

OESP News



Oil & Energy Service Professionals

September 2020 Issue

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The 2020 Eastern Energy Expo was a Virtual Success!

While the world we live in may have come to a virtual stand-still, the 2020 Eastern Energy Expo was certainly a "virtual" success!

With more than 1,000 attendees, 135 exhibitors, 20 sponsors, more than 50 education sessions, and scores of products being shown, there was plenty to do and see online during the month of August. The booths saw thousands of visits throughout the month and sponsors were featured in dozens of email blasts to thousands of industry professionals. The convention and trade show resulted in countless accolades and benefits for attendees, exhibitors and sponsors.

The EEE would not be successful without the enormous sponsorship support it receives. Thank you to all of the 2020 sponsors:



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OESP Awards Dave Nelsen Scholarships and Dan Holohan Grant

The winners of the 2020 Dave Nelsen Scholarships were announced at a live presentation during the EEE. This 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 currently 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 Dave Nelsen Scholarship 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 **Dave Nelsen**."

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

"Our company is proud to be able to offer educational assistance to young people entering our industry," said **Kevin Beckett**, President & CEO of R.W. Beckett, which supports the scholarships. "A career in the HVAC industry will offer a wealth of opportunities for these fine scholarship recipients."

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

The 2020 Dave Nelsen Scholarship winners are:



Peter Bennett – Attends Pennsylvania College of Technology in Williamsport, PA and resides in Sea Cliff, NY. This scholarship was sponsored by 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 OESP Mid Atlantic Chapter.



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



Adam Glanz – Attends Entech Advanced Energy Training in Cromwell, CT and resides in South Windsor, CT. This scholarship was co-sponsored jointly 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.



Kevin Heinrich of Nassau BOCES Barry Tech was awarded this year's Dan Holohan Grant. The award was created for an instructor at either an HVAC college or technical high school who wants to continue education or purchase tools or books for their classroom.

"We are very thankful to OESP for receiving the Dan Holohan Grant. Seeing industry back trade education has been an awesome experience for me and our program! This grant money will be used to complete the installations of oil-fired equipment in our shop which will provide amazing opportunities to train students on working equipment. I'm excited about the partnership with OESP and the future of the Plumbing & HVAC program."

Message from the President

By Scott Vadino

Welcome to the September issue of The OESP News. We are pleased to provide you with some recap of the month-long Eastern Energy Expo that took place in August as a virtual experience.

Please read on for a look at the virtual industry awards and Dave Nelsen Scholarship presentations. Thank you to all those who worked tirelessly to make them happen. Thank you to our Dave Nelsen Scholarship sponsors. We appreciate your continued support.

Whether you are a manufacturer, a service manager or a technician, OESP's mission is education: we provide exceptional opportunities for education at all levels. This year, things will look a little bit different. But rest assured, our chapters will still be providing the outstanding education you have come to expect from OESP. Whether in-person or virtually, you will still have chapter meetings throughout the region. The training and networking are invaluable to your job and remain important reasons for your valuable membership.

That's why so many of us dedicate ourselves to the membership recruitment effort. While it requires time, energy and passion, we all benefit from a thriving, growing association. Please join us in our efforts as often as possible.

This fall's Board of Director's meeting will be taking place virtually on September 12. I urge you to attend from the comfort of your home, get involved and make an even bigger impact in OESP.

It is an honor to serve as President. I am looking forward to working with our National Board, chapters and committees, all of which are full of so many talented contributors.

Thank you for empowering me to lead the charge. There are so many great things happening with OESP, even during these challenging times, and I am thankful to be a part of it.

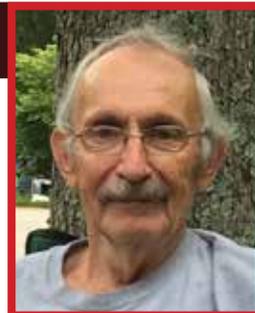


A Note from Charlie Bursey

Charlie Bursey wants to send his warmest greetings to all his friends from OESP and the industry throughout the area. Although his recovery is slow, he is making progress, and hopes to be with all of us at an upcoming BOD meeting or the 2021 Convention.

For those that would like to send Charlie a card or note his address is:

Charles Bursey
40 Laurel Dr.
Voluntown, CT 06384



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Update on Membership

By George Fantacone



I would like to start by thanking the membership chairs from each chapter who continue to monitor dues payments and follow up with members, ensuring that our numbers stay strong.

We need each and every chapter's involvement to help meet our aggressive membership recruitment goals. If you would like to get involved, please contact **Lisa Strug** at the association office for the next date and time.

OESP needs your help to continue to build our organization – especially during a time when face-to-face interaction is challenging, at best.

Once new members join, we want them to get engaged right away. So, new members, please join us at a chapter meeting for **FREE**. Just RVSP to the chapter so they know to count you and your first meeting is on us!

If you are reading this message, but you're not exactly a new member and you haven't been to a chapter meeting in six months, we'd still like to invite you to participate in any meeting for free! Again, just RSVP to the chapter so they know to count you in.

The benefits of membership are boundless. For example, each month, even virtually, there are opportunities for training. Our chapters will continue to offer monthly classes on processes, products and services that make our jobs easier, more profitable and better serve the customer. Some may be in person and some may be virtual, but we will continue to show you that membership is valuable.

Our goal is not only to increase our membership, but to engage our members. We believe this goal is clearly achievable; we just need your help to spread the word about the enormous value of membership.

Membership recruitment is truly the lifeblood of our organization and the Membership Committee needs your help to make our campaigns successful. Our team of dedicated professionals, representing all of the local chapters, is happy to lend time and energy to membership campaigns and many other membership initiatives. Please join us in our efforts as often as possible.

The bottom line?

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. And without OESP, there would be fewer sources of industry education and networking opportunities for our members.

Thank you for working together to ensure our industry remains healthy and vibrant, as we prepare for the fall of 2020.

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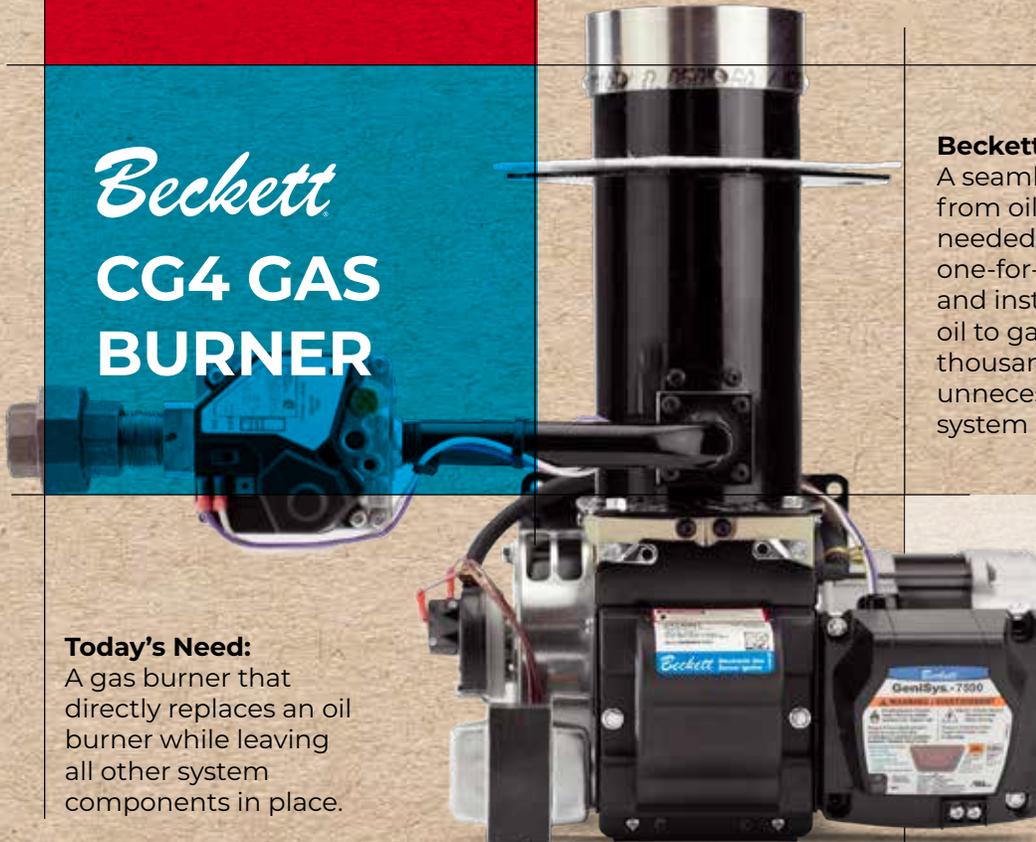


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By Barry Aruda, *Advanced Fuel Solutions*

The paradigm shift is here, this year of 2020, and it has come without fanfare or celebration. Covid-19 was the catalyst that changed everything for our society, families, and the way we do business. Despite the global pandemic's grim headlines on the nightly news, no crisis is without an echoing revolution of systems, and the energy industry will be no different. We are not only facing a new world, but many of the changes have already taken place. Recognizing these changes and using them to your benefit, will define the 2021 energy company.

Working from home has become something that everybody has had the chance to at least try. Kitchens, dens, and basements have become offices for our workforce while social distancing continues. You've likely been on the frontlines of this change with your technicians and drivers. Historically, they've been your customers face-to-face contact on the streets, representing your brand. Now, not so much. Homeowners are not only aware of the need for distancing themselves, but they too are home most of the time, doing their best to stay safe.

How has that affected your business? Calls are likely going to be the standard protocol for this coming winter, and are your CSR staff and remote employees ready to handle the season? What can you do to solidify the relationship between your business and your customers when it comes to their heating needs?

Remote monitor systems are an excellent way to keep customers' levels in check. Additionally, call routing needs to be reexamined and fine-tuned in order to address any homeowner need both quickly and effectively. Other items might include advancing your customers into paperless billing or automatic payments, further reducing the need for physical human interaction. These basic adjustments come with some development in thinking, but the ROI will prove positive as we move forward in the new normal.

While the energy company of 2021 must be forward thinking, and that thinking not only includes taking care of customers remotely, but also by learning a thing or two about being proactive. Before the snow falls, before flu season kicks into gear, have you put any thought into how you will maximize the efficiency of your service department? You may stand proudly behind your in-home service, but what if there was a way to actually

prevent fuel-related service calls going forward, reducing the need for your employees coming into contact with your customers? Let us examine that a bit.

Oil prices crashed in April and, in the valley, many dealers bought up as much product as they could hold. This includes heating oil, biodiesel blends, and diesel products. When storage met critical levels, the buying stopped, and the sitting began. Months went by through the late spring and early summer while the oil sat, and we know that both time and temperature are no friend of liquid energy. How will you make sure the fuel leaving the bulk storage tanks is in the shape you bought it?

The answer is that there is simply no way to tell if the product is to spec or in good shape. Delivering fuel that has degraded is going to cause problems downstream—mark my words. Moisture into fuel through months of condensation can lead to bacterial contamination, which drives corrosion and may soon spawn a fuel-related service call, prompting your technician to get on the road.

But this, too, can be avoided by the 2021 energy company—and it all comes down to being proactive.

I'm a fuel-quality consultant, and I can tell you that my customers, the forward thinkers, have not only developed fuel-quality protocols, but they stick to them like glue. They know that the Covid-19 reality offers very little in the margin for error.

By sticking tanks and constantly monitoring their fuel, they know if any water has come into play, and by dosing fuel products with a stabilization/treatment package, they can be sure that the fuel they purchased in April is fit for duty when the burner calls for heat in October. Furthermore, the biodiesel customers of mine understand that time and temperature can cause problems in low-carbon liquid fuels the same way they do ultra-low sulfur heating oil or diesel.

You may have an excellent service department, but let's be clear. Even when your technician has arrived to the no-heat service call quickly, what does it say about your fuel and brand if he must return three days later due to poor quality that results in plugged fuel filter or a sticky fuel pump?



Fuel for Thought: The 2021 Energy Company

Treatment of fuel is at the core of my business, so let me pause here and dispel a common misconception—that treatment is difficult to implement and is often defined as a “premium” with little ROI. This could not be further from the truth. Fuel treatment works 24 x 7 protecting tanks from harmful moisture, bacteria, and corrosion—thereby preventing the need for a technician to visit.

The bottom line here is that the future dealer will need to think about upping their game. Kodak did not buy into the digital camera. Sears did not buy into the online retail space. Blockbuster did not buy into the streaming service realm.

Where are they today? Where will you be tomorrow?

Barry Aruda is the Northeast Regional Territory Manager for Advanced Fuel Solutions. 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. He can be reached at 978-438-6100.

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0900 or info@thinkoesp.org



Sponsor Message: Taco Comfort Solutions Celebrates 100 Year Anniversary

Taco Comfort Solutions® is celebrating and embracing its 100 year history while innovating for the future. Taco, a third-generation, family-owned company based in Cranston, RI, engineers and manufactures high-efficiency heating, cooling, and air quality comfort systems. Taco has sales and manufacturing locations in the United States, Canada, Italy, Switzerland, the Czech Republic, Germany, Poland, and Vietnam.

Founded by Elwood White in 1920 as the Thermal Appliance Company, Taco expanded under the leadership of White's son, John Hazen White. As the company grew, the Thermal Appliance Company name was shortened to T-A-C-O, or Taco.

John Hazen White, Jr., or Johnny to those who know him, succeeded his father. Under his leadership, the Taco Family of Companies has grown dramatically. Johnny has carried his father's vision forward, building innovative and dependable heating, cooling, and plumbing solutions. Taco has also been an industry leader through training, investing heavily in onsite, online, and field training programs.

In 2019, Johnny brought Cheryl Merchant on board as President to help drive the future growth of the company.

Throughout Taco's 100 years, the one factor that has remained constant is the White Family ownership. Johnny's sons John III and Ben are actively involved in the company's leadership.

"I think it's so important and such a blessing to maintain ownership of the company within the White family. It allows us to make the right decisions to ensure the success of our employees, customers, and business partners," said White, Jr.

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.

At Taco Comfort Solutions, 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 for 100 years because of you. You are in Taco's DNA, and we hope we are in yours, too.



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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.

Message from the Executive Director

By Lisa Strug

We hope you all had a relaxing summer and are gearing up for another busy heating season. As essential workers, you all know the immense value of the jobs you perform, which are so important to our society. We thank you all for your service during these difficult times for so many.

I am pleased to report that the EEE was a “virtual” resounding success. Our live training sessions conducted on Tuesdays and Thursdays in August had scores of participants. The online training videos received more than 800 views. And, the exhibitor booths had hundreds and hundreds of visitors. We hope you had the opportunity to take advantage of everything the EEE had to offer during the month of August.

The OESP Awards night was virtual this year, but we were still able to recognize the outstanding OESP members who were honored with our prestigious industry awards. You’ll read more about them in this issue.

The Dave Nelsen Scholarship awards were also presented during the EEE to deserving students pursuing a career in the energy services industry. We would like to thank our generous sponsors for their support of this worthy cause: **RW Beckett, Carlin/Hydrolevel, the South Central Pennsylvania Energy Association, the New York and Westchester Chapters, the New Haven Chapter and the Mid Atlantic Chapter.**

By now, you have seen plenty from our great and generous advertisers. **Taco, R.W. Beckett, Suntec Industries, Carlin/Hydrolevel, General Filters, Wohler, Sid Harvey, Roth and Weil-McLain.** We thank them for their continual support. Their ads are featured in this issue, as part of strategic annual marketing packages. Your company could be in the next issue – contact us to find out how.

Keep an eye on the OESP calendar online. Local chapters throughout the region will be continuing to add virtual or live events, depending on the state. Check the calendar regularly for plenty of education opportunities!

OESP is always looking for members interested in making a difference in their career and the association. One of the ways is by providing networking opportunities to help you grow.

Everyone wants to work with people they know, so get involved in your local chapter and experience the difference it will make for you. Please contact OESP HQ

or your local chapter president to learn how you can make a bigger difference.

Do you have a friend or colleague that would benefit from membership in OESP? Bring them along to a (virtual) fall meeting. It is more important than ever to continue to grow our great association and educate the next generation of professionals.

New members can join now and get a “nearly 2 for 1” on the upcoming heating season. They will get the remainder of 2020 and all of 2021 included in just one price.

The fall Board of Directors Meeting has been announced. It will be held virtually on Saturday, September 12 at 10 a.m. We hope that you will join us; there is plenty to discuss as we prepare for another great year of OESP.

On behalf of **Jonathan Jaffe, Meredith Levy** and the rest of your friendly OESP management team, it continues to be a pleasure to serve you.



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OESP Awards Members for National Leadership

Five OESP members and one manufacturer were recognized for their leadership during a live awards presentation during the EEE conference. **Scott Vadino** introduced the evening thanking the committee for making this evening happen despite the pandemic. Then **Angel Gonzalez** spoke about our dear friend, **Ralph Adams**, showing a video in his honor, recognizing him for his commitment to OESP over his years of service to the association.

The group then recognized the prestigious industry award winners.

"OESP has the tremendous benefit of countless volunteers who are committed to advancing the association, as well as the industry," said **Bob Daros** of Heritage Fuel & Propane in Croton Falls, NY, who chaired the OESP awards committee. "These individuals represent the best in our industry this year, and it is our privilege to bestow these national awards for their excellence and dedication."

The awards were presented in advance, "Publishers Clearinghouse Style," featuring surprise visits to the recipients' homes or places of business. Thank you to the dedicated committee who went to great lengths to make the award presentations uniquely special. Thank you to the awards committee: **George Perrelli, Steve Schwanger, Scott Vadino, Paul Cuprewich, Bruce Graham** and all of the OESP members who came along to join in the fun.

The 2020 award winners are pictured below:



Lifetime Achievement Award:
John White, Taco Comfort Solutions



Ralph Adams Memorial Service Manager of the Year:
Ed Peter, F. Wackenhut Company



Manufacturer of the Year: **Field Controls**
accepted by **Rick Glownia, JAD Associates**



Lou Ehrich Memorial Associate of the Year Award:
Craig Butler, R.W. Beckett



Instructor of the Year: **Dave Holdorf,**
Taco Comfort Solutions



Hugh W. McKee Memorial Award:
Jim Todd, R.W. Beckett

The presenters all gave heartfelt and entertaining introductions as the recipients received their awards. It was a fabulous evening!

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The BeckettLink Connected Tank Gauge System allows you to always stay connected to your customers. Using our BeckettLink® enabled tank gauge system, you can check tank levels, set re-fill alerts, and plan routes and deliveries all from your mobile device. Having your customers' tank information at your fingertips not only allows you to provide better, prompter service, but it can also help you plan more efficient routes and streamline your deliveries as you monitor tank levels remotely. Using BeckettLink compatible devices and apps like the BeckettLink Connected Tank Gauge System you are always fully connected to your customer — anytime and from anywhere.

The system consists of four main components. The BeckettLink WiFi Hub which connects current and future BeckettLink devices to the cloud. The BeckettLink Tank Gauge that provides a reliable connection with a range



of 150'+ and a 10-year estimated battery life. And the myTechnician™ mobile application, which is available for both iOS and Android operating systems, monitors fuel tank levels and allows customers to track fuel usage and get notified when it's time to fill up. While the BeckettLink Dealer Dashboard combines all customers' gauges

on one easy-to-use interface program and is compatible with Cargas.

So now you can monitor all linked customer fuel levels with the BeckettLink Tank Gauge System. This system posts tank data to the cloud, making fuel data available to dealers through their BeckettLink Dealer Dashboard as well as to their customers using the myTechnician™ mobile application. For further information on becoming a registered dealer or contractor, please go to beckettcorp.com

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