

PROPANE INSIDER

BARRY T. SMITHERMAN, CHAIRMAN • DAVID PORTER, COMMISSIONER

2012 CERTIFICATION RENEWALS

Certification renewal letters were mailed to all licensees on February 28. The letters list each of your company’s certified employees and managers and their training or continuing-education due dates, if applicable. Thursday, May 31, is the deadline for renewal payments and classes for cardholders who have 2012 training/continuing education due dates.

Classes fill up quickly this time of year. AFRED recommends registering your employees for a class as soon as possible, to take advantage of classes scheduled in your area in March and April.

To view the current class schedule and register online, go to www.propane.tx.gov and click on “Training and Examinations.” To see which courses are approved for each certification category, click on “Training and Examinations,” choose “Training” from the drop-down menu, and select “What Course Should I Take?”

Classes are free for currently certified individuals who are fulfilling their continuing-education requirement. The fee is \$75 for the initial 8-hour training class required of new examinees.

AFRED CONSUMER REBATES

REBATE TYPE	REBATE AMOUNT	FY 2011 THROUGH 12/31/10	FY 2012 THROUGH 12/31/11
		Number of Installations	
Water heater–new construction	\$100	764	448
Water heater–electric replacement	\$175	81	30
Propane Star Home	\$300	143	66
Propane SuperStar Home	\$400	35	20

For questions contact Rudy De La Garza at 512-463-3370 or rudy.delagarza@rrc.state.tx.us.

ONLINE PAYMENT OPTIONS FOR CARD RENEWALS

This is AFRED’s sixth year of offering an online payment option for certification card renewals at www.propane.tx.gov. Here are some tips on how to use the system successfully.

- **Don’t guess.** If you’re not sure which Fee Type to choose, call us! The call is free (800-64-CLEAR), and we are ready to help you. Payments made in error (for instance, clicking “LPG License Renewal” instead of “LPG Card Renewal” to renew a blue certification card) involve more work for you. Don’t hesitate to call us for assistance.
- **Don’t overpay.** Partial refunds or partial additional payments cannot be done online. The system has two screens that let you double-check your transaction before you hit “submit.”
- **Do send in your proof of payment.** To ensure accurate processing, print out your online credit-card confirmation page and fax or mail it back with your renewal letter. Screen prints cannot be accepted.
- **Don’t wait.** We appreciate you early birds. The closer the May 31 deadline, the longer the wait for your new cards.

HELP YOUR CUSTOMERS FIND YOU!

AFRED’s online directory of Texas propane outlets generates a large number of visitors, who can search for you by company name, city or county served. Make sure your information is accurate by visiting www.texaspropane.org. To update your listing, contact Heather Ball at 512-463-7359 or heather.ball@rrc.state.tx.us.

FRONT OFFICE STAFF REBATE FLYER

To help your front office staff talk to new customers about propane rebates, AFRED has created the enclosed Consumer Rebate flier. For questions contact Rudy De La Garza at (512) 463-3370 or rudy.delagarza@rrc.state.tx.us.

MARKINGS AT STATIONARY INSTALLATIONS LP-GAS SAFETY RULES §9.140(G)

Table 1 of LP-Gas Safety Rule §9.140(g), Uniform Protection Standards, sets out the requirements for signage at stationary LP-gas installations.

The 13 types of notice required by §9.140(g) serve two main purposes. They inform customers of precautions they must take during transfer operations—for example, NO SMOKING and TURN OFF ENGINE. In the event of an emergency, the notices also alert first responders to the locations of propane emergency shutoffs and identify tank contents and characteristics—for example, PROPANE and FLAMMABLE. Most violations of this rule occur when the required lettering is either missing or is badly faded and unreadable.



ENERGY ASSISTANCE

As heating season ends, some of your low-income customers may need help with their bills. Last year, AFRED helped propane marketers serve 7,803 low-income households with \$1,743,652 worth of fuel through the federal Low Income Heating and Energy Assistance program.

Make sure you have a vendor agreement on file with each community action agency in your service area. You can find the vendor agreement and a link to the community action agencies at www.propane.tx.gov. Roll your cursor over

HELP IS ON THE WAY!



“Services for Marketers” on the left side of the page and select “Low-Income Energy Assistance” from the drop-down menu. Call Heather Ball at 512-463-7359 if you have questions.

Every month since February 2006 the Propane Insider has included a short safety-related article under the heading “Propane Pointers.” Now all the articles have been updated and posted online in PDF format on the Publications menu under “Services for Marketers” at www.propane.tx.gov.

The online edition indexes the articles by topic, e.g., “DOT Cylinders,” “Stationary Installations” and “Signage and Markings,” and adds explanatory graphics that make the articles useful as in-house training supplements or one-page customer handouts. We hope you find them helpful in your business, and we welcome your comments or suggestions.

MARKETERS MAKING NEWS



Matt and Danny Martin of Shaw Butane, along with Dwight and Steven Lyons of Lyons LP Gas, took advantage of AFRED's booth at the Deep East Texas Association of Builders' Home Products Show to build key relationships with the potential home builders and future gas users.



Gayla Moore with Lyons LP Gas and Kyle Bush with Ferrellgas teamed up with AFRED's Susan Shifflett at the Deep East Texas Association of Builders Home Products Show. Susan reported that the show provided one-on-one interaction with developers and builders in the greater Lufkin area as well new residential sales leads.



Jodie and David Collett, Gas and Supply, spent part of their birthdays promoting propane with AFRED's Susan Shifflett at the East Texas Builder's Association's Home Products Show. David says "There's nothing like educating a new customer on their options when building."



JD and Janet LaCoure with Capital Truck and Equipment in Belton and Debra Michalka and Jack Walzel with Trico Propane in Rogers worked with AFRED's Tracy Wells to promote propane vehicles to Temple-area fleets. Tracy says the new Blue Bird/Rough propane school bus drew great interest from area school districts.



Elaine and Jerry Sullivan of Martin LP Gas came out to help AFRED's Susan Shifflett at the East Texas Builders Association's Home Products Show. The show provided an opportunity for one-on-one education on propane's advantages and helped marketers turn interested consumers into new customers.



Kyle Yates, Kimberly Sinclair, Traci Dean, Regina Betancourt, Troy Hicks, David Christopher, Yves Stewart and Joe Tamborello, all with Heritage/Amerigas, joined AFRED's Tracy Wells to promote propane mowers and vehicles at Central Texas Clean Cities' "Moving the Temple Area with Propane" road show. The event drew more than 60 attendees interested in propane solutions to rising gasoline costs.

Railroad Commission of Texas

1701 N. Congress
P.O. Box 12967
Austin, Texas 78711-2967

PROPANEINSIDER

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RAILROAD COMMISSION CONTACT LIST

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Steve Jaeger, Research/Safety Training (512) 463-9202
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Rayfield Hearne, Certification (512) 463-6845
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All other information and AFRED staff (512) 463-7110
Toll-free (800) 642-5327
FAX: Marketing/Administration (512) 936-4196
FAX: Training (512) 475-2532

AFRED Field Staff

Rudy De La Garza, Central Texas (512) 463-3370
Susan Shifflett, South Texas (713) 628-9915
Tracy Wells, North Texas (214) 728-9908

LP-Gas Operations

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Linda Bailor, Licensing Rep. M-Z, #s (512) 463-6940
Brian Galvez, Admin. Support (512) 475-0109
Irma Oswald, Admin. Support (512) 463-7299
Sherri Washington, Licensing Rep. A-L (512) 936-4146
Angela Whitehead, Admin. Support (512) 463-7207
FAX: LP-Gas Operations (512) 463-0649
FAX: Licensing (512) 463-7292

DELIVERY FEE COLLECTIONS

Collections through Friday, February 17, 2012, totaled \$834,216. This total is 5 percent higher than collections at the same date last year.

PROPANE

CONSUMER REBATES

REBATE AMOUNTS HAVE CHANGED **FOR FISCAL YEAR 2012** **(SEPT. 1, 2011 – AUG. 31, 2012)**

E-mail confirmation notification sent to marketers and applicants
when e-mail address is provided on applications.

\$100	Install propane water heater (For new home only)
\$175	Replace electric water heater with propane water heater
\$300	Propane Star Home (For new home only) <u>Requirements</u> <ol style="list-style-type: none">1. New propane water heater2. New propane furnace3. New or used propane dryer, or second furnace and piping for dryer4. Any one of the following new propane appliances: gas range, gas cooktop, gas oven, gas logs, hard-piped gas grill, or hard-wired generator.
\$400	Propane Super Star Home (For new home only) <u>Requirements</u> <ol style="list-style-type: none">1. Two or more new propane water heaters2. Two or more new propane furnaces,3. New or used propane dryer, or third furnace and piping for dryer4. Any one of the following new propane appliances: gas range, gas cooktop, gas oven, gas logs, hard-piped gas grill, or hard-wired generator.

EFFECTIVE SEPTEMBER 1, 2011

Individual Social Security Numbers not required on rebates with amounts \$800 or less. Builders still need to provide Tax ID number and FEIN (Federal Employer Identification Number).

Applications may be faxed or scanned and e-mailed.

RAILROAD COMMISSION OF TEXAS

Alternative Energy Division - AFRED
800-64-CLEAR • www.propane.tx.gov

REBATE TIPS AND POINTERS

Here are some common issues that slow rebate processing. To ensure trouble-free, speedy payments, please watch out for the following:

- **30-day window.** Applications must be postmarked no later than 30 days from the date the propane is turned on to the appliances.
- **Supporting documentation.** Applications must include a well-documented work order, GAS Check form, or Residential Safety Check Form listing the appliance names, model and serial numbers matching those on the actual application, and showing that a licensed propane company properly inspected all appliances (see sample provided with this mailing). NOTE: If there is only piping for a dryer on a Star/Superstar Home, this fact must be noted on the application as well as in the accompanying documentation.
- **Serial numbers.** Make sure you provide the correct serial number (and not the item number or bar code). Remember, serial numbers such as those on a Rinnai tankless water heater can be tricky. If you need help locating or recognizing the serial number, please call our rebate section at (800) 64-CLEAR before you submit the application.
- **Original signatures are no longer needed.** Signed applications may be faxed to (512) 936-4196 or scanned and e-mailed to rebates@rrc.state.tx.us or mailed to:
AFRED/Rebate Section
Railroad Commission of Texas
PO Box 12967
Austin, TX 78711-2967
- **Complete all information.** Texas is a big state, with numerous cities, zip codes and area codes. Please make sure you include this information, and don't use abbreviations, e.g., SA could be San Antonio or San Angelo.
- **Use current application forms.** We've updated our applications to provide better, clearer and more accurate information. We've included the latest forms in this mailing. If you are unable to download additional copies from www.propane.tx.gov, please call our rebate section. We can fax or mail you the latest version.
- **Check the status of applications.** After you or your customer has mailed the application, we encourage you to call to verify we received it. Some marketers mail in the original and then fax a second copy to AFRED at (512) 936-4196. If you call or send us a fax, we'll let you know if we don't receive the original in the mail, so that you can resubmit.
- **Builder Information.** There is a new space on the application form for builders to indicate whether the home is a spec home and/or whether it is on a community propane system. There is an additional space for builders new to the rebate program to fill in their File/Charter number so that they can be paid.
- **E-mail notification.** E-mail confirmation can be sent to marketers and applicants when e-mail address is provided on applications.
- **Finally, please write clearly.**

Thank you for making AFRED's consumer rebate program the best of its kind in the U.S. Please call or email if you have questions or need more information.

Rudy De La Garza

(512) 463-3370 • rudy.delagarza@rrc.state.tx.us

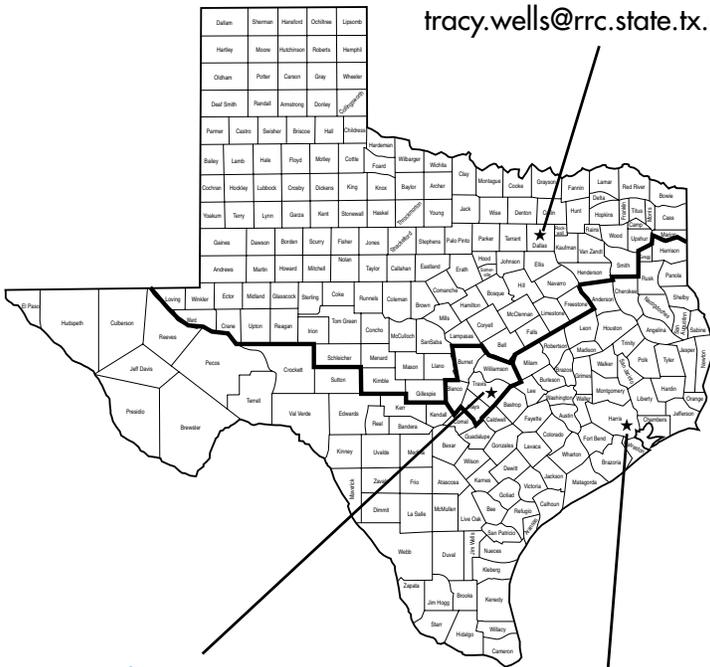
RAILROAD COMMISSION OF TEXAS

Alternative Energy Division - AFRED
800-64-CLEAR • www.propane.tx.gov

Do You Need Marketing Assistance?

YOUR AFRED FIELD REP CAN HELP!

Tracy Wells
Cell: 214-728-9908
tracy.wells@rrc.state.tx.us



Rudy De La Garza
Rebate Coordinator
512-463-3370
rudy.delagarza@rrc.state.tx.us

Susan Shifflett
Cell: 713-628-9915
susan.shifflett@rrc.state.tx.us

SECURE POSITIVE PRESS COVERAGE
about your company in your local media.

**MEET WITH CURRENT AND NEW
HOMEBUILDERS AND HOMEBUYERS**
about the advantages of propane and
explain current rebate programs.

**HELP YOU ESTABLISH A MONTHLY EMPLOYEE
SAFETY MEETING PROGRAM**
with Railroad Commission-approved materials.

**PROVIDE PROMOTIONAL
AND SAFETY LITERATURE**
for your customers and potential customers.

**CREATE A CUSTOM
MARKETING ASSISTANCE PROGRAM**
to target specific markets.
Whether it be advertising, outreach,
presentations, one-on-one meetings, etc.

AFRED QUICKACCESS: 800/64-CLEAR

WWW.PROPANE.TX.GOV • FAX: 512-936-4196

Create A Custom Marketing Assistance Program



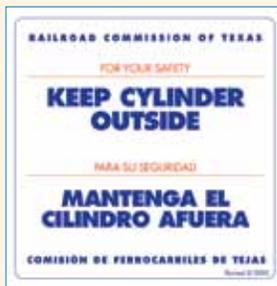
Rebate Coordinator
Rudy De La Garza



AFRED Field Reps
Susan Shifflett and Tracy Wells

Contact Your Rep Today
About All of Our **MARKETING MATERIALS** Available to You,
and **INNOVATIVE WAYS** to
Kick-Start Your **MARKETING PLAN** Into Action!

OUTDOOR COOKING



SAFETY NOTICE — MODIFICATIONS & REPAIRS

PROPANE SAFETY

NOTICE: PROPANE INSTALLATIONS, MODIFICATIONS & REPAIRS

WARNING: Flammable Gas. The installation, modification, or repair of an LPG system by a person who is not licensed or registered to install, modify, or repair an LPG system may cause injury, harm, or loss. Contact a person licensed or registered to install, modify, or repair an LPG system. A person licensed to install or repair an LPG system may not be liable for damages caused by the modification of an LPG system by an unlicensed person except as otherwise provided by applicable law.

Reference: Texas Natural Resources Code §113.401.

Revised 8/2007

For more safety tips, go to propane.tx.gov



SAFETY DOOR HANGERS INVOICE HOLDERS



EMPLOYEE CERTIFICATION PATCH

