

NPGA SOUTHEASTERN CONVENTION & INTERNATIONAL PROPANE EXPO

MARCH 29 – 31, 2008

GEORGIA WORLD CONGRESS CENTER ♦ ATLANTA, GEORGIA

NEW FORMAT ♦ NEW FEATURES ♦ NEW OPPORTUNITIES



REGISTER TO ATTEND THE PROPANE INDUSTRY'S LARGEST EVENT



When the propane industry embarks on a quest for product innovations, quality education and exclusive networking opportunities, there is only one ultimate destination – the *NPGA Southeastern Convention & International Propane Expo.*

NATIONAL PROPANE GAS ASSOCIATION

The National Propane Gas Association presents the propane industry's highly anticipated annual event with thousands of attendees, hundreds of exhibits and countless social activities. The *Southeastern Convention & International Propane Expo* provides a cost-effective forum featuring an expansive exhibit hall, in-depth educational sessions and exclusive networking opportunities.



THE EXHIBITS *Exhibits*

The propane industry flocks to the NPGA *International Propane Expo* to preview the newest product innovations and meet face-to-face with the industry's leading suppliers. Over 200 exhibiting companies will showcase the world's largest array of propane-related products and services.

THE EDUCATION *Education*

The *Southeastern Convention & International Propane Expo* provides a comprehensive educational program with cutting-edge training opportunities for all levels of personnel. More than 20 educational sessions presented by industry experts and corporate trainers will feature the following tracks: Business Management; Sales & Marketing; Technology; Supply; Emerging Trends; Safety and Training.



THE EVENTS *Events*

The *Southeastern Convention & International Propane Expo* is packed with exclusive networking events. The Exhibit Hall Reception was a resounding success last year and returns in 2008 to kick-off the official opening of the Exhibit Hall. From the Scholarship Foundation Golf Tournament and exhibitor hospitality events, to the Ancient and Young Gassers receptions, the *Southeastern Convention & International Propane Expo* is the annual event that offers the most opportunities to network with industry colleagues.



Schedule at a Glance

VISIT THE WEBSITE FOR
SCHEDULE UPDATES
www.npgaexpo.com

SATURDAY, MARCH 29, 2008

8:00am – 2:00pm	NPGF Scholarship Golf Challenge
8:00am – 5:00pm	Registration
1:30pm – 3:00pm	Concurrent Educational Sessions
3:15pm – 4:45pm	Concurrent Educational Sessions
5:00pm – 7:00pm	Exhibit Hall Reception

SUNDAY, MARCH 30, 2008

7:00am – 5:00pm	Registration
7:30am – 9:00am	Prayer Breakfast
9:15am – 10:15am	General Session/PERC Update
10:30am – 11:45am	Keynote Speaker
12:00pm – 5:00pm	Exhibit Hall Open
6:00pm – 8:00pm	Ancient Gassers Reception
8:00pm – Midnight	Young Gassers Reception

MONDAY, MARCH 31, 2008

8:00am – 5:00pm	Registration
8:30am – 10:00am	Southeastern States Association Meetings
9:00am – 4:00pm	Exhibit Hall Open
10:00am – 4:00pm	Spouse Activity
2:00pm – 3:30pm	Concurrent Educational Sessions
3:45pm – 5:15pm	Concurrent Educational Sessions



CONVENTION CENTER

The 2008 Southeastern Convention & International Propane Expo will be held at the Georgia World Congress Center located in the heart of downtown Atlanta, Georgia.

Georgia World Congress Center
285 Andrew Young
International Blvd., NW
Atlanta, Georgia 30313-1591
Website: www.gwcc.com
Phone: 404-223-4300

NEW Features ♦ NEW Opportunities

The Southeastern Convention & International Propane Expo is constantly evolving to meet the needs of the industry. The National Propane Gas Association will launch several new and enhanced features in 2008.

- ◆ Saturday – Monday Date Pattern
- ◆ “Expo Only” Day Passes
- ◆ Comprehensive Conference Program
- ◆ New Product Pavilion
- ◆ Education Pavilion
- ◆ Exhibit Hall Reception



The *Southeastern Convention & International Propane Expo* is renowned for its high-quality exhibits, non-stop interaction, superior education and overall attendee satisfaction. Only the *Southeastern Convention & International Propane Expo* provides one-stop shopping for **EVERYTHING** you need to excel in the propane industry.

- ◆ The Most Expansive Exhibit Hall
 - ◆ The Most Comprehensive Educational Program
 - ◆ The Most Exclusive Networking Opportunities
- ... and the Most Value for Your Money!



The *Southeastern Convention & International Propane Expo* provides an unparalleled opportunity to preview the latest innovations, learn from the experts and reconnect with your colleagues. Don't miss the chance to attend the propane industry's most essential event of the year!

Official Sponsors

Bergquist

ConocoPhillips

ExxonMobil
Gas & Power Marketing

GLOBAL GAS

Heritage Propane
Serving America With Pride



A NAVISTAR COMPANY



K&K MANAGEMENT SOLUTIONS



NGL
NGL SUPPLY WHOLESALE, LLC



TouchStar
THE FIELD FORCE AUTOMATION GROUP

2008 Exhibitors

The exhibitor list is current as of December 5, 2007. Visit the official website at www.npgaexpo.com for an updated list.

Accurate Messages Inc.
Actaris
ADD Systems
Advantage Route Systems
Algas-SDI International
Alternate Energy Systems Inc.
American Equipment Finance LLC
American Management Corp. (AMC)
American Standard Mfg., Inc.
American Welding & Tank / Harsco
Amtrol, Inc.
Anderson & Forrester
Arrow Tank & Engineering Co.
Barbour International, Inc.
BASE Engineering, Inc.
Bergquist, Inc.
Betts Industries Inc.
Blackmer
Boyd Service Inc.
Bradford White Corporation
Brindle Products Inc.
Brown Products, Inc. / Trench Master
Bubba's Bar-B-Q Oven, Inc.
Buck Stove
Bulk Truck & Transport Service
Butane Propane News
Cavagna Group
Cenex Propane
Certified Cylinder, Inc.
Charlotte Tank Trucks Inc.
Chemprene Inc.
CHEQ Services International, Inc.
Controls Inc.
CTP/Integrated Receivable Processing
CUI Heating Products
Custom Engineered Products, LLC
Davis Airtech Inc.
Degree Day Systems, Inc.

DeYoung and Associates, Inc.
Dormont Manufacturing Co.
Douglass Screen Printers Inc.
ECII RegO Products
EFG Industries Inc.
Ely Energy Inc.
Empire Comfort Systems Inc.
Enerco/Mr. Heater
Equipment Technology Inc.
E-Z Trench Mfg. Co., Inc.
FACTOR
Fairmont Specialty
Fairview Fittings & Mfg Inc.
FAS Systems Inc.
Federal Process Corp.
Fisher Controls International, LLC
Flame Engineering Inc.
FleetBoss Global Positioning Solutions
Flynt Paint Products
F-Rams Inc.
Freightliner Trucks
The Fuel Web
Fueling Technologies Inc.
Full-Circle Inc.
Gardner-Marsh Gas Eqpt Co. Inc.
Gas Equipment Co. Inc.
Gas-Fired Products Inc.
GasToGo.com
H & H Sales Company, Inc.
Hannay Reels Inc.
Heatmaster
Hiab, Inc.
Independent Technologies, Inc.
International Truck and Engine Corp.
J and N Enterprises Inc.
Jamerson McLean Insurance
JARCO Propane Trucks, Inc.
Jasper Engines & Transmissions

JOMAC
Jomar International
Keehn Service Corporation
Klinger Paint Co.
Krutsinger Services Inc.
Kurtz Welding Inc.
Lehman Hardware
Leran Gas Products
Liftmoore Inc.
Lin's Propane Trucks Corp.
Liqua-Tech Corporation
Liquid Controls Group
Lite Cylinder Company
LMH Division of Air Hydro Power
LP Gas Magazine
Manchester Tank and Equipment
Marshall Excelsior
Marshall Gas Controls
Martin Gas Sales
Metal Fusion Inc.
MID:COM
Mississippi Tank Company
Monessen Hearth Systems
Moscop Engineering LLC
National Fire Protection Association
National Propane Gas Association
Navien America, Inc.
Palfinger North America
Paul Ankers, Inc.
PERS
Petroleum Tank Corp
Propane Education & Research Council
Propane Resources
Propane Trucks & Tanks Inc.
PSI (Peter Skop Industries)
Quality Steel Corporation
Ragasco North America
Ransome Manufacturing

Ray Murray Inc.
Reading Equipment & Distribution Inc.
Reelcraft Industries Inc.
Renaldo Sales & Services, Inc.
Riverside Manufacturing Co.
Robert H. Peterson Company
Robertshaw Industrial Products
Rochester Gauges Inc.
Rocket Supply Corp.
Rotarex Inc. N.A.
Rural Computer Consultants, Inc.
Rutherford Equipment Inc.
Screen Graphics
Sherwood
Simpson Dura-Vent
Smith Precision Products Co.
Software Advantage, Inc.
Squibb-Taylor Inc.
Suburban Software Systems
Sumter Coatings Inc.
Tarantin Tank & Equipment Company
Thompson Tanks
Total Energy Corporation
TouchStar
Tri State Tank, LLC
Trinity Containers, LLC
Tri-State Distributors Inc.
UEI
UPS Logistics Technologies
Vanguard Heating Products
Victor (a division of F.W. Webb)
W B Sales Inc.
Wehof Forms
WestMor Industries
White River Distributors Inc.
World Marketing of America Inc.
Worthington Cylinder Corporation

2008 Schedule of Events

The schedule of events is current as of December 5, 2007 and is subject to change. Visit the official website of the 2008 Southeastern Convention & International Propane Expo at www.npgaexpo.com for schedule updates. All functions take place at the Georgia World Congress Center unless noted otherwise.

SATURDAY, MARCH 29, 2008

8:00AM – 7:00PM
Registration

8:00AM – 2:00PM
NPGF Scholarship Golf Challenge
Additional fee required. See page 14 for registration form.

1:30PM – 3:00PM
Concurrent Educational Sessions

Transforming Workers to Winners: Strategies for Successful Leadership

Speaker: Greg Smith, Chart Your Course International

Studies show the personal actions of the leader is the most important factor in driving profits, retaining employees, and contributing to the overall success of the organization. This session provides participants with the five key strategies that drive performance and organizational success. Discover how to reward, motivate, engage, make accountable, and coach employees toward higher performance. Acquire the skills and know-how to get the very best from every employee and make a real difference in the effectiveness and productivity of your team. Participants will gain a comprehensive range of practical and highly effective leadership tools and approaches that can be implemented immediately.

Track: Business Management

Succession Planning

Moderator: Daniel Dixon, Propane Resources

What is my company worth? How do I make my company more attractive to prospective buyers? What is my exit strategy? This session will provide relevant information for owners of retail propane companies looking to build value and/or prepare for future sale. Participants will understand how a retail propane company is valued as well as key criteria buyers look for when acquiring companies. This session will also address how to deal with family issues while creating a succession plan. A panel of marketers will share their experience and offer first-hand advice on selling a propane business.

Track: Business Management

Builders and Propane Exceptional Energy: A Powerful Combination

Moderator: Kate Caskin, Senior Vice President, Propane Education & Research Council

The Propane Education & Research Council (PERC) consumer education campaign focuses on consumers who are ready to buy propane and also educates home builders on the propane applications available to the housing market. At the national level PERC continues to increase outreach efforts to builders,

architects, developers, and HVAC professionals with information on how they can install propane appliances throughout the home. From community-side energy systems to single appliances, propane helps builders provide the exceptional energy consumers demand. Learn about outreach initiatives you can put in place at the local level to educate the builder industry on the advantages of propane.

Track: Emerging Trends

Building Customer Loyalty

Speaker: Tamera Kovacs, Propane Resources

This presentation will focus on retaining loyal customers and gaining new business through relationship building. Customers do not like to be sold, but they love to have someone to help them with their needs. Traditionally, the profession of sales has received a bad rap. It's been called a necessary evil and it's often associated with the high-pressure, "used car salesman" mentality. However, when you define sales as "providing a solution to someone's needs or wants" the scenario changes. Learn how to provide your sales force with the tools to build long-term relationships with customers and potential customers. Discover how to uncover your customers' needs and provide appropriate solutions.

Track: Sales & Marketing

Utilizing Information Technology to Increase Safety and Training Efficiencies

Speakers: Stuart Flatow, Vice President of Safety & Training, Propane Education & Research Council and Courtney Gendron, CETP Program Manager, Propane Education & Research Council
The Propane Education & Research Council (PERC) works to provide the industry with state-of-the-art tools to help marketers train and educate its workforce in a timely and cost-effective manner. This session provides an overview on the first three CETP E-Learning DVDs, including Basic Principles & Practices, Propane Delivery Operations & Cylinder Delivery, and Bobtail Delivery Operations. These DVDs were developed by the industry for the industry, and allow propane marketers to train and educate their employees when it is most convenient for them. In addition, PERC's safety and training website www.propanesafety.com provides "one-stop shopping" for marketers to obtain information and downloads on programs such as the revised Gas Check™. Don't miss this interactive session on the tools available to train employees and educate consumers.

Tracks: Technology / Safety & Training

SATURDAY, MARCH 29, 2008

3:15PM – 4:45PM

Concurrent Educational Sessions

How Effective Propane Marketers Adapt to Change

Moderator: Randall R. Doyle, Chief Financial Officer, Blossman Gas

Panel: Will Norman, Vice President, Operations and Sales, Como Oil & Propane; Paul Weldon, General Manager, Palmer Gas Company; and Mark Zimora, Vice President of Operations

Propane marketers must adapt to compete in the changing market. Hear what three NPGA Marketer's Management Forum members from Minnesota, New York and New Hampshire are doing to adapt their business to their changing business environment. Leaders from these companies will discuss information technology, employee practices, and marketing methods that are enabling them to remain competitive in today's dynamic propane industry.

Track: Business Management

Co-sponsored by: NGL Supply, Inc.

Dynamic Teambuilding

Speaker: Greg Smith, Chart Your Course International

Team members differ from each other in fundamental ways including their values, behaviors, talents, temperaments, wants, and beliefs. Powerful communication skills and an understanding of the differences in the way people communicate are essential to effective teambuilding in the workplace. Participants will learn how to become more successful leaders by facilitating efficient and effective interactions within the team. Discover effective ways of dealing with difficult people to reduce tension and conflict within the team. Learn how to improve the hiring, development, and motivation of team members.

Track: Sales & Marketing

Propane Delivery: Calculating Your Costs

Speaker: Daniel Dixon, Propane Resources

This session will overview the true cost of delivering propane to your customers and steps you can take to reduce these expenses. The presentation will discuss the costs associated with delivering a gallon of propane, the impact of drop sizes, gallons delivered per bobtail/per mile and bulk truck utilization. Participants will receive a toolkit to assist in calculating their delivery costs and determining cost-saving measures for more efficient delivery.

Track: Business Management

Avoiding Litigation

Speakers: Thomas Klosowski, Flynn, Gaskin & Bennett and John V. McCoy, McCoy & Hofbauer, S.C.

Leading legal experts provide an update on recent cases and trends impacting the litigation climate within the propane industry. The presentation will include engaging, thought provoking and interactive discussion on how to investigate, respond and take precautions to avoid accidents and lawsuits.

Track: Business Management

Propane-Fueled Fleet Vehicles Hit the Road

Moderator: Brian Feehan, Managing Director, Engine Fuel, Propane Education & Research Council

After a year of successful testing, two substantial propane-fuel engine projects entered the market in 2007. The Roush F-150

dedicated propane pickup truck has been unveiled and initial sales are being targeted at medium- and high-volume fleets through select Ford dealers in those customer locations. The Blue Bird Propane Vision school bus is also being manufactured and is available for school districts across the country. Learn about the propane industry's marketing and communications programs with its partners to establish the most effective and efficient campaigns to introduce these new propane products to customers. This session will also provide a status report on the forklift market and overview on federal tax incentives for engine fuel use.

Track: Emerging Trends

5:00PM – 7:00PM

Exhibit Hall Reception

Co-sponsored by: International Truck and Engine Corporation and Liberty Propane

SUNDAY, MARCH 30, 2008

7:00AM – 5:00PM

Registration

7:30AM – 9:00AM

Prayer Breakfast

Featured Speaker: Frank Shelton

Evangelist Frank Shelton is an international communicator and author with a passion for people and public service. This gifted story-teller applies his humility, sincerity and transparency to break down barriers and inspire the audience with his positive message of faith. Frank Shelton will have you laughing one moment, thinking the next and leaving to lead a more productive life!

9:15AM – 10:30AM

Opening General Session

The National Propane Gas Association (NPGA) welcomes participants to Atlanta for the 58th Annual Southeastern Convention & International Propane Expo. Following the NPGA opening remarks, join the Propane Education & Research Council (PERC) for the annual update on how the organization is working hand-in-hand with the propane industry to promote the safe and efficient use of propane. PERC has partnered with the industry to create a national consumer education campaign that has elevated the perception of propane and expanded consumer awareness of our product. PERC is also working with the propane industry to build new markets and enhance existing ones by developing and commercializing improved and innovative propane technology. During the general session, hear about the industry's recent progress. Fleet managers and school districts can now order the new propane-fueled Roush F-150 truck and Blue Bird Vision school bus, and farmers are using propane steam innovations for pest and weed control. The propane industry's national consumer education campaign is reaching consumers who are ready to buy propane and is also educating home builders on the benefits of building with propane. In addition, learn about outreach initiatives you can put in place to educate consumers on the advantages of propane. Also hear about PERC's expanded safety and training programs for the industry, consumers, and first responders. And this is just the beginning. Be sure not to miss this session to hear about all these topics and more.

Sponsored by: Propane Education & Research Council (PERC)

10:30AM – 11:45AM

How to Matter More to Your Customers

Keynote Speaker: Gary Kunath, CEO, The Summit Group

Everyone talks about creating an effective customer experience but it's not often that we hear concrete, universally-applicable guidelines on how to achieve this goal. In this keynote session, Gary Kunath will discuss how to leverage your assets and resources to redefine value and create the optimum customer experience. Gary Kunath is CEO and founder of The Summit Group, a high-end sales training organization specializing in value creation. Gary works with the leading companies around the world to redefine their market strategies and relationships with their top customers. In this session, discover how to go beyond conventional sales approaches and apply business principles that provide value to your customer that transcends your company's products or services.

12:00PM – 5:00PM

Exhibit Hall Open

6:00PM – 8:00PM

Ancient Gassers Reception

Omni Hotel

Sponsored by: Heritage Propane

8:00PM – MIDNIGHT

Young Gassers Reception

Embassy Suites Hotel

MONDAY, MARCH 31, 2008

8:00AM – 5:00PM

Registration

8:30AM – 10:00AM

Southeastern States Association Meetings

9:00AM – 4:00PM

Exhibit Hall Open

10:00AM – 4:00PM

Spouse Activity: Historic Roswell

Around every corner in Roswell you will find a bit of southern history as the town's churches, plantation homes and cemeteries tell the story of a community that has stood the test of time. Roswell is the home to an array of fine shops, museums and restaurants – many of which are housed in the very buildings that formed Roswell's history. Participants begin their Roswell exploration by touring one of the area's most historic homes, Bulloch Hall, followed by a visit to Smith House Plantation where costumed guides bring the historic home to life with stories of the Civil War era. Continue down Canton Street for an enjoyable afternoon of shopping at quaint art galleries, antique shops and specialty stores. There is a \$65 dollar registration fee to participate in this activity which includes transportation and entrance fees to the historic homes. Guests are responsible for their luncheon and retail purchases. The tour will depart from the Georgia World Congress Center at 10:00am and return at approximately 4:00pm.

2:00PM – 3:30PM

Concurrent Educational Sessions

Communicating Safety Messages to Customers: Fulfilling "Duty to Warn" Obligations

Moderator: Stuart Flatow, Vice President of Safety & Training, Propane Education & Research Council

Panel: Walter Cressman, President, Cress Gas; Larry Dombrowski, Vice President, Logica 3; and David Schlee, Schlee, Huber, McMullen, & Krause, P.C.

This panel discussion demonstrates the propane marketers' obligation to communicate propane safety information to its customers and the various methods to reach them. In this session you will hear how the Propane Education & Research Council's consumer safety education materials have been developed, and are being used as part of industry-wide efforts to advance customer safety and reduce marketer liability.
Track: Safety & Training

Global Warming and Climate Change: Fact or Fiction?

Speakers: Jon B. Davis, Chief Meteorologist, Chesapeake Weather, a subsidiary of Chesapeake Energy and Bruce R. Wilcoxson, Director of Climate Change, Corporate Strategic Planning, ConocoPhillips

The buzz surrounding global warming and climate change shows no sign of cooling down and remains a hot topic on the minds of all who market energy. This session examines the factors contributing to global warming and climate change. The expert panel will differentiate the facts from the fiction and predict what probable impact global warming and climate change will have on the propane industry.

Track: Supply

How to Lose Good Employees and How to Keep Them

Speaker: William J. Cook, Human Resource Associates

Are you doing all you can to keep your talented employees? Your company becomes who your employees are. Losing good employees will change your business. Successful retention strategies begin with good hiring practices. Discover the groundwork that builds employee motivation, morale, and loyalty. Learn how to create a work environment that attracts, keeps, and motivates your workforce. This session identifies the three most effective steps to retain good employees.

Track: Business Management

Technology Innovations: Keys to Successful Implementation

Moderator: Claude Alexander, Vice President, TouchStar

Panel: Jesse Johnson, COO, Blossman Gas and Appliance, Ocean Springs, MS; Daren Parker, President/Owner, Parker Gas, Clinton, NC; Vince Rooney, Manager, Support Services, Suburban Propane, Whippany, NJ; Kevin Sansome, General Manager, ELGAS, New South Wales, Australia; and Donna Stevenson, General Manager, Business Transportation, Superior Propane, Canada

This session will introduce the audience to actual benefits achieved by technology innovations. A panel of propane marketers will share their experiences as they relate to the implementation of a specific technology within their business. The panel will discuss practices and scenarios as they relate to real-world projects. The expert panel comprised of propane marketers across the size and geographic spectrum will describe their experiences with vendor selection, implementation, challenges, successes and benefits achieved. In this session, each

speaker will describe a specific technology, their individual experiences and the achieved results. The technologies covered will be those most commonly examined and utilized by the propane industry, including telemetry (tank monitors), route optimization, mobile computing (bulk, cylinder, and service), global positioning system (GPS) and wireless communications.
Track: Technology

High-Impact Customer Service

Speaker: Kirk Miller, Kirk Miller & Associates, Inc.

Customer service is the most resource-intensive part of any business. Customer service comprises not only the ability to respond to customers when they have questions, but also the ability to make it convenient and desirable to do business with your company. Professional service and sales skills are required to effectively meet and greet the customer and introduce them to your products and services in a non-threatening way. This session focuses on the skills and techniques needed to provide superior customer service. Discover techniques for turning dissatisfied customers into an opportunity to build long-term relationships. Learn how to convince employees that taking care of customers is their number one priority using the four components of C.A.R.E. (Connect, Attend, Respond, Empathize). Identify the most effective strategies for sharpening customer service skills, reducing customer loss and defection and building sales volume through exceptional customer relations.

Track: Sales & Marketing

3:45PM – 5:15PM

Concurrent Educational Sessions

New Technology and Commercialization of Propane Products

Moderators: Greg Kerr, Director, Research and Technology, and Mark Leitman, Director, Agriculture, Propane Education & Research Council

Facilitating the introduction of new technology into the marketplace is one of the primary ways that the Propane Education & Research Council (PERC) can help the industry grow. This year, PERC is placing a stronger emphasis on the commercialization of new products, appliances, and technologies. Learn how PERC's activities move a new technology, product, or process from the conceptual stage to the marketplace. This session will be presented by a panel of industry leaders that are advancing new technology to sell more gallons.

Track: Technology / Emerging Trends

Co-sponsored by: K & K Management Solutions, Inc. and TouchStar

Propane in the Big Picture: Past, Present and Future

Speaker: Craig Whitley, Senior Partner, Purvin and Gertz

This session will present a comprehensive and insightful overview of world and U.S propane markets including discussion of current market drivers for propane supply/demand. These drivers will be supported by illustrations of their influence on the U.S. propane market. The session will cover the current state of the market, illustrated with slides that detail the most important market demographics and barometers for supply, demand and pricing to include, inventory levels and projections by region, gas plant and refinery production levels, import and export volumes/economics, and ethylene cracking demand. The presentation will conclude with the future outlook for U.S. and global propane markets from 2008 through 2011.

Track: Supply

Co-sponsored by: ConocoPhillips and Global Gas Inc.

Legislative Outlook

Moderator: Phil Squair, Senior Vice President, Public and Governmental Affairs, National Propane Gas Association

This session will provide participants with a current report on the various public policy topics of importance to the propane industry. Experts from NPGA's team of lobbyists will review the political gains made during this last session of Congress and will explore the implications of a different Administration in 2008 and beyond. Insights will also be provided on the many ways to get more involved supporting the propane industry's issues and agenda in Washington, D.C.

Track: Emerging Trends

How to Make your Web Site Make Money

Speaker: Randall P. Whatley, Cypress Media Group, Inc.

You have a website. You spent time and money to build one yourself or pay someone else to build one for you. You have heard stories about other people's Internet success, but that certainly hasn't been your experience. Why isn't your website making money? This session is designed to show you how to make your website make money. Learn how to define your target market and develop website content that meets customers' needs. Discover how you can drive traffic to the website using free marketing tools, including search engines and directories. This highly interactive seminar prepares participants to make the changes that they need to make to their website produce immediate money-making results.

Track: Sales & Marketing

Managing a Multigenerational Workforce

Speaker: William J. Cook, Human Resource Associates

Common experiences specific to each generation frequently define assumptions and perspectives about the workplace. Understanding these generational experiences is essential for developing the skills needed to manage today's multigenerational workforce. The generational differences that can make the workforce operate in turmoil and conflict are the same differences that can be managed to create a more productive work environment. Learn to recognize and understand each generation's varying expectations and attributes. Discover management techniques to blend today's multigenerational workforce to create harmony, mutual respect and teamwork.

Track: Business Management

FAST-TRACK SESSIONS

Fast-Tracks are information-packed sessions held in the Education Pavilion on the tradeshow floor. These 30- to 60-minute sessions will be held both Sunday and Monday during exhibit hall hours.

SUNDAY, MARCH 30, 2008

1:00PM – 1:30PM

CETP Prep Course

2:00PM – 2:30PM

What to Expect from a D.O.T. Inspection

3:00PM – 4:00PM

NFPA 58 Updates

MONDAY, MARCH 31, 2008

10:00AM – 10:30AM

Underground Tank Inspection

11:00AM – 12:00PM

Workplace First Aid

1:00PM – 1:30PM

Dealing with Difficult Customers



HOTEL ACCOMMODATIONS

Discounted rates are available to participants of the *2008 Southeastern Convention & International Propane Expo*. Participants must contact the hotels directly to reserve accommodations and request the National Propane Gas Association participants block. Hotel accommodations must be reserved by **Friday, February 15, 2008**. Participants are encouraged to reserve accommodations as soon as possible for best availability.

Participants must provide a credit card to confirm a hotel room. The credit card will be charged within 48-hours for a deposit for the first night room and tax. Reservations may be cancelled without penalty by **Friday, February 29, 2008**. Reservations cancelled after Friday, February 29, 2008 will forfeit the deposit and the hotel will retain the first night room and tax as a cancellation fee.

Marriott Marquis

265 Peachtree Center Avenue
Atlanta, Georgia
Phone: 404-521-0000
Rates: \$212 single/\$228 double

Westin Peachtree Plaza

210 Peachtree Place
Atlanta, Georgia 30303
Phone: 404-659-1400
Rates: \$199 single/\$209 double

Omni CNN Center

100 CNN Center
Atlanta, Georgia 30303
Phone: 404-659-0000
Rate: \$200 single/double

Holiday Inn Atlanta Downtown

101 International Boulevard
Atlanta, Georgia 30303
Phone: 404-524-5555
Rates: \$136 single/\$146 double

AIRPORT

Hartsfield-Jackson International Airport (airport code: ATL) is the major airport serving Atlanta, Georgia. Taxi cab fare from Hartsfield International Airport to downtown Atlanta is approximately \$30. Hartsfield-Jackson Airport is also accessible via local Metropolitan Atlanta Rapid Transit Authority (MARTA), several airport shuttles and interstate highways. For additional details, visit the official website of the Hartsfield-Jackson International Airport at www.atlanta-airport.com.

SHUTTLE SERVICE

Continuous shuttle service between the headquarters hotels and the Georgia World Congress Center will operate during official show hours. The Omni at CNN Center is located adjacent to the Georgia World Congress Center and will not be serviced by shuttles. Shuttle hours will be posted in the hotel lobbies.



NPGA

SOUTHEASTERN CONVENTION &
INTERNATIONAL PROPANE EXPO

March 29-31, 2008 | Atlanta, Georgia
www.npgaexpo.com

SOUTHEASTERN ADVISORY COMMITTEE

A special thanks to the Southeastern Advisory Committee for their planning advice and southern hospitality.

CHAIRMAN

Latt Honeycutt, State President, South Carolina

MEMBERS

Corky Clark, State Association Executive, South Carolina
Edwin Congleton, State Director, North Carolina
Gary Cowart, State President, Georgia
Mark Darr, State Director, Florida
Rusty Easterling, State Director, Mississippi
Lisa Fountain, State Association Executive, Alabama
Walton Gresham, Mid-South District Director
Steven Holloway, State Director, Georgia
Steven Krutsinger, State President-Elect, Florida
Scott Lybarger, State President, Alabama
Harry Lyons, Southeastern District Director
Jenni McKeen, State Association Executive, Georgia
Ron Munyon, State President, North Carolina
Ginger Raffield, State Association Executive, Tennessee
Andy Redus, State Director, Tennessee
C.H. Robinson, State Director, South Carolina
David Rogers, State Association Executive, Florida
Chris Row, State President, Tennessee
Jayne Simpkins, State Association Executive, North Carolina
Floyd Trammell, State President, Mississippi
Ken Watson, State Director, Alabama
Jerry Wilkerson, State Association Executive, Mississippi

Attire

The attire for the 2008 Southeastern Convention & International Propane Expo is business casual. Business casual for men includes khaki slacks, polo type shirts and blazers. Suits and ties are not required. Business casual for women includes slacks, skirts polo type shirts and blazers. Suits and nine-to-five dresses are not required.

Weather

Atlanta enjoys a temperate climate with an average high of 60°F and an average low of 45°F in the month of March. Temperatures inside the convention center will vary and participants are encouraged to carry a sweater or light jacket.

Future Dates

Mark your calendars! The Southeastern Convention & International Propane Expo will take place at the Georgia World Congress Center in Atlanta, Georgia on the following future dates.

April 4 – 6, 2009

April 10 – 12, 2010



**NPGA MEMBERS
RECEIVE A DISCOUNT
ON REGISTRATION RATES!**

The National Propane Gas Association (NPGA) is the national trade association representing the U.S. propane industry. NPGA members include small businesses and large corporations engaged in the retail marketing of propane gas and appliances; producers and wholesalers of propane equipment; manufacturers and distributors of propane gas appliances and equipment; fabricators of propane gas cylinders and tanks; and propane transporters. With a membership of more than 3,000 companies in all 50 states, 38 affiliated state or regional associations, and members in 28 foreign countries, NPGA represents every segment of the propane industry.

In addition to receiving discounted registration rates, membership in the National Propane Gas Association entitles you to numerous benefits throughout the year. Working together with the thousands of our members, NPGA is committed to strengthening your business and the propane industry through the following member benefits:

- ◆ Legislative Representation
- ◆ Standards Development
- ◆ Publications
- ◆ Safety and Training
- ◆ Networking Opportunities
- ◆ Affinity Programs

For detailed information on the benefits of joining the National Propane Gas Association, visit the website at www.npga.org or contact the NPGA's Membership Department at 202-466-7200 ext. 231.

CONTACT THE NATIONAL PROPANE GAS ASSOCIATION

The *Southeastern Convention & International Propane Expo* is managed in the National Propane Gas Association's Headquarters Office in Washington, DC. The National Propane Gas Association has a professional staff available to provide you with expert advice.

National Propane Gas Association
1150 17th Street, NW, Suite 310
Washington, DC 20036
Phone: 202-466-7200
Fax: 202-466-7205
Website: www.npga.org

Membership

Phone: 202-466-7200 ext. 231
Email: info@npga.org

Registration & Housing

Phone: 202-466-7200 ext. 235
Email: registration@npga.org

Educational Program

Phone: 202-466-7200 ext. 234
Email: meetings@npga.org

2008 REGISTRATION RATES

Member rates apply to full-time employees of National Propane Gas Association member companies whose dues are current at the time of registration. Contact NPGA's Membership Department at 202-466-7200 or email info@npga.org with any questions regarding your company's membership status.

	NPGA Member Rate Received by March 14	NPGA Member Rate Received after March 14	NPGA Non-Member Rate Received by March 14	NPGA Non-Member Rate Received after March 14
Full Package <i>Saturday through Monday</i>	\$205	\$245	\$405	\$485
Weekend Package <i>Saturday & Sunday Only</i>	\$155	\$195	\$355	\$435
Monday Only Full Day <i>Expo and Conference</i>	\$90	\$115	\$165	\$190
Expo Only Day Pass <i>Sunday or Monday Only</i>	\$50	\$75	\$125	\$150

REGISTRATION PACKAGES

The Full Registration Package includes admission to the exhibit hall and educational sessions on all days. The Weekend Package includes admission to the exhibit hall and educational sessions on Saturday and Sunday only. The Full Registration and Weekend Packages both include admission to the Exhibit Hall Reception and General Session. The Monday Only Full Day registration includes admission to the exhibit hall and educational sessions on Monday only. The Expo Only day passes available on Sunday or Monday do not include the educational sessions. Daily registrations may not be combined for multiple days.

NON-EXHIBITING SUPPLIERS

Non-exhibiting suppliers must register at the rates listed below. This policy has been implemented to uphold the integrity of the show and to prevent non-exhibiting suppliers from soliciting attendees without securing a booth. Non-exhibiting suppliers are prohibited from selling products and services or distributing items on the show floor. Non-exhibiting suppliers soliciting on the show floor will be escorted from the exhibit hall and badge credentials will be forfeited for the duration of the tradeshow.

Non-Exhibiting Supplier Rates	First Registrant	Each Additional
Member	\$495	\$225
Non-Member	\$950	\$425

REGISTRATION CONFIRMATIONS

Confirmations for registrations submitted by fax or mail will be issued 7–10 business days after receipt. Individuals registering online at www.npgaexpo.com will be emailed an instant confirmation.

IMPORTANT DEADLINES

Register by **Friday, March 14, 2008** to receive the discounted registration rates. Registration forms must be submitted with full payment by this deadline to qualify for the discounted rates. Advance registration will close on March 21, 2008. After this date, individuals must register on-site at the Georgia World Congress Center. Please refer to the Schedule of Events on page 3 for the on-site registration hours.

SPOUSES

Spouses must register and have an official badge to access the exhibit hall. There is a \$35 registration rate for spouses registering as a guest of an attendee. If spouses are employed within the propane industry, the spouse is not eligible for the \$35 rate and must register at the applicable registration rate as an attendee.

CHILDREN

Children must register and have an official badge to access the exhibit hall. Child registrations are complimentary. The parent or legal guardian of children under the age of 16 years will be required to sign a liability waiver prior to receiving an official name badge for the child. Children must be accompanied by a parent or legal guardian at all times. The educational sessions are primarily an adult environment and participants are discouraged from bringing children into the sessions. Children are not permitted in the exhibit hall during exhibitor move-in or move-out.

BADGES

Participants are required to wear official name badges for admittance to the exhibit hall and educational sessions. Admittance to the exhibit hall and educational sessions will be prohibited to individuals not wearing a name badge. Participants may pick-up name badges at the Registration Center during the on-site registration hours.

CANCELLATION POLICY

Cancellation requests must be submitted in writing. Cancellations received by February 29, 2008 will receive a full refund. Refunds will not be issued for cancellations received after February 29, 2008 or for "No Shows". Cancelled registrations may be transferred to individuals within the same company, upon written request received by March 21, 2008. Cancellations due to family or medical emergencies must be submitted in writing by April 15, 2008. Cancellation refunds will be processed by check, regardless of original payment method. All refund checks will be issued post-convention by April 30, 2008. Refunds will be mailed directly to the individual registrant to the address provided on the registration form.



Scholarship Golf Challenge

SATURDAY, MARCH 29, 2008 | COBBLESTONE GOLF COURSE



The NPGF Scholarship Golf Challenge will take place on Saturday, March 29, 2008 at the Cobblestone Golf Course. The Young Gassers host this annual golf tournament in conjunction with the Southeastern Convention & International Propane Expo and all proceeds will benefit the NPGF Scholarship Fund. The tournament is a scramble format and will begin at 8:00am with a shotgun start. Registration includes lunch and refreshments.



Cobblestone Golf Course was rated Four Stars by *Golf Digest* and named A Top 100 Course You Can Play by *Golf Magazine*. Located in the northwest Atlanta area and set along the shores of Lake Acworth, an extraordinary golf experience at Cobblestone awaits you. For additional details, visit the Cobblestone Golf Course website at www.cobblestonegolf.com.

GOLFER INFORMATION:

First Name _____

Last Name _____

Company/Organization _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

Email Address _____

Requested Foursome:

1. _____ 3. _____

2. _____ 4. _____

PAYMENT INFORMATION:

Total Amount Due: \$ _____

Check (made payable to NPGF Scholarship Foundation): Check Number _____

Credit Card: American Express MasterCard Visa

Credit Card Number _____ Expiration Date _____

Credit Card Holder _____

Signature _____

Signature authorizes National Propane Gas Association to charge the amount due.

REGISTRATION FEES:

Registration includes greens fees, cart, lunch and refreshments.

\$250 Single \$950 Foursome

SPONSORSHIPS:

Don't miss an opportunity to hit a hole in one for your company and support a great cause! Companies and individuals are invited to sponsor the NPGF Scholarship Fund Golf Tournament at the following levels:

\$2,750 **TIN CUP SPONSOR**
(includes large sign and one foursome)

\$1,750 **EAGLE SPONSOR**
(includes medium sign and two golfers)

\$875 **BIRDIE SPONSOR**
(includes small sign and one golfer)

\$300 **19TH HOLE SPONSOR**
(includes recognition on 19th hole sign)



For additional information on the 2008 Scholarship Golf Challenge, contact NPGA's Scholarship Foundation Manager at 202-355-1336.

Please submit this form with payment by Friday, February 15, 2008 to:

National Propane Gas Association
Department 339
Washington, DC 20055-0339
Fax: 202-466-7205
Email: tfalls@npga.org

2008 ATTENDEE REGISTRATION FORM

REGISTER BY MARCH 14, 2008
FOR THE DISCOUNTED RATE!

REGISTRANT INFORMATION

Please type or print clearly and use a separate form for each registrant.

First Name _____

Last Name _____

Title _____

Nick Name _____

Company/Organization _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

Email Address _____

Please check here if you require special disability-related accommodations.



THREE WAYS TO REGISTER

1. **ONLINE:** www.npgaexpo.com

2. **FAX:** 202-466-7205

3. **MAIL:** National Propane Gas Association
Department 339
Washington, D.C. 20055 – 0339

QUESTIONS?

PHONE: 202-466-7200 ♦ EMAIL: registration@npga.org

REGISTRATION PACKAGES

FULL REGISTRATION: Includes Exhibit Hall and Educational Sessions for all days.

Received by March 14, 2008

Members \$205 Non-members \$405

After March 14, 2008

Members \$245 Non-members \$485

WEEKEND ONLY: Includes Exhibit Hall and Educational Sessions on Saturday and Sunday only.

Received by March 14, 2008

Members \$155 Non-members \$355

After March 14, 2008

Members \$195 Non-members \$435

Full and Weekend Packages include admission to the Exhibit Hall Reception and General Session.

Please select the event(s) you will attend: Exhibit Hall Reception General Session

DAILY REGISTRATIONS *Daily registrations may not be combined for multiple days.*

MONDAY ONLY Full Day: Includes Exhibit Hall and Educational Sessions for Monday only.

Received by March 14, 2008

Members \$90 Non-members \$165

After March 14, 2008

Members \$115 Non-members \$190

EXPO ONLY Day Pass: Includes Exhibit Hall only. Please select one day: Sunday **OR** Monday

Received by March 14, 2008

Members \$50 Non-members \$125

After March 14, 2008

Members \$75 Non-members \$150

NON-EXHIBITING SUPPLIERS

First Registrant

Members \$495 Non-members \$950

Each Additional Registrant

Members \$225 Non-members \$425

SPOUSE REGISTRANT *Spouses employed within the propane industry are not eligible for this rate.*

\$35 First Name _____ Last Name _____

EDUCATIONAL SESSIONS *Please select the sessions you will attend.*

Saturday, March 29, 2008: 1:30pm – 3:00pm

- Leadership Strategies
- Succession Planning
- Builder Outreach
- Customer Loyalty
- Information Technology

Saturday, March 29, 2008: 3:15pm – 4:45pm

- Marketers Adapting to Change
- Dynamic Teambuilding
- Propane Delivery
- Avoiding Litigation
- Propane-Fueled Fleets

Monday, March 31, 2008: 2:00pm – 3:30pm

- Communicating Safety Messages
- Global Warming
- Technology Innovations
- Employee Retention
- Customer Service

Monday, March 31, 2008: 3:45pm – 5:15pm

- Propane Supply
- New Technology
- Legislative Outlook
- Website Development
- Multigenerational Workforce

OPTIONAL EVENTS Prayer Breakfast \$50 Spouse Activity \$65

PAYMENT INFORMATION

Total Amount Due: \$ _____

Check (made payable to National Propane Gas Association): Check Number _____

Credit Card: American Express MasterCard Visa

Credit Card Number _____ Expiration Date _____

Credit Card Holder _____

Signature _____

Signature authorizes National Propane Gas Association to charge the amount due.

DEMOGRAPHIC INFORMATION

Please select a registrant category.

- Retail Propane Marketer (1 state)
- Retail Propane Marketer (2 states)
- Retail Propane Marketer (3 - 5 states)
- Retail Propane Marketer (6 - 10 states)
- Retail Propane Marketer (11 or more states)
- Non-Exhibiting Manufacturer or Supplier
- Non-Exhibiting Propane Supplier
- State Association
- Consultant
- Media
- Other (please specify) _____

Please select the title that best describes your position.

- Owner/Principal/Partner
- President/CEO
- Vice President/General Manager
- CFO/Financial Manager
- Sales & Marketing
- Operations Manager
- Service Technician
- Customer Service
- IT/MIS Manager
- Other (please specify) _____

Please select the category that best describes your influence in your company's buying decisions.

- Final Decision Maker
- Significant Influence
- Initial Recommendation
- Research Products & Services
- No Involvement

Please indicate your company's annual budget to purchase propane products and services (excluding wholesale propane).

- Under \$5,000
- \$5,000 - \$9,999
- \$10,000 - \$19,999
- \$20,000 - \$49,999
- \$50,000 - \$99,999
- \$100,000 - \$499,999
- \$500,000 - \$999,999
- Over \$1,000,000

NPGA SOUTHEASTERN CONVENTION & INTERNATIONAL PROPANE EXPO

MARCH 29 – 31, 2008

GEORGIA WORLD CONGRESS CENTER
ATLANTA, GEORGIA

- ◆ NEW FORMAT
- ◆ NEW FEATURES
- ◆ NEW OPPORTUNITIES



LOOK INSIDE FOR REGISTRATION AND PROGRAM DETAILS!



National Propane Gas Association
1150 17th Street, NW
Suite 310
Washington, DC 20036