

OESP News

Oil & Energy Service Professionals

June 2020

This Issue of the OESP News is sponsored by:



Divisions of C. Cowles & Company

OESP to Award 2020 Dave Nelsen Scholarship Winners

The Dave Nelsen Scholarship was established in 1999 as a meaningful way to remember and recognize the commitment to education made by OESP member **Dave Nelsen**. The scholarship is awarded to students who are enrolled or planning to attend a technical college or trade school with plans to pursue a career in the oil and energy industry.

"We are extremely proud of the 2020 recipients," OESP President **Scott Vadino** said. "These individuals are the best of the best applicants and we are confident that they will continue the legacy of the Dave Nelsen Scholarship."

"We are very thankful to our corporate, association and OESP chapter sponsors, who, along with OESP, co-sponsor the scholarships each year," Vadino added.

The 2020 Dave Nelsen Scholarship winners will be awarded during an online ceremony in August in conjunction with the EEE On Demand. "Of course, we are disappointed that we can't award the students in person this year," OESP Vice President and Scholarship Chairman **Angel Gonzalez** said. "But, we are proud of their accomplishments and thank our sponsors for their continued support during these challenging times."

The 2020 Dave Nelsen Scholarship winners are:



Your logo could be here!

OESP has all new opportunities for your company to get in front of the best and brightest in the industry.

Email lstrug@thinkoesp.org for more information or call 888-552-0900.

Oil Heat Cares Brings Warmth to Connecticut

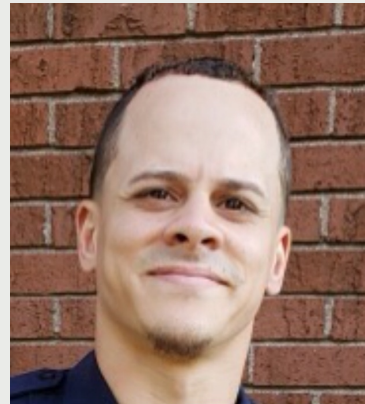


Members of the CT Valley chapter led by **Dave Sousa** of J&A recently completed an Oil Heat Cares Project for a family in desperate need of a chimney relining.

The Baldinos of Naugatuck, CT have been customers of J&A for more than 15 years and recently fell on hard times. **Gerald Baldino** has cancer and is dealing with the difficult rigors of treatment. In addition, he had not been working. He and his wife fell behind on their bills and ran the risk of losing



Peter Bennett – Attends Pennsylvania College of Technology in Williamsport, PA and resides in Sea Cliff, NY. This scholarship was co-sponsored jointly by the OESP New York City and Westchester chapters.



Omrys Delgado – Attends Entech Advanced Energy Training in Cromwell, CT and resides in Windsor, CT. This scholarship was sponsored by the Mid Atlantic Chapter.



Brett Fila – Attends Springfield Tech Community College in Springfield, MA and resides in Agawam, MA. This scholarship was sponsored by R.W. Beckett.

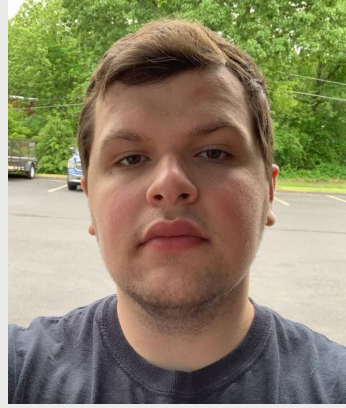
their house because of the cost of treatment and being on a fixed income.



Energy Kinetics' Ascent Combi boiler seemed like the right appliance to give the Baldinos more efficient heat and hot water.

“I would like to thank **Roger Marran** and **Mark Santangelo** at Energy Kinetics and **Rich Lyons** and **John Dunleavy** at Carlin/Hydrolevel for their combined generosity in donating the boiler, some near boiler piping and the burner,” Sousa said. “Thank you as well to **Roger Stoltig** at EDOS for donating the Resideo T4 thermostat and **Lou Spada** and **Rich Drapeau** for donating the team at Cromwell Energy to help in doing the installation.”

Dave arranged for **Kris Pereira** of Advanced Chimney Solutions to donate both the materials and his labor. This was Kris' first undertaking for Oil Heat Cares; OESP would like to thank him for his efforts.



Adam Glanz – Attends Entech Advanced Energy Training in Cromwell, CT and resides in South Windsor, CT. This scholarship was co-sponsored by Carlin/Hydrolevel and the New Haven Chapter.




Ian West – Attends Pennsylvania College of Technology in Williamsport, PA and resides in Hummelstown, PA. This scholarship was sponsored by the South Central Pennsylvania Energy Association.

The OESP scholarship committee reviewed submissions from an exceptional number of impressive candidates this year and thank all those who submitted applications.



Eastern Energy Expo Announces New Venue

EE EASTERN ENERGY 2020 EXPO

WHERE ENERGY
& COMFORT MEET  ON
DEMAND

In a bit of a twist, rather than coming to Eastern Energy Expo, Eastern Energy Expo will come to you. Eastern Energy Expo is pleased to announce that the 2020 Event will be held in an exciting new “On Demand Venue.” By bringing the Expo directly to participants using a dynamic web platform...

[Continue Reading](#)

[For more information, visit easternenergyexpo.com.](http://easternenergyexpo.com)

Multi- Headed Monster: The Unplanned Service Call

By Barry Aruda



When we think about the old adages of the oil heat industry, there are few that uttered more frequently than “service is just part of the cost of doing business.” If I’ve heard it a hundred times, that would be an understatement. Dealers have said it, conference presenters have included it in their PowerPoint slides and, to some degree, even homeowners understand the statement to be true. But what the sentiment carries behind its simple phraseology, is several perspectives that nobody ever seems to put much thought into. An unplanned service call *is* part of doing business, but the ripple effect each of these calls comes with is largely overlooked.

The first, and most obvious place to start, is with the company perspective. Unplanned service calls interrupt whatever else the employees are supposed to be doing. Office staff is rarely ever waiting to only answer phones. Instead, they are typically in rhythm lockstep, answering phones, processing checks, and working through the company database—what those folks will sometimes refer to as “my real work.”

Second, these repeated emergency calls can take an emotional toll on the dealer. It's not only understandable, but also too often that a dealer may ask themselves if the calls will ever stop. They may question where the issue is coming from in the first place. *Is it my supplier?* Finally, there's the financial concern. As the calls are unscheduled, they are inherently costly. You're sometimes doing these calls on overtime or using subcontractors for additional support. Regardless, unscheduled equals costly.

Customer is on an agreement contract? Scratch that call up to another no-charge event. No-contract customer? Okay, but how long until you drive a customer away because you have been to the house three times in 45 days? Finally, the future is nothing if not uncertain. The emergence of Covid-19 has created yet another hurdle: the safety and wellbeing of not only your employees, but the customer as well.

From the customer perspective, the second head of the monster emerges. Let me be frank. You are *never* going to get there fast enough, even within a two to three-hour window, a reality that may be unique to the oil heat industry. Couple that with the anxiety of no-heat, the worry about unseen costs, and the fact that the customer most certainly had something better to do that particular day, and you undoubtedly have an unhappy homeowner.

"I hope this doesn't cost a lot. I already buy their oil."

What is the cause of these unplanned service calls? That is the \$64,000 question. The answer is typically found in the back-office software, coded as something along the lines of "nozzle, filter, strainer replacement." So, perhaps the better question might be *why* the customer is having issues with a nozzle, filter, or strainer? As the customer may have told you, "you were here only six months ago."

The real answer is sludge...it's sedimentation...it is the black mass inside the bottom of a tank. Water, "algae" and dirty fuel has carved out a home down there, and when a delivery is made, that concoction gets stirred up quickly. Once the burner calls, the sludge makes its way down to the filter and, well, you know what happens next. What the problem was 30 years ago is the same thing today, what we call the pitch, vent, and suction line dilemma. These are three things that are common with all the legacy equipment out there. Every tank is vented to the atmosphere and, as a result, every tank is susceptible to condensation from time and temperature changes. The Steel Tank Institute has identified that water is the number one contaminant in fuel. That moisture provides a haven for microbes to live and reproduce, eating the hydrocarbons in fuel, and driving the production of acetic acid, which is corrosive to tank walls and lines.

This problem isn't new. I've certainly sung this tune a long while. But I can tell you that the Steel Tank Institute also recommends proper tank installation and treatment of fuel. And let's not forget NORA. They've chimed in and let us all know that pump sticking—not leaking—but sticky, varnish residue in fuel pumps is another sad reality caused by sludge and bacterial build up.

Defeating this multi-headed monster starts with understanding your role as a fuel provider, and what cannot come more highly recommended: Housekeeping and fuel testing. A good and cheap place to start is sticking bulk storage tanks with water-finding paste. If there's water in your bulk tank, there's a good chance it has made its way downstream to you customers. Keeping tank bottoms dry will eliminate most of your exposure because your tanks have vents on them, too. They are not immune to time and temperature.

Action items to mitigate these issues and resulting service calls begin with diagnosis—sticking the tank or testing the fuel. Beyond that, you should consider working with a fuel-quality company to introduce a multi-functional treatment program that begins and ends with stabilization of the fuel, protecting it from time and temperature. Chemistry is your friend, works overtime with no additional pay, and fights against corrosion, fuel degradation, etc. It's no wonder that pipeline companies use corrosion inhibitors in their fuels. They understand the breakdown of fuel and the risk associated with it.

Biodiesel blends? Not a problem. Any fuel-quality company worth their weight is going to provide you a package with biodiesel stabilizer. These low carbon liquid fuels are the pathway to our future as an industry, and we understand that. Which is why we introduced dual biodiesel stabilizers in our heating oil treatment packages in 2012 and modified it again in 2017

anticipating higher blends of biodiesel would become the norm.

Maybe you've thought about treatment. Perhaps you've been wondering what the cost is associated with it? I'll say this: any cost associated with introducing an additive solution is quickly offset by the financial benefit to the company—typically in multiples. Alternatively, what does it cost you to send a technician to a home to address one of those unplanned service calls? You could be doing other work, scheduling installs, etc. Secondly, your reputation may suffer as a result of an unhappy customer. Lastly, the economics of sending out a technician is costly.

We've read that the average cost of an employee in a van is somewhere between \$90-\$120 an hour. As an example, let's assume an unplanned service call costs \$165. Now, if we, as your additive provider, can reduce one service call for every 20 customers, you may be spending \$80 a year to treat the fuel across your company, but I'm giving you back \$165. And, more often, we are eliminating not one, but dozens of unplanned service calls a year. The ROI is immediate.

Treatment isn't a challenge. Whether you are a dealer with 20 trucks, or a one man show, treatment options can be loaded into bulk storage as easily as a single delivery truck. Make sure your additive provider is willing and able to meet your specific business needs. One size does not fit all.

If you decide to treat your fuel, wonderful. And if you do that, take credit for it. That's how you differentiate yourself from your competition in the marketplace. Branding is a great way to let your customer know you are taking care of them from the inside out.

You've built a good name for yourself as a trusted and essential member of the community. Don't let the monster of unplanned service calls dent your reputation and brand. Taking responsibility for the integrity of the fuel you provide begins today. There is no better time than now.

Barry Aruda is the Northeast Regional Territory Manager for Advanced Fuel Solutions. As an admitted "fuel quality fanatic," he spends a great deal of his full-time job testing fuel for analysis, recommending preventative defensive strategies, and working with dealers to overcome the challenges of housekeeping and changing technology.

What's Happening at OESP

Dave Nelsen Scholarship Winner Elected President of Southeast PA Chapter



The Southeast PA Chapter recently elected the youngest president in its history, **Wyatt Schwanger**, age 21. He takes the reins on June 1.

In 2017, Wyatt was completing high school at Ephrata Senior High School and was getting ready to attend Elizabethtown College. He applied for and was awarded the prestigious Dave Nelsen Scholarship.

Now a junior in college, Wyatt is working on completing his major in Business Administration with a focus on family business and entrepreneurship. Simultaneously, he is working full-time at his family's business, Schwanger Brothers.

At work, Wyatt said that he doesn't have one particular job; he pitches in whenever needed. "I help in the field, as a service dispatcher or in customer service," he said. "I pretty much do whatever is needed on

any given day."

Wyatt has come a long way since winning the Dave Nelsen Scholarship three years ago; he is excited to be able to give back to OESP.

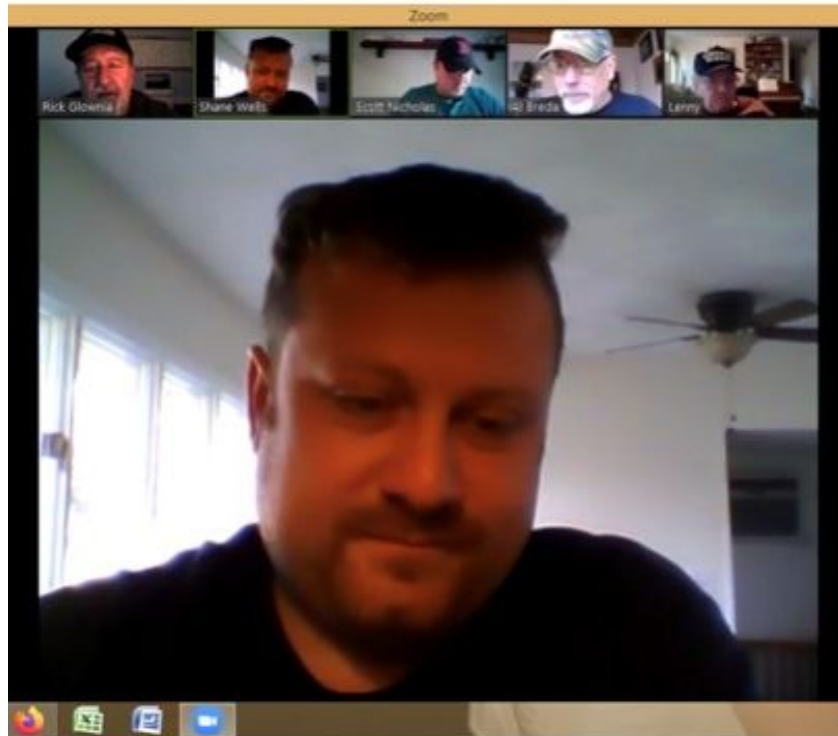
"I'm honored to take on this responsibility," Wyatt said. "I look forward to getting to know everyone, working alongside some of the most knowledgeable people in the industry."

"I hope I can bring some new ideas and set a trend of getting some more young people into the association," he added. "I'm eager to continue to learn from the people in the organization that I've looked up to most of my life and still do to this day. The mentorship from the existing members is really important to me and I can't wait to get started as president!"

Wyatt added: "I'd like to thank my family for helping me and pushing me. If it weren't for my parents and Schwanger Brothers, I wouldn't be where I am today."

Chapter News

Pioneer Valley Chapter



Pictured: Bottom, Chapter President **Shane Wells**. Left to right on top-**Rick Glowia**, **Shane Wells** (again), **Scott Nicholas**, National Past President **Al Breda**, and **Len Brusio**.

In April, the Pioneer Valley Chapter held its first virtual meeting. All regular business was tabled and the group had a lively discussion about how COVID-19 has impacted our members.

For more information on the Pioneer Valley Chapter, please visit: <http://pioneer-valley.thinkoesp.org>.

Southeast PA Chapter



Last month, the Southeast PA Chapter held its first virtual meeting. The 12 attendees went through the Chapter's regular meeting agenda including Chapter Elections.

Congratulations to past Dave Nelsen Scholarship recipient, **Wyatt Schwanger**, who was elected to be the new Southeast PA Chapter President . **Scott Ansel** is stepping down as president but will continue supporting the Chapter as Secretary.

For more information on the Southeast PA chapter, please visit <http://www.southeastpa.thinkoesp.org>.

NH/VT Chapter

In April and May, the NH/VT Chapter held a series of training sessions sponsored by TACO and Emerson Swan titled "Learning Together During Social Distancing."

In the first session, **Dave Holdorf** gave an excellent presentation on DHW Recirculation. It was extremely informative. Dave explained several ways of piping it, circulator sizing (too large = too high a velocity which leads to pipe erosion or too small = packets of cold water in the hot water line), and a control that will allow the circulator to run as needed and even goes into vacation mode on its own (so the circulator will only run for 30 seconds every 7 days!).

Dave also showed us how to install DHW recirculation by adding only a circulator (it would be smart to add the special control we mention above) and a special bypass valve. No need to run a NEW return line to the water heater!

For more information on the NH/VT Chapter, please visit nh-vt.thinkoesp.org.

Lehigh Valley, Bucks Mont, and DeVal Chapters



In May, the Lehigh Valley, Bucks Mont, and Delaware Valley Chapters held an informative joint Zoom meeting. The 24 attendees participated in a quick BOD meeting, then **Brian Kiernan** introduced **Scott Valdino**, the newly elected National OESP President. Scott addressed the group and updated them on National OESP News.

The meeting continued with guest speaker **Ted Harris**, Executive Director of PPA. Ted reviewed the PPA Education series, COVID19 notifications, Federal Business Loans, and the upcoming transition of PA Heating Oil to 15ppm sulfur. After the meeting, the group enjoyed BYOB beverages and chatted with one another during a Virtual Happy Hour.

For more information on the Lehigh Valley Chapter, please visit www.lehigh-valley.thinkoesp.org.

For more information about the Delaware Valley chapter, please visit www.delaware-valley.thinkoesp.org.

For more information about the Delaware Valley chapter, please visit bucks-mont.thinkoesp.org.

Lehigh Valley Chapter



Last month, 24 members joined the Lehigh Valley Chapter for a virtual tech training.

Mark Love from Chemours (previously DuPont) educated the group on air conditioning refrigerants. Twenty Four attendees were on the ZOOM Tech Training.

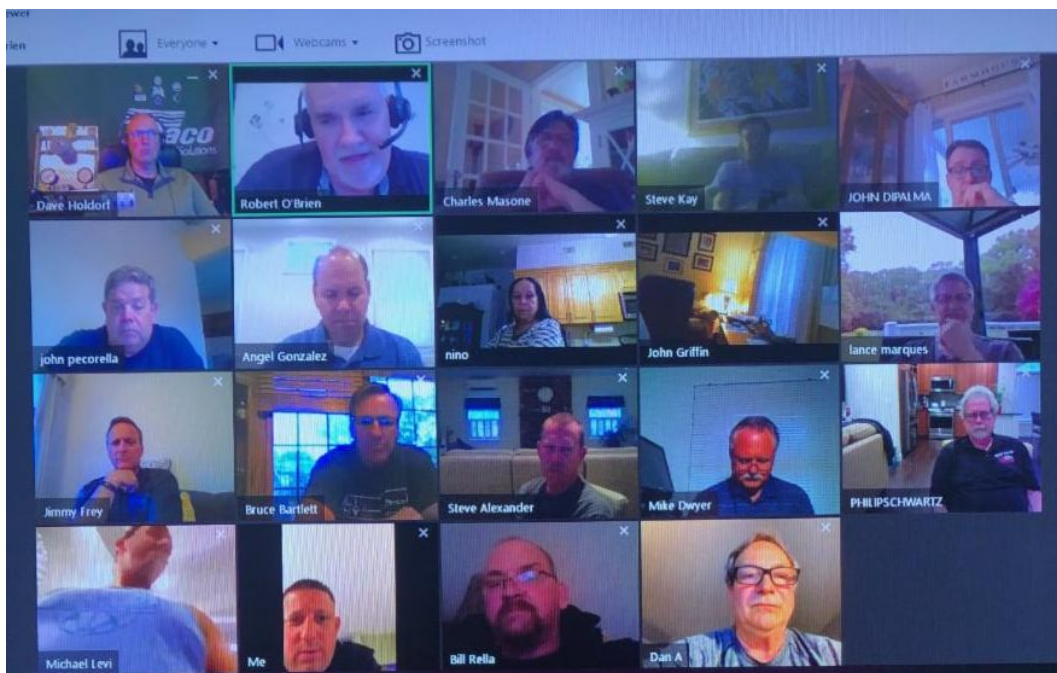
The talk track included EPA Regulatory Updates on R22 refrigerant. R22 has been phased out in order to minimize OZone depletion. New refrigerants that are more eco friendly have been developed to act as R22 replacements.

The refrigerant 410A appears to be the standard for residential AC units for the near future. Just as petroleum fuels are under scrutiny by law makers and government agencies, freon is also being targeted to lower carbon emissions.

Click [HERE](#) to view the entire presentation.

For more information on the Lehigh Valley Chapter, please visit www.lehigh-valley.thinkoesp.org.

Long Island Chapter



The Long Island Chapter welcomed 26 people to its first ever virtual meeting last month. **Dave Holdorf** of Taco was the guest speaker discussing domestic hot water recirculation. Members and guests enjoyed the presentation and felt that the virtual meeting was very worthwhile.

For more information on the Long Island Chapter, please visit long-island.thinkoesp.org.

CT Chapters and Pioneer Valley Make Plans to Continue Virtual Training

The four CT Chapters and the Pioneer Valley Chapter have decided to continue moving forward with virtual training in keeping with our mission of education. All Five chapters will in unison with to prevent overlapping subject matter and to provide a uniform offering to the membership.

- Meetings will be 1 hour in length including any Q&A time.
- All trainings will be technical, there will be no sales presentations at this time.
- Additional business will be kept to a minimum, but pertinent items will be brought up
- Meeting Time will start at 5:30 p.m.
- Meetings will be held twice a month alternating between Thursday and Tuesday dates

Tentative Schedule

5/28 (In Conjunction with Entech) **Tim Begoske**, Field Controls Understanding UVGI Air Purification

6/11 **Dave Holdorf**, Taco Products ECM Circulator Technology

6/23 **Jim Todd**, R W Beckett From Oil Tank To Burner. The Do's and Dont's

7/9 **Jeff Richards**, Regal Beloit Understanding ECM Blower Technology

7/21 TBD, Carlin Hydrolevel

8/13 To Be Determined

8/25 To Be Determined

Please check the [OESP Calendar](#) for more details.

Thank you Corporate Members

Thank you to all our Corporate Members for your continued support. If you are interested in learning more about a corporate membership, please call the office at 888-552-0900 or email **Lisa Strug** at lstrug@thinkoesp.org.

Advanced Fuel Solutions
B.J. Terroni Co.

Bell & Gossett (A Xylem brand)
Bender

Bradford White Corp.

Carlin/Hydrolevel

CC Controlled Combustion Inc

Consumer Focus / ServicEdge

Digital Dispatcher, LLC

E Instruments by Sauermann

ECR International

EDOS, INC.

Emerson Swan

Energy Kinetics

Field Controls Co.

Fluid Industrial Associates

Fuel Ox

F.W. Webb

General Filters

Grundfos

Laars Heating Systems

Mitsubishi Electric

NEFI

New Yorker Boiler

NTI - USA

PA Petroleum Assoc

PB Heat, LLC

Powderhorn Agency

QHT, Inc.

R.W. Beckett Corp.

Rathe Associates

Resideo

Riello Burners of NA

Rinnai

Roth, USA

Message from the Executive Director

by [Lisa Strug](#)



As you all know by now, this year's Eastern Energy Expo will be held on a new "On Demand Venue." By bringing the Expo directly to participant's computers using a dynamic web platform, EEE can continue to serve the energy and comfort

industries through a 100% online experience during the month of August.

While we cannot replace the face-to-face networking of an in-person show, we are working hard to ensure this year's event will provide all participants, attendees, exhibitors and sponsors an effective way to interact. Going "On Demand" will bring the show to attendees for a month-long experience, in which they can participate at their own convenience. OESP is pleased to continue to bring you the quality educational programs that we are famous for, regardless of the pandemic.

OESP is planning live and recorded education sessions. The courses will be completely free – another benefit of your membership!

At the May Board of Director's meeting, held virtually, we formally elected our new slate of officers for the upcoming two-year term: President – **Scott Vadino**; Vice Presidents – **Angel Gonzalez, George Fantacone, Bob O'Brien** and **Dave Westerfield**; Treasurer – **Paul Cuprewich**; Secretary – **Steve Schwanger**; Past President – **Al Breda**.

Congratulations to our new officers!

If you visit the [OESP website](#) and enter the Member Area, you'll see we have a new page for online training. Many of our partner manufacturers and trainers have given us access to their free training videos. We hope you will view them during

Shibley Energy
Sid Harvey
Slant/Fin
Spilltech
Suntec Industries
TACO, Inc.
Testo Inc.
The Granite Group
Thermo Pride
Torrington Supply
Toyotomi USA, Inc.
Universal Supply Group
Venco Sales
Weil-McLain
Wohler USA, Inc.
Wymbs, Inc.
Z-Flex US, Inc

OESP Local Chapters

Click [HERE](#) to find a local chapter near you.

Click [HERE](#) to view recent photos of chapter meetings on Facebook.

Follow us on:



this challenging time.

By now, you have seen plenty from our great and generous advertisers. **Taco, R.W. Beckett, Suntec Industries, Carlin/Hyrdolevel, General Filters, Wohler, Sid Harvey, Roth and Weil-McLain.** We thank them for their continual support.

Our Oil Heat Cares program has been on the move in every region of OESP with installations being done consistently. Thank you to the team led by OHC Chair **Dave Bessette** for enabling well-deserving people to be warm and safe over the past winter. Thank you to the service companies who have generously donated their time. We are tremendously proud of Oil Heat Cares.

We must announce that the fall Oilheat Retreat previously scheduled for September 10-13 in Portland, Maine has been cancelled because of health and safety concerns. Please be on the lookout for information about a virtual fall board meeting.

On behalf of **Jonathan Jaffe, Meredith Levy** and the rest of the OESP management team, it continues to be a pleasure to serve such a dedicated organization of professionals. We really, truly can't wait to see you.

Is your business *getting the message out?*

Take advantage of new opportunities to get more deeply involved with OESP. **New Corporate Packages include:**



- Advertisements in printed and mailed newsletters
- Your ad on our website
- Your logo in our email blasts
- Sponsor message in newsletter
- Media coverage of your sponsorship
- Recognition at the EEE Awards banquet
- And ***much more!***

Please contact **Lisa Strug** in the association office to ensure that you are getting the best possible exposure for your company. Call us at **888-552-0900** or email at lstrug@thinkoesp.org.

