



PROPANE EXCHANGE

March 2011 * West Virginia Propane Gas Assn

Check Out the Ad about the Propane Centennial Celebration at the end of this issue.

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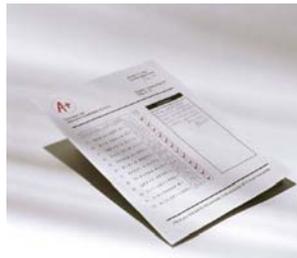
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DATES TO REMEMBER

April 16- 18, 2011	NPGA Southeastern Convention Atlanta, GA
June 14-15, 2011	Propane Days Hyatt Regency Hotel Washington, DC
June 20-21, 2011	Summer Membership Mtg. Bridgeport, WV
Sept 14-16, 2011	Fall Membership Mtg Inn at Charles Town



ANOTHER BENEFIT

Training Time is Almost Here. Your Input is Needed

HELP US PROVIDE CETP COURSES ABOUT TOPICS YOU NEED

Plans are underway to offer two weeks of Certified Employee Training this summer. Last year, with new requirements from the state Fire Commission, WVPGA offered Basic Principles 1.0 and Vapor Installation 4.2 in a variety of locations. Turnout was excellent as propane marketers around state became certified.

The Safety & Education Committee is seeking input from marketers as to what should be offered this year. To accomplish this, a survey has been posted on www.wvpropanegas.org to solicit input.

TWO WAYS TO RESPOND Propane marketers may either download the survey form and email it in or complete it online. The deadline for responses is March 30, 2011.

Based on the requests received, the S&E Committee will make a determination what will be offered this year as well as the locations. The weeks which have been reserved for training are July 18-22, 2011 and August 15-19, 2011.

A REMINDER FROM LAST YEAR Anyone who took either or both of the CETP courses at last year's classes is reminded that the Skills Assessment has to be completed and returned within a year of taking the class.

This is in addition to taking the class and passing the test. Failure to complete and return the signed Skills Assessment means that one is not certified and will not be recognized by the State Fire Commission.

SURVEY DEADLINE IS MARCH 30, 2011

*Do Your Customers Know
They Need to File for
2010 Alt-Fuel Tax Credit?*

As part of the Tax Relief, Unemployment Insurance Reauthorization, and Job Creation Act passed by Congress in 2010, the 50-cent-per-gallon alternative motor fuel tax credit, which includes propane, was extended through Dec. 31, 2011, and applied retroactively for 2010.

Fuel used in a forklift is eligible for the tax credit. Claims for tax-year 2010 must be filed by forklift operators by Aug. 1, 2011. Remind your forklift customers to check with their tax advisers.

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Are You Ready for Workplace Safety Audits?

How well does your operation comply with the workplace and transportation safety rules of the Occupational Safety and Health Administration and the Transportation Department.?

Those agencies require any workers who handle or transport hazardous materials to get hazmat training in the first 90 days of their employment and refresher training every three years. The Initial OSHA & DOT First 90-Day Employee Hazmat Training program, now available in a textbook and an e-learning DVD from PERC, can help you comply with the requirements.

The Initial OSHA and DOT E-Learning DVD, "**First 90 Day Training**" is an interactive training program developed to provide the required hazmat employee training in interactive training format.

The program includes; OSHA Hazard Communication, DOT General Awareness Hazmat Training, Emergency Response, Loading and Unloading, CMV Driver Requirements, Vehicle Inspection, Cylinder Safety, Materials of Trade, and Security and Hazardous Materials modules. Approximate review time; 6 – 8 hours.

To get started with compliance, order Item # 009015 from the Association Office. Cost is only \$22 plus shipping and handling.



Check Out the Benefits of Membership

Do You Know Your Benefits?

If you attended the Spring Membership Meeting, you learned about everything membership in the West Virginia Propane Gas Association provides.

And attendees got a "sneak peek" at the Marketer Technology Training coming up at the Summer Meeting and the Legal Symposium taking place at the Fall Meeting.

To see the presentation, visit SlideShare at this link:

[Click here: WV Propane Gas Assn Benefits - 2011](#)

PHMSA Proposes New Rules for Cargo Tank Vehicles



"The mention of NFPA 58 serving as a means with which to comply with the proposed rulemaking notwithstanding, there are some elements that appear to go beyond the original best practices approach, and NPGA is reviewing the proposal in detail to determine what, if any, additional impact these new requirements will have on the propane industry."

The Pipeline and Hazardous Materials Safety Administration (PHMSA) published a proposed rule on March 11, 2011 that addresses cargo tank motor vehicle loading and unloading operations. The proposed rule specifies additional function-specific training for employees and a new section to the hazmat regulations (proposed 49 CFR 177.831) that addresses risk assessment requirements for the loading/unloading operation as well as other pertinent operating procedures.

PHMSA is not proposing to revise any current loading or unloading requirements in the hazmat regulations. They are seeking to supplement the current requirements by addressing perceived gaps that may exist within the regulations.

NPGA had originally weighed in with PHMSA on this matter over 3 years ago when the agency originally published best practices that companies could incorporate for loading and



unloading operations. Recognizing that these best practices could lead to an eventual proposal, NPGA noted at the time that much of what the agency was seeking to accomplish was already addressed within existing industry standards, such as NFPA 58.

NPGA is pleased that PHMSA recognized that there are existing industry standards, regulations, etc. and the notion that implementation of this proposal could duplicate the requirements in the existing standards. They actually go so far as to state this in the proposal, citing NFPA 58 as an example.

The mention of NFPA 58 serving as a means with which to comply with the proposed rulemaking notwithstanding, there are some elements that appear to go beyond the original best practices approach, and NPGA is reviewing the proposal in detail to determine what, if any, additional impact these new requirements will have on the propane industry.

PHMSA has specified May 10, 2011 as the deadline for receipt of comments. For more information, contact Bob Elliott at relliott@npga.org.

Nine Traits of Healthy Work Teams

Involving employees in decision-making and in assuming more responsibility is an on-going challenge. It usually means employees must work together from time-to-time either in formal teams or in temporary or informal work groups.

What makes for effective, productive teamwork? What makes for ineffective group effort? In "Joining Together: Group Theory and Group Skills" authors David W. Johnson and Frank P. Johnson outline nine traits common to healthy, productive employee teams.

1. Feelings Are Expressed. Effective, two-way communication forms the basis of all group functioning. This communication depends on the open and accurate expression not just of ideas but also of feelings. Among ineffective groups, the only voice that counts is that of the highest authority figure. Only ideas are expressed. Feelings are suppressed or ignored.



2. Power Is Equalized and Shared. Participation and the chance to lead are equally available to all group members. All participate and all ideas and feelings are respected. As leadership needs arise, all members feel responsible for meeting them. In the role of leader, a member's credibility is based on his or her abilities and

access to information. Among ineffective groups, participation is unequal. High authority members tend to dominate. Obedience to authority is the rule.

3. Cooperation Exists. Group members work cooperatively to identify, define and prioritize group goals. For group members to support and achieve these goals, group goals must compliment the goals of individual members. Among ineffective groups, goals are imposed from above. Goals may or may not meet the needs of individual members.

4. There Is Individual Respect. Though the group naturally focuses on collective activities and goals, its identity is founded on a respect for individual members. It knows that group goals can only be realized when it supports members in the achievement of their personal goals. Among ineffective groups, conformity to group norms is the rule. "Organizational persons" who desire order, stability, and structure are favored.

5. Conflict Can Promote Involvement. Controversy and conflict arising from opposing ideas and opinions promote a high level of involvement by members. In turn, this heightened involvement stimulates more creative decision-making and a greater commitment to decisions. Among ineffective groups, conflict is ignored or suppressed.

"Problem-Solving Skills Are High. Procedures exist for identifying problems, creating and implementing solutions, and evaluating the effectiveness of solutions. Among ineffective groups, problem-solving skills can be non-existent."

"HR University provides guidelines for several human resources forms including timesheets, employment applications, requests for leave, sexual harassment, and much more."

HR University is normally distributed nationwide to companies for \$500 per year, but NPGA members have access to this useful and important tool at no charge. Members can also email an HR expert with HR questions."

6. Problem-Solving Skills Are High. Procedures exist for identifying problems, creating and implementing solutions, and evaluating the effectiveness of solutions. Among ineffective groups, problem-solving skills can be non-existent.

7. Consensus Decision-Making Is Preferred. Consensus promotes equal participation and power distribution. It also advances productive controversy, cohesion, and commitment. Among ineffective groups, the highest authority makes decisions. Member involvement or group discussion is minimal.

8. Interpersonal Skills Are Needed. Interpersonal, group, and inter-group behaviors are emphasized. Group members possess a high degree of interpersonal skills allowing them to honestly express ideas and feelings and to maturely work through conflicts. Cohesion is promoted with affection, acceptance, support, and trust. Among ineffective groups, the functions of members -- as opposed to the individuals themselves -- are valued. Cohesion is ignored. Members are controlled by force and rigid conformity is the rule.

9. Evaluation Is Shared. Members evaluate group effectiveness based on three functions:

- Goal accomplishment,
- Maintenance of group dynamics and
- The fostering of positive change and growth.

Among ineffective groups, the highest authority evaluates group effectiveness and goal accomplishment. Internal maintenance and development are ignored as much as possible.

Source: Netpay Payroll Services, 3405 Walnut Street, Harrisonburg, PA.



**Workplace
Challenges?**

**Take Advantage of
HR University**

NPGA Members have access to HR University, a training and support system designed to provide members with easy-to-understand solutions to employment issues within their companies.

HR University provides guidelines for several human resources forms including timesheets, employment applications, requests for leave, sexual harassment, and much more.

HR University is normally distributed nationwide to companies for \$500 per year, but NPGA members have access to this useful and important tool at **no charge**. Members can also email an HR expert with HR questions.



In 2012 the propane industry will celebrate the centennial anniversary of our exceptional fuel and its role in improving the lives and businesses of millions of people all over the world. Plans for a festive year to showcase the pride, integrity, and service that our industry is known for are underway. Program development will take place throughout 2011 with a launch at the NPGA Southeastern Convention & International Propane Expo in April of 2012. Join us! To learn how to be part of this anniversary celebration, visit www.propane100.org.

Here's some of what's in store:

- New Centennial website: www.propane100.org
- Video commemorating our industry and history
- Celebrations at major industry events in 2012
- Press events to highlight propane's benefits

Propane Centennial Celebration

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