VA, to conduct a study on propane's impact on reducing domestic dependence on foreign oil. Consistent with the administration's goals, the study found that propane can achieve nearly 1 billion gallons of propane fuel sales with a conservative 10 percent market penetration in private fleets alone by the year 2017.

For more information, contact PERC's Brian Feehan at (202) 452-8975.



The propane-powered Bluebird Vision School Bus

## Safe Grilling *continued from page 1*

launched its annual safe grilling campaign, providing important safety tips for gas grill owners. As a result of this annual campaign, combined with stricter regulations by the National Fire Protection Association, the number of gas grill fires has decreased by half in recent years.

This year's safe grilling campaign has a special focus on educating women grillers. A recent study showed that 34 million women are regularly using the grill, proving that barbecuing isn't only for men.

Nearly 40 percent of women say they are grilling more often today than in the past few years, and nearly 21

million women report doing more grill cooking than their significant other. These estimates, based on the results of a new PERC survey, support the finding that more women than ever are involved in the grilling process.

In response to this growing trend, the propane industry has shared this survey, as well as proven safety tips, to magazines with a high demographic of women readers and those with a focus on cooking, health, and parenting.

For more information, visit [www.usepropane.com](http://www.usepropane.com) or contact PERC's Stuart Flatow at (202) 452-8975.



Propane industry spokeswomen, the BBQ Queens

# 2007 Communications Survey

**1. How often do you read each of the following Propane Education & Research (PERC) publications?**

	Always	Sometimes	Rarely/Never	Don't Receive
The PERC Update (weekly email of industry information)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In Touch newsletter (industry newsletter mailed on a quarterly basis)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**2. How satisfied are you with each of these same publications?**

	Very Satisfied	Satisfied	Not Satisfied	Don't Receive
The PERC Update (weekly email of industry information)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In Touch newsletter (industry newsletter mailed on a quarterly basis)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**3. How useful are each of the following communications materials or publications to you in your work using a scale from 1 to 5 where "1" means it is not useful at all and "5" means it is very useful.**

	Not Useful at All				Very Useful
	1	2	3	4	5
The PERC Update	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In Touch newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Industry faxes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Industry press releases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Industry fact sheets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**4. What improvements would you like to see when it comes to these communications materials or publications that PERC shares with you? Please be as specific as possible.**

---



---

**5. How interested are you in receiving information about each of the following from PERC?**

	Not Interested at All				Very Interested
	1	2	3	4	5
Safety and training activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Engine fuel activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research and development activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Agriculture activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consumer education campaign activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New items on the Propane Marketing Resource Center (MaRC)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New items for sale through the resource catalog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Announcements of meetings and workshops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trade shows	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other: please specify	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**6. Generally speaking, would you say that the amount of information PERC provides to the propane industry is too much, just right, or not enough?**

Too Much	Right Amount	Not Enough
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**7. How do you most prefer to receive industry information and communications from PERC?**

Via email	In the mail	Via fax
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**8. What improvements would you like to see when it comes to how PERC shares information with you? Please be as specific as possible.**

---



---



---

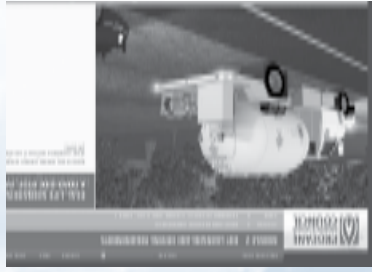


---

Thank you for your participation! Please return this survey by faxing it to **(202) 452-9054** or mailing it to: Communications Survey, 1140 Connecticut Ave, NW, #1075, Washington, DC 20036.



Preparing for a Generator  
Campaign Extension  
Program  
Page 9



PERC Launches Two New  
CETP E-Learning DVDs  
Page 6



Propane-Fueled Truck  
and School Bus Ready  
for the Market  
Page 1

INSIDE THIS ISSUE

# TOUCH

# INI

VOLUME 9 • NO 2



**Propane Education & Research Council**  
1140 Connecticut Avenue, NW, Suite 1075  
Washington, DC 20036

PRST STD  
U.S. Postage  
PAID  
Permit #299  
Dulles, VA

# PROPANE MARKETER COMPLIANCE NEWSLETTER

**PROPANE**  
EXCEPTIONAL ENERGY®

## INSIDE THIS ISSUE

- 1** PHMSA Retains HazMat Registration Fee Schedule
- 2** Complying with State "Call Before You Dig" Laws
- 3** PHMSA Issues Propane Cylinder Warning Notice

## PHMSA Retains HazMat Registration Fee Schedule



In a Pipeline and Hazardous Materials Safety Administration (PHMSA) final rule in the May 3, 2007, issue of the Federal Register, the Department of Transportation (DOT) agency announced that it is eliminating expedited registration (registration by telephone) for 2007-2008.

If you need to register quickly, use the online registration service at <https://hazmatonline.phmsa.dot.gov/services/>.

According to PHMSA, if you make a successful payment by credit or

debit card, you can print a registration certificate at the end of your online session. If you pay by ACH ("electronic check"), you will be emailed a certificate as soon as the payment is verified, which is usually the next business day, but sometimes a couple of days later.

HazMat Offeror or Transporter registration fees are listed on the PHMSA website at [http://hazmat.dot.gov/regs/register/new\\_register\\_fee.htm](http://hazmat.dot.gov/regs/register/new_register_fee.htm). The help page can be found at <http://hazmat.dot.gov/regs/register/inetreghelp.htm>.

## Complying with State "Call Before You Dig" Laws

Every U.S. state has enacted regulations requiring an excavator to comply with procedures of a "One-Call" underground utilities locating service, so that underground utilities can be located and marked on the ground before excavation activities are started. Enforcement processes and penalties for violating the regulations vary from state to state (depending on the details of the enabling statute). However, every state makes it clear that if underground utilities are damaged, the person conducting excavation activities is liable for repairs to the utilities and any subsequent damages that may result if the excavator fails to contact the designated one-call service and obtain location markings on the ground prior to the start of excavation.

In recent years, increased development of suburban and rural areas using underground electric, gas, water, waste water, and communications utility service facilities has caused more cases of damage to these buried facilities during construction and maintenance operations. In addition to economic loss to the owner of the buried service facilities caused by dig-ins, some catastrophic incidents have occurred when gas and hazardous liquids pipelines were struck by excavators. In many cases, the excavators did not puncture the pipeline, but damaged the corrosion protection system by "nicking" the pipe. Ultimately the unreported and seemingly minor damage can lead to complete pipeline failure.

Propane marketers and contractors working for them should be aware of the "Call Before You Dig" regulations and how to use the designated one-call system in areas where they install underground tanks and buried distribution lines. To aid with this crucial task, a listing of state and regional websites and phone numbers follows inside.



**Call Before You Dig-State and Regional Listings**

State	One-Call Organization	Internet Address	Phone
Alabama	Alabama 1 Call	<a href="http://www.al1call.com">www.al1call.com</a>	(800) 292-8525
Alaska	Alaska One Call	<a href="http://www.akonecall.com">www.akonecall.com</a>	(800) 478-3121
Arizona	Arizona Blue Stake	<a href="http://www.azbluestake.com">www.azbluestake.com</a>	(800) 782-5348
Arkansas	Arkansas One Call System	<a href="http://www.arkonecall.com">www.arkonecall.com</a>	(800) 482-8998
California	California Underground Service Alert North	<a href="http://www.usanorth.org">www.usanorth.org</a>	(800) 227-2600
	California Underground Service Alert South	<a href="http://www.digalert.org">www.digalert.org</a>	(800) 227-2600
Colorado	Utility Notification Center of Colorado	<a href="http://www.uncc2.org">www.uncc2.org</a>	(800) 922-1987 or (303) 232-1991
Connecticut	Call Before You Dig	<a href="http://www.cbyd.com">www.cbyd.com</a>	(800) 922-4455
Delaware	Miss Utility of Delmarva	<a href="http://www.missutilitydelmarva.com">www.missutilitydelmarva.com</a>	(800) 282-8555 or (800) 441-8355
District of Columbia	Miss Utility	<a href="http://www.missutility.net/washingtondc">www.missutility.net/washingtondc</a>	(800) 257-7777
Florida	Sunshine State One Call of Florida, Inc.	<a href="http://www.callsunshine.com/corp/index.html">www.callsunshine.com/corp/index.html</a>	(800) 432-4770
Georgia	Utilities Protection Center, Inc.	<a href="http://www.gaupc.com">www.gaupc.com</a>	(800) 282-7411 or (770) 623-4344
Hawaii	Hawaii One Call Center	<a href="http://www.callbeforeyoudig.org">www.callbeforeyoudig.org</a>	(866) 423-7287
Idaho	Bonner and Boundary County One Call Service		(800) 626-4950
	Dig Line	<a href="http://www.digline.com">www.digline.com</a>	(800) 342-1585 or (208) 342-1585
	Kootenai County One Call		(800) 428-4950
	Shoshone County One Call		(800) 398-3285
	Utility Notification Center		(800) 822-1974 or (800) 424-5555
	Utilities Underground Location Center		(800) 424-5555
Illinois	JULIE, Inc.	<a href="http://www.illinois1call.com">www.illinois1call.com</a>	(800) 892-0123
	Chicago: Digger		(312) 744-7000
Indiana	Indiana Underground Plant Protection Service, Inc.	<a href="http://www.iupps.org">www.iupps.org</a>	(800) 382-5544 or (317) 893-1403
Iowa	Underground Plant Location Service, Inc.	<a href="http://www.iowaonecall.com">www.iowaonecall.com</a>	(800) 292-8989
Kansas	Kansas One Call Center	<a href="http://www.kansasonecall.com">www.kansasonecall.com</a>	(800) DIG-SAFE or (316) 687-2470
Kentucky	Kentucky Underground Protection, Inc.	<a href="http://www.kyunderground.com">www.kyunderground.com</a>	(800) 752-6007
Louisiana	Louisiana One Call System, Inc.	<a href="http://www.laonecall.com">www.laonecall.com</a>	(800) 272-3020
Maine	Dig Safe System, Inc.	<a href="http://www.digsafe.com">www.digsafe.com</a>	(888) 344-7233 or (781) 721-1191
Maryland	Miss Utility	<a href="http://www.missutility.net/maryland/">www.missutility.net/maryland/</a>	(800) 257-7777
	Miss Utility of Delmarva	<a href="http://www.missutility.net">www.missutility.net</a>	(800) 282-8555 or (800) 441-8355
Massachusetts	Dig Safe System, Inc.	<a href="http://www.digsafe.com">www.digsafe.com</a>	(888) 344-7233 or (781) 721-1191
Michigan	Miss Dig System, Inc.	<a href="http://www.missdig.org">www.missdig.org</a>	(800) 482-7171 or (248)-874-3400
Minnesota	Gopher State One-Call	<a href="http://www.gopherstateonecall.org">http://www.gopherstateonecall.org</a>	(651) 454-0002 or (800) 252-1166
Mississippi	Mississippi One Call System, Inc.	<a href="http://www.ms1call.org">www.ms1call.org</a>	(800) 227-6477 or (601) 362-4374
Missouri	Missouri One Call System, Inc.	<a href="http://www.mo1call.org">www.mo1call.org</a>	(800) 344-7483 or (573) 635-1818
Montana	Montana One Call	<a href="http://www.udig.org">www.udig.org</a>	(800) 551-8344
	Utilities Underground Location Center	<a href="http://www.callbeforeyoudig.com/index.html">www.callbeforeyoudig.com/index.html</a>	(800) 424-5555
Nebraska	Diggers Hotline of Nebraska	<a href="http://www.ne-diggers.com">www.ne-diggers.com</a>	(800) 331-5666 or (402) 344-3565
Nevada	Underground Service Alert North	<a href="http://www.usanorth.org">www.usanorth.org</a>	(800) 227-2600

New Hampshire	Dig Safe System, Inc.	<a href="http://www.digsafe.com">www.digsafe.com</a>	(888) 344-7233 or (781) 721-1191
New Jersey	New Jersey One Call	<a href="http://www.nj1-call.org">www.nj1-call.org</a>	(800) 272-1000 or (732) 394-3000
New Mexico	Las Cruces-Dona Ana Utility Council		(888) 526-0400 or (505) 526-0400
	New Mexico One Call System, Inc.	<a href="http://www.nmonecall.org">www.nmonecall.org</a>	(800) 321-ALERT or (505) 260-1990
New York	Dig Safely New York, Inc.	<a href="http://www.ufpo.org">www.ufpo.org</a>	(800) 962-7962
	New York City - Long Island One Call Center	<a href="http://www.nycli1calldsi.com">www.nycli1calldsi.com</a>	(800) 272-4480
	Underground Facility Protection Organization	<a href="http://www.ufpo.org">www.ufpo.org</a>	(800) 962-7962
North Carolina	North Carolina One-Call Center	<a href="http://www2.ncocc.org/ncocc/default.htm">www2.ncocc.org/ncocc/default.htm</a>	800) 632-4949 or (336) 855-5760
North Dakota	North Dakota One Call	<a href="http://www.ndonecall.com">www.ndonecall.com</a>	(800) 795-0555
Ohio	Ohio Utilities Protection Service	<a href="http://www.oups.org">www.oups.org</a>	(800) 362-2764
	Oil and Gas Producers Underground Protection Service	<a href="http://www.ogpups.com">www.ogpups.com</a>	(800) 925-0988 or (740) 587-0486
Oklahoma	Call Okie	<a href="http://www.callokie.com">www.callokie.com</a>	800) 522-6543 or (405) 840-5032 or (918) 732-6543 or (918) 824-1344
Oregon	Oregon Utility Coordinating Council	<a href="http://www.oucc.net/index.htm">www.oucc.net/index.htm</a>	(800) 332-2344
	Utility's Notification Center	<a href="http://www.digsafelyoregon.com">www.digsafelyoregon.com</a>	(800) 332-2344 or (503) 293-0826
	Utility's Underground Location Center		(800) 424-5555
Pennsylvania	Pennsylvania One Call System, Inc.	<a href="http://www.paonecall.org">www.paonecall.org</a>	(800) 248-1786
Puerto Rico	PRT Excavation Center		(787) 792-7478
Rhode Island	Dig Safe - Rhode Island	<a href="http://www.digsafe.com">www.digsafe.com</a>	(888) 344-7233 or (781) 721-1191
South Carolina	Palmetto Utility Protection Service	<a href="http://www.sc1pups.org">www.sc1pups.org</a>	(888) 721-7877 or (800) 922-0983 or (800) 290-2783
South Dakota	South Dakota One Call	<a href="http://www.sdonecall.com/index.asp">www.sdonecall.com/index.asp</a>	(800) 781-7474
Tennessee	Tennessee One Call System	<a href="http://www.tnonecall.com">www.tnonecall.com</a>	(800) 351-1111
Texas	Lone Star Notification Center		(800) 669-8344 or (713) 223-4567
	Texas Excavation Safety System	<a href="http://www.digtess.org">www.digtess.org</a>	(800) 344-8377
	Texas One Call System	<a href="http://www.texasonecall.com">www.texasonecall.com</a>	(800) 245-4545 or (412) 415-5000
Utah	Blue Stakes Location Center	<a href="http://www.bluestakes.org">www.bluestakes.org</a>	(800) 662-4111 or (801) 208-2100
Vermont	Dig Safe - Vermont	<a href="http://www.digsafe.com">www.digsafe.com</a>	(888) 344-7233 or (781) 721-1191
Virginia	Miss Utility of Virginia	<a href="http://www.missutilityofvirginia.com">www.missutilityofvirginia.com</a>	(800) 552-7001 or (800) 257-7777
Washington	Washington Utilities Notification Center	<a href="http://www.callbeforeyoudig.org">www.callbeforeyoudig.org</a>	(800) 424-5555
	Inland Empire Utility Coordinating Council		(509) 456-8000
	Northwest Utility Notification Center		(800) 553-4344 or (360) 696-4848
	Palouse Empire Utility Coordinating Council		(800) 822-1974
	Utilities Council of Cowlitz County		(800) 424-5555
	Utilities Underground Location Center	<a href="http://www.callbeforeyoudig.com/index.html">www.callbeforeyoudig.com/index.html</a>	(800) 424-5555
West Virginia	Miss Utility of West Virginia	<a href="http://www.muwv.org">www.muwv.org</a>	(800) 245-4848
Wisconsin	Diggers Hotline	<a href="http://www.diggershotline.com">www.diggershotline.com</a>	(800) 242-8511 or (414) 259-1181
Wyoming	One Call of Wyoming	<a href="http://www.onecallofwyoming.com">www.onecallofwyoming.com</a>	(800) 849-2476 or (800) 348-1030

A new nationwide 811 telephone referral number will automatically direct a caller to the one-call center for the area where the phone call originates.

# PHMSA Issues Propane Cylinder Warning Notice

A Pipeline and Hazardous Materials Safety Administration (PHMSA) safety advisory notice appeared in the Thursday, May 24, 2007, issue of the Federal Register concerning fiberglass composite cylinders. The summary section of the notice states:

“Recently, five (5) 33-pound propane cylinders authorized under DOT Special Permit (DOT-SP 13957) ruptured during storage at a facility in Miami, FL. The purpose of this notice is to alert owners and users of certain cylinders manufactured under this special permit to potential safety problems and to advise them to remove the cylinders from service as outlined in this notice. Also, PHMSA requests information on any other failures or leakage of lading, involving all cylinders made under DOT-SP 13957, which include 10-pound, 20-pound, and 33-pound cylinders, that may not have been previously reported to the agency.”

Specific steps for removing the cylinders from service are also given in the PHMSA notice, including:

“In order to avoid any potential injury or damage, PHMSA is removing from service all cylinders of the same design as those involved in the incidents. Any person who owns, uses, fills,

or retests a 33-pound propane cylinder marked DOT-SP 13957 should take the following actions:

1. Do not vent the cylinder. Have only qualified persons safely discharge and purge the cylinder.
2. Send the empty cylinders to the manufacturer at the following address: T.L.C.C.I., Incorporated, 112 Alpha Drive, Franklin, TN 37064.
3. Provide the serial number of each returned cylinder to PHMSA at the contact address. Please note any problems that may have been witnessed with the cylinder (e.g. leaking, damage, etc.).
4. Under no circumstances should a cylinder described in this safety advisory be filled, refilled, or used for the transportation of hazardous materials.

Any person who is aware of the rupture of any cylinder, 10-pound, 20-pound, or 33-pound, marked DOT-SP 13957, is requested to contact PHMSA as soon as possible.”

The safety advisory is available for review on the HazMat Safety website at <http://hazmat.dot.gov>.

**Do you have compliance issues or concerns that are of particular interest to you and that would be helpful to others in the propane industry if covered in this newsletter?**

**Send your feedback to PERC's Stuart Flatow at [stuart.flatow@propanecouncil.org](mailto:stuart.flatow@propanecouncil.org) or (202) 452-8975.**