

OESP News



Oil & Energy Service Professionals

August 2017 Issue

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Now accepting ads for the November issue of the OESP News. Ads must be in by Oct. 1.

OIL & ENERGY SERVICE PROFESSIONALS

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Will We See You at the Oilheat Retreat?

OIL HEAT RETREAT

SEPTEMBER 14-17 • SARATOGA SPRINGS, NY

Join OESP on September 14-17 for the Fall 2017 Oilheat Retreat in beautiful Saratoga Springs, New York. For all of us, this retreat is a way to get together to celebrate friendship and the start of a new heating season. Join us for an exciting weekend of fine dining and world-class recreational opportunities in the beautiful town of Saratoga Springs as we plan for another great year!

This year's retreat will take place at the picturesque Embassy Suites, in the heart of the action. It is a short drive from Saratoga City Center and within walking

distance of Broadway, Saratoga Springs Visitor Center, Congress Park and Canfield Casino. The Saratoga Race Course and Saratoga Casino and Raceway are also located just minutes away from the hotel.

To make your hotel reservation, please call **518-290-9090** or visit thinkoesp.org for a link to book your room online. The hotel rate which includes daily breakfast and happy hour is \$179 per room per night. **The cut-off date for hotel reservations is August 19.** Please visit the OESP website for more information on services and amenities.

New OESP website coming soon!



- **Easy-to-use features**
- **Mobile-friendly interface**
- **Members-only section**

OIL HEAT RETREAT



Saratoga is one of those special getaway spots where everything is pretty close to perfect.

Enjoy the city's tree-lined streets and grand old Victorians, world-class horse racing, renowned performing arts and fabulous boutiques. Relax at the Lincoln Mineral Baths, window shop in town and then it's off to the races. One of the oldest tourist destinations in the United States, Saratoga offers ample choices for everyone in the group!

SEPTEMBER 14-17 • SARATOGA SPRINGS, NY



Here are just some activities available in Saratoga:

- Ride the carousel, see the historic Canfield Casino or take a stroll in Congress Park.
- Travel to the Saratoga National Battlefield and Monument for a walk through history and learn why the Battle of Saratoga is called the turning point of the Revolutionary War.
- Enjoy a round of golf at the Saratoga National Golf Club, ranked the No. 2 public golf course in New York State by Golf Digest.
- Shop and dine downtown at boutique shops and many eclectic restaurants on and off Broadway.
- Visit the Saratoga Casino and Hotel for 1,700 video gaming slots, dining and live harness racing. Stop in to Vapor, a premier nightclub.
- Explore more than 10 historic museums, including the National Museum of Racing and Hall of Fame, The Saratoga Automobile Museum, The Tang Museum, The Hyde Museum and The National Museum of Dance and Hall of Fame.
- Relax in a mineral bath or get a massage and spa treatment at one of many luxurious spas.
- Take a trip to Saratoga Lake to take in the beautiful views, go kayaking, or enjoy restaurants for lakeside dining.

***AGENDA SUBJECT TO CHANGE**

Thursday, September 14

All day: Arrival on your own (optional)

5-7pm: Happy hour at hotel (included in room rate)

Friday, September 15

Breakfast on your own (included in room rate)

- 9am: Training (TBD)**
- 3-5pm: E-board meeting**
- 5-7pm: Happy hour at hotel (included in room rate)**
- 7pm: Dinner on your own**
- 9pm-12am: Hospitality suite open**

Saturday, September 16

Breakfast on your own (included in room rate)

- 8am: Convention meeting**
- 8:45am: Education meeting**
- 10am: BOD meeting**
- 12pm: Lunch for BOD**
- 1pm: Membership Committee meeting**
- 2-5pm: On your own**
- 5-6:30pm: Happy hour at hotel (included in room rate)**
- 6:30pm: Dinner for all**
- 8pm-12am: Hospitality suite open**

Sunday, September 17

Breakfast on your own (included in room rate)

Departure



Only \$179 per night at the Embassy Suites by Hilton
86 Congress Street • (518) 290-9090 • Includes daily breakfast & happy hour!
Register today at thinkoesp.org/events/annual-oil-heat-retreat
The hotel reservation deadline is **August 19**. Reserve today!

Message from the President

By Ralph Adams

Welcome to the August issue of the *OESP News*. I hope you are enjoying some much-needed rest and relaxation, getting refreshed and preparing for the busy heating season.

In this issue, you will see that each chapter of OESP is gearing up for the year. For many chapters, we are outlining all chapter meetings dates for the year. We hope you will mark your calendars now so that you won't miss out on the terrific training opportunities taking place all year long.

Whether you are a manufacturer, a service manager or a technician, OESP provides exceptional opportunities for education at all levels.

Our mission is education and the value of your membership comes from participating in the 20-22 monthly meetings that are offered throughout the region.

The training and networking is invaluable to your job and remains the primary reason for your membership.

That's why so many of your peers dedicate themselves to the membership effort. While it requires time, energy and passion, we all benefit from a strong and growing, consistent base of opportunity. Please join us in our efforts as often as possible.

The results are in from the second-annual Eastern Energy Expo and I am pleased to report that the feedback was extremely positive.

There was more exhibitor traffic than ever and, of course, happy vendors make for a great show. That said, there is always room for improvement and the EEE committee looks forward to incorporating some of the offered suggestions into another great show at Foxwoods in 2018.

OESP's financials continue to be stronger than in recent history, thanks, in part, to the partnership created by the Eastern Energy Expo. We enjoyed a healthy profit and are encouraged that 2017 will be another financially strong year after our successful 2016.

This year's Oilheat Retreat will be taking place in Saratoga Springs, New York, on September 14-17. I urge you to attend, get involved and make an even bigger difference in OESP.

At the Oilheat Retreat, we will be launching a new, highly-anticipated OESP website that has been under development throughout the summer. The new site will be easy to use on any type of device – desktop computer, laptop, mobile phone or tablet. We will also be launching a new website tab with online training videos. Be on the lookout for future announcements about the new site, which we are pleased to offer.

Thank you for continuing to empower me to lead the charge. There are so many great new things going on with OESP and I am thankful to be a part of it.



A Special Word from Wohler



Wohler USA introduces its latest innovation: the **Wohler A 450 Flue Gas Analyzer**. The Wohler A 450 is a flue gas analyzer that offers all measurement and tuning functions.

The Wohler A 450 combustion analyzer is an affordably priced flue gas analyzer with rugged yet compact housing, a touch screen monitor and advanced sensor technology. The

Wohler A 450 provides the flexibility needed for applications such as checking furnace efficiency, boiler tuning, and water heater checks.

The Wohler A 450 also offers transmission of all measurement data to a mobile device (smart-phones, tablets by Android and iOS) per Wireless LAN. These devices can then display the measurements as numerical values or as a graph in the Wohler A 450 app, and provides the option of reading measurements already taken as well as the ability to take new measurements.

A D V E R T I S E M E N T

Update on Membership

By George Fantacone

As we look toward the fall and the busy heating season, I am reminded of the reason that OESP is such a success: The people.

It's the members who make OESP great. It's because of you that we secure state-of-the-art training and continuous networking opportunities. OESP's mission remains constant: to provide invaluable education and enrich the careers of our members.

Throughout the year, our membership team, represented by all of the local chapters, lends its time and energy to many membership initiatives. We need *your* help to continue this great work.

As incentive to join us, OESP has introduced a new member promotion. Now, through the remainder of 2017, when you join you will get the rest of 2017 and all of 2018 included in your dues. If you are not a member, join now to take advantage of this value!

In most cases, your investment in OESP is less than 50 cents a day. Invest in yourself and join our community today!

Once you join, it is time to get involved! We invite new members to attend their first chapter meeting for **FREE** before the end of 2017. Just RSVP to your chapter so they can make dinner arrangements and enjoy. What are you waiting for? Visit our website and click "Join" to join online and start realizing the enormous value of an OESP

membership.

*Already a member? Spread the word! **Recruit two new members and we will mail you a \$50 gift card.*** Since the beginning of the year we welcomed more than 60 new members to OESP throughout the region. Let's keep the momentum up as we head into our busy season and welcome 60 more colleagues.

New for 2017: Take advantage of our Member Benefits Program launched earlier this year! As an OESP member, save on products and services you need from brands you trust! OESP members can now get discounts from a growing list of vendors including **Avis, Budget, Lenovo, UPS** and **OfficeDepot**. Just go to thinkoesp.org, enter the member area and read all about these great deals that underscore the value of your membership.

As we approach the busiest season of the year, this truly is the best time to get involved and maximize your investment.

The bottom line?

Thanks to our strong association, our members have terrific resources available to them - including the best educational material developed by the top trainers in the industry. Without you, there would be no OESP. Let's work together to ensure that both our industry and association remain healthy and vibrant.



Welcome to our New Members!

Since our last printed issue, we've welcomed many new members:

Jim Barber
Orvil Boatswain
Steve Coscia
Thomas Daros
Mike Del Conte
Bill Edelman
Matthew Juliano

Gregg Leighton
David LeRoy
Mark Lundquist
Charles Manolakos
Denise Montes
Marybeth Mull
Joseph Natale

Robert Pupi
Garth Reish
Fayema Schwanger
Wyatt Schwanger
Alireza Tavanayan
Matthew Yardumian

Corporate Members

OESP thanks our Corporate Members for their support.

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The Lyric™ Wi-Fi Water Leak and Freeze Detector keeps homeowners connected to help protect against water damage — alerting them to water leaks before they become costly problems.

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The "pool winner" - Glen Stalowski and his \$180 fluke!



Garden State Chapter

Thirty-six members and guests of the Garden State chapter had a blast at the annual fishing trip out of Belmar on the Suzie Girl. The extreme heat didn't stop the group from having a fabulous day and the largest fluke was caught by **Glen Stalowski**, scoring him \$180!

For more information on the Garden State Chapter, please visit oesp-gardenstate.org.



Long Island Chapter

Last month the Long Island chapter enjoyed their largest outing of the year. Eighty-five members and guests came together at the Rock Hill Golf Club in Manorville, NY for a beautiful day of golf, lots of raffle winners and an amazing lobster dinner. Thank you to our sponsors for your generosity.

For more information about the Long Island Chapter, please visit oesp-li.org.



It's easy to have your chapter featured! Just take some photos and send us information on your meeting. Email the pictures and details to the OESP office at lstrug@thinkoesp.org.

Upcoming Chapter Meetings

Visit thinkoesp.org/calendar for meeting details.

Don't see your chapter here? Email your meeting dates to lstруг@thinkoesp.org to have them included.

Boston-Southeast Chapter

October 18, 2017	February 21, 2018
November 22, 2017	March 21, 2018
December 20, 2017 (Holiday Gathering)	April 18, 2018
January 17, 2018	June 7, 2018 (Golf Outing)

(Alternating regular membership & open BOD meetings - consult calendar for details)

Bucks Mont Chapter

September 21, 2017	February 22, 2018
October 19, 2017	March 15, 2018
November 16, 2017	April 19, 2018
December 21, 2018	May 21, 2018
January 18, 2018	

Connecticut Valley Chapter

September 21, 2017	March 15, 2018
October 19, 2017	April, 2018 (Quad Chapter Meeting)
November 16, 2017	May 17, 2018
January 18, 2018	June 21, 2018
February 15, 2018	

Central PA Chapter

September 27, 2017	January 31, 2018
October 25, 2017	February 28, 2018
November 29, 2017	March 28, 2018
December, 2018 (Holiday Party TBD)	April 25, 2018

Delaware Valley Chapter

September 18, 2017	January 15, 2018
October 16, 2017	February 19, 2018
November 20, 2017	March 19, 2018
December 18, 2017	April 16, 2018

Lehigh Valley Chapter

September 13, 2017	February 14, 2018
October 11, 2017	March 14, 2018
November 8, 2017	April 11, 2018
December 13, 2017	May 9, 2018
January 10, 2018	

Mid-Atlantic Chapter

September 12, 2017	February 13, 2018
October 10, 2017	March 13, 2018
November 14, 2017	April 10, 2018
December 12, 2017	May 8, 2018
January 9, 2018	

New York City Chapter

September 12, 2017	February 13, 2018
October 10, 2017	March 13, 2018
November 14, 2017	April 10, 2018
December 7, 2017 (Christmas Party)	May 8, 2018
January 9, 2018	June 9, 2018 (Fishing Trip)
	June 19, 2018 (Social Event)

New Haven Chapter

September 12, 2017	February 8, 2018
October 12, 2017	March 8, 2018
November 9, 2017	April, 2018 (Quad Chapter Meeting)
December 14, 2017	May 10, 2018
January 11, 2018	June 14, 2018

Northeast MA Chapter

September 12, 2017	February 6, 2018
October 3, 2017	March 6, 2018
November 7, 2017	April 3, 2018
January 9, 2018	May 1, 2018

Rhode Island Chapter

September 5, 2017	February 6, 2018
October 3, 2017	March 6, 2018
November 7, 2017	April 3, 2018
December 5, 2017	May 1, 2018
January 2, 2018	

Westchester Chapter

September 7, 2017	February 1, 2018
October 5, 2017	March 1, 2018
November 2, 2017	April 5, 2018
December 7, 2017	May 3, 2018
January 4, 2018	June 7, 2018

Meeting dates subject to change - please consult your local chapter before attending.

Save the Date!

EE ASTERN ENERGY EXPO 2018

WHERE ENERGY & COMFORT MEET

Save the date for the third annual Eastern Energy Expo taking place May 20-23, 2018 at Foxwoods Casino and Resort.

The planning has begun! There will be more opportunities than ever to have your company's name shine in front of the nearly 4,000 attendees at the show. Stay tuned for new and exciting sponsorship opportunities.



THANK YOU!



DAVE NELSEN SCHOLARSHIP GOLF TOURNAMENT



Our annual **Dave Nelsen Scholarship Golf Tournament** was a huge success, raising over **\$20,000** for OESP's Scholarship Fund. We would like to thank those who participated - we couldn't have done it without you!

THANK YOU TO OUR GENEROUS SPONSORS



Highlights from the 2017 Eastern Energy Expo

EE ASTERN ENERGY EXPO

2017

HERSHEY, PA MAY 21 - 25
Where Energy & Comfort Meet



Thank you to this year's generous sponsors!



Honeywell





2017 CARE TO RIDE

Thank you to those who participated in this year's **Care to Ride**, held Monday, May 22 in Hershey, PA. Walkers, runners, bicyclists and motorcyclists had a great day despite the rain and raised more than **\$23,000** for Oil Heat Cares. Thank you to all our participants for their amazing effort towards such a worthy cause!



Oil Heat Cares Does its Best in Maryland

By Ralph Adams

OESP is relentless in enriching the lives of others, dedicating time and resources to rally around to people in need.

In part, we do this through our charity, Oil Heat Cares.

Allow me to share the story of **Linda Best** of Ellicott City, MD and her family. They have been Parker Fuel customers for several years.

Her husband, Thomas, owned a sheet metal company and did business with me more than 30 years ago. Thomas was an honorable man who sadly passed away a year and a half ago. The Best's son, Brian, passed just six months prior to that. Linda now lives alone.

On a routine HVAC maintenance call earlier this summer, Parker Fuel found a crack in her home's furnace heat exchanger. The air conditioning also required updating. Unable to afford replacements, Linda reached out to me, and I quickly got Oil Heat Cares on board.

I am proud to say we secured a \$2,200 grant for a new oil furnace and air conditioning system.

The weekend prior to July 4, while most of us were out enjoying our holiday weekend, several of the Parker Fuel employees cut their vacations short to install the new systems.

I would like to thank **Jon Tilman, Cody Schoeffield, Kodey Foster** and **Jim Henderson** for donating their time and



Linda Best of Ellicott City, MD poses with the team responsible for her brand new oil furnace and air conditioning system.

making these critical updates happen.

Allow me a moment to extend appreciation to those vendors responsible for making the project happen. **Boyertown Furnace** provided a H2L two stage oil burner below cost. **Ferguson Heat & Cooling** gave us a good price on the condensing unit and cooling coil. **Carlin** will be starting up the oil furnace this fall. **Parker Fuel** donated all of the incidentals and labor.

Linda was moved to tears. While no one can erase the pain of loss she experienced over the last few years, OESP was able to make her more comfortable. She also knows people out there care.

Thank you to all who generously support Oil Heat Cares. For more information, please visit www.oilheatcares.com. We hope that you will consider getting involved.

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By Wayne Lawrence

I thought I'd write about something that has always bothered me, and again happened to find its way to me on this extremely hot August day. I walked in on a soot call from a unit with a retention head burner. Now, some may say, "So what? It happens!"

But I'll counter with the fact that this is the third soot mess—on the same account—in nine months, and the last one was a damage claim payout due to a puff back!

There are several things that bother me here. First, I hate getting dirty!

It's 90 degrees out and soot and sweat make me miserable.

Second, the time spent "re-cleaning the cleaning" cuts into my daily productivity. Third, I have to protect the company, the previous technician, and do what I can to prevent an insurance payout. And last, "Fixing the Customer!" is most important, because right at first contact, opening the door for me, she's telling me her neighbor switched to gas and she is now thinking she should as well, "because it looks like we can't fix it!"

So I've already got an earful from the customer, and now I'm staring at a scene that looks like a black pepper factory has exploded in her basement.

I look at the service history, and see several plugged boiler entries, the prior two were soot on arrival, and the very one before this: "Unit shut down by fire department!" I won't mention equipment type or manufacturer because in this case, it doesn't matter. What does matter is that the previous service techs just cleared the heat exchanger, base, performed the standard nozzle, filter, strainer change and left.

What they failed to do is find out what happened. It's a retention head burner! In a cast iron wet base boiler! With a basement tank and gravity feed oil supply!

I'll share with you what I was taught to do many years back, by someone whom I hold in very high regard. You know who you are, by the way, and I thank you! I simply clear the heat exchanger, make sure the chimney base is clear, has draft and, without touching the burner yet, fire it up.

I want to see what occurred and what caused this account from showing a business profit for the year, contributing to lost revenue and a possible lost customer—not only to our company, but to our industry!

With the exchanger, smoke pipe and base cleaned, I fired up the burner and had a full orange flame about six inches past the inspection port. I shut down the unit again, and upon relight, the flame looked normal.

Without even putting a gauge on the fuel unit, one of the problems immediately showed up. I had a sticking pressure regulator in the fuel unit. Upon installing the pressure gauge, I found it even failed the cutoff check. O.K. New fuel unit time. I also found a very dirty fan, the blades full of lint and an air gate restricted by lint as well.

Looking around the utility room, it was clear this was a confined space and there was no provision for make-up air. This boiler was in a shared laundry room, so when the clothes dryer and the boiler were running together, the problem became even worse.

With the fuel unit replaced, pressure checked, fan cleaned, nozzle replaced, firing assembly cleaned, adjusted to spec and with the unit now set up, it ran like a retention head burner should. I explained to the customer that for now, the basement window needs to be left open some, and showed her where a make-up air grille needs to be installed in the near future. I had also checked for an attic fan or whole house fan, but on this home none were present. So why do I write all this, since this was a really easy fix? I'm sure most readers guessed what it was right away.

I wrote this because I truly hope this shared experience will again illustrate the importance of what we need to do on every call these days. Take the extra time to find the problem, and not only repair the fault, but make an attempt to prevent a reoccurrence!

Explain what was done while on their property. Explain energy saving ideas and the new energy controls being offered. I truly hope I saved this oil customer, that she will give us a chance to recoup our investment and stay an oil customer. Things like this happen every day. We are fighting daily with oil prices; we shouldn't give these loyal, long-term customers any more reasons to switch their fuel source!



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A Message to Our Friends in the Deliverable Fuels Business



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For almost 100 years Taco Comfort Solutions has been a leader in providing the latest technical advancements in wet rotor circulators, starting with the prototypical Perfecta

model in the 1960s, through the "00" Series (to include the venerable 007 model), to today's ECM equipped, high-efficiency 00e™ Series. These products are truly where high-efficiency and comfort meet.

Our current family of 00e circulators – the 007e™, 00e VR/VT models, and the 0015e3™ (for three easy settings) – are equipped with the SureStart® unblocking and air purging feature along with BioBarrier® protection against system contaminants. They use up to 85% less electricity than conventional circulators and have been engineered the Taco Way for easy installation and trouble-free operation over the life of a hydronic system. For the upcoming heating season, we are offering a rebate program for our 0015e3 high-efficiency

ECM circulator: check out the ad in this issue.

Along with state-of-the-art products built for American systems, Taco is a leader in training and education across the HVAC professional spectrum. We support industry professionals with an ever-evolving range of software tools and building management systems to make their jobs easier, and our technical support – over the phone, online and in person in the field – is second to none in the industry.

As a company with a long history and deep involvement in the industry we all support, we believe in relationship building and the importance of people-to-people associations. To us, people always come first, and the all-important comfort goal we work for every day means more than just hardware, it's about caring too.

We care especially for the dedicated professionals in the deliverable fuels business and organizations like OESP that support them, because our company started and has survived and prospered over the decades because of you. You are in Taco's DNA, and we hope we are in yours, too. www.tacomfort.com

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Message from the Executive Director

By Lisa Strug

Happy Summer! We hope you are enjoying some well-deserved vacation time in the midst of the HVAC season and are gearing up for the busy heating months ahead.

The Oilheating season will be upon us before we know it! Our local chapters are gearing up for the year, planning meetings for you so you can maximize your OESP membership. And, things are humming at OESP headquarters.

This year's Oilheat Retreat will be held in Saratoga Springs, New York from September 14-17. We expect a record turnout as we get ready for one of the best events of the year. If you haven't signed up yet, please do so as the hotel room block expires on August 19.

Come join us for training, perhaps an evening at the Saratoga Racetrack and Casino or a visit to one of the phenomenal brew pubs with your pals. Looking for more? Join your wife and friends as they enjoy the many mineral spas. There is something for everyone in Saratoga!

At the retreat, we will unveil the new OESP website which features new online training opportunities and streamlined navigation throughout the site. We will also be debuting a member recruitment video.

Have you checked out our exciting new member benefits program? I'm proud to say OESP members can now get special deep discounts with a growing number of vendors including Avis, Budget, Lenovo, UPS and

Office Depot. These "members only" deals are just another way that your OESP membership pays off. Visit thinkoesp.org and log in for details to start saving money.



Do you have a friend or colleague that would benefit from membership in OESP? Bring them along to a fall meeting. It is more important than ever to continue to grow our great association and educate the next generation. New members can join now and get the remainder of 2017 and all of 2018 included in one price!

OESP is always looking for people who are interested in making a difference in their career and the association. One of the ways is by providing networking opportunities to help grow your business. Everyone wants to work with people they know, so get involved in your local chapter and experience the difference it will make for you. When OESP wins, everybody wins! Please contact me or your local chapter president to learn how you can make a bigger difference.

By now, you have seen plenty from our great and generous advertisers. Thank you to **Taco, Honeywell, Slant/Fin, Wohler, Sid Harvey, Carlin/Hyrdolevel** and **ECR International**. Your company could be in the next issue – contact us to find out how.

On behalf of **Jonathan Jaffe, Erika Handler** and the rest of the OESP management team, it continues to be a pleasure to serve you. We look forward to seeing you in New York!

Welcome to our Newest Corporate Member



F.W. WEBB COMPANY

Founded in 1866 as the second plumbing supply house in Boston, the **F.W. Webb Company** has a long heritage of proudly serving contractors, facilities professionals, and industrial and institutional customers with their construction, renovation, maintenance, repair, and operational needs. A family-owned business, F.W. Webb has grown from its original single location to 90 across nine states. The largest distributor of its kind in the Northeast, F.W. Webb has extensive inventory and expertise in 15 distinct areas. Plumbing, Heating, HVAC/R, and PVF are the company's core businesses. Other areas of specialization include Propane and Gas equipment, Fire Protection systems and fabrication, Pumps and certified pump repair, High Purity Process components, Process Controls and services, Thermoplastic piping and specialty PVF, Water Works, and Environmental Services.

For more information, please visit www.fwwebb.com.

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An unbelievable value

The 0015e3 is packed with special features:

- Replaces any 3-speed hydronic circulator in its class
- **BIO Barrier®** protection against system contaminants
- **SureStart®** automatic unblocking and air purging
- Uses up to 85% less electricity

Rebate details are online!

Check online for a great 0015e3 Rebate in your area. Get the details and rebate form on our website at www.tacocomfort.com/0015e3. This offer begins July 4, 2017 and ends on November 11, 2017. Take advantage of great savings now!



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