

THE PGAC – ADDING VALUE FOR MEMBERS

On April 28, 2009 the Propane Gas Association of Canada (PGAC) distributed its 2009 Annual Report to members. The following highlights from the report demonstrate the continuing benefits of having a strong and active Association.

A GROWING PRESENCE

- In 2009, the PGAC attracted 27 new members, surpassing a 300-member milestone with 304 members.

CREATING AN ENVIRONMENT FOR GROWTH

Federal Government Relations and Advocacy

- A highly successful Government Day was held on June 2, 2009 in Ottawa, with a well-attended reception that welcomed over 100 guests, including senators, federal cabinet ministers, Opposition Party critics and other parliamentarians.
- With support from its Ottawa Office, the PGAC established new government and media monitoring processes, budding stakeholder relationships, and effective representation in new forums, leading to more proactive identification of, and action on, industry issues and opportunities.
- Environment Canada agreed to establish a mechanism with industry for dialogue on Environmental Emergency Regulations.
- A successful lobby to Measurement Canada led to retraction of a proposal to eliminate the use of the Weigh In / Weigh Out method for filling retail cylinders.
- The PGAC continued to educate and advocate for propane through numerous national magazine articles and editorials.
- A bilingual ad campaign about propane continued in Ottawa, supplemented with regular mailings of propane-related information to legislators and officials.

ENHANCING SAFETY & ENVIRONMENTAL RESPONSIBILITY

Training and Emergency Response

- PGAC members were again able to rely on the unrivalled services of the LPG Emergency Response Corporation

(LPGERC), a subsidiary of the PGAC, to deal with incidents. The LPGERC's record of no reportable injuries by personnel was maintained in 2009.

- The Propane Training Institute (P•T•I), a division of the PGAC, certified nearly 19,000 students (76 students every business day!) and welcomed 122 new trainers and examiners. This brought its national training network to nearly 1000, delivering over 30 courses.
- P•T•I released the first national LPG awareness course for firefighters – a program LPG companies can use to strengthen ties with local communities and ensure the best possible response to incidents.
- An independent review of P•T•I programs was completed and the results incorporated into P•T•I's 2010 business plan.
- Responding to new licensing requirements by Ontario's Technical Standards and Safety Authority, P•T•I facilitated the timely approval of all of its trainers and examiners in Ontario.

FOSTERING LEADERSHIP & ACCOUNTABILITY

Industry Committees

- The PGAC's National Technical / Regulatory Committee (NTRC) continued to lead work on critical technical and regulatory issues, such as interacting with Transport Canada on several amendments to the Transportation of Dangerous Goods Regulations and the CSA-B51 Code Committee on the change-out frequency of pressure relief valves.
- NTRC work included conducting analyses and developing industry consensus recommendations on over 40 dockets under the CSA-B149.2 Code, the vast majority of which were subsequently accepted by the CSA-B149.2 Technical Committee.
- The NTRC also inputted on the appointment of members and the terms of reference for the new CSA-B149.2 Technical Committee, formed in the fall of 2009.

- The Auto Propane Committee commenced a process to develop a three-year strategic plan for propane-powered fleets.
- A forum for addressing collective rail shipping issues, the PGAC Shippers' Group was active, particularly on advancing interests related to Transport Canada's Rail Freight Service Review.
- The PGAC's four regional committees made progress on numerous local issues, many of which are noted in the Annual Report.

PROVIDING FURTHER MEMBERSHIP VALUE

- The PGAC's regional committees hosted their annual networking and professional development events and the PGAC added a tradeshow component to its national conference.
- Through the PGAC's Awards of Distinction Program, the PGAC again acknowledged deserving recipients.
- A series of media relations and crisis management workshops were arranged for members.
- Upwards of 300 propane-related inquiries were handled through the PGAC's free advisory services, not including the hundreds of inquiries related to services such as training or the LPGERC.
- New PGAC Safety Fact Sheets were created and also made available to members to co-brand as they wished to distribute to their customers.
- PGAC members were kept informed through regular communications, such as alerts (often daily), bulletins, monthly newsletters, committees' meeting minutes, website updates, etc.

MANAGING EFFECTIVELY

- Year over year, the Association's finances are being managed more effectively and efficiently.

The 2009 PGAC Annual Report is available on-line at www.propanegas.ca. Download your copy today.

WELCOME NEW MEMBERS!

Please join us in welcoming five new PGAC members, as approved the April PGAC Board of Directors meeting. This brings the total to 308 members:

- **Capacity Tank Lines Inc. (South Shore Enterprises Ltd.)**
Lacombe, Alberta, Transporter
- **COOP Service Inc.**
Baudette, Minnesota, Retailer
- **Hanna Oil & Gas Company - Canada ULC**
Calgary, Alberta, Producer
- **Northern Platforms Ltd.**
Leduc / Nisku, Alberta, MACE/Services
- **WestCan Bulk Transport Ltd.**
Edmonton, Alberta, Transporter

To learn about the benefits of membership, contact **Linda Kool**, *Manager, Member Services*, for a consultation at 403.543.6503, toll free 1.877.784.4636, or lkool@propanegas.ca.

PROPANE SERVICES DIRECTORY

ON-LINE IS THE WAY OF THE FUTURE – DON'T BE LEFT BEHIND!

The vision for the PGAC's Propane Services Directory is to be Canada's one-stop-online-shop for all things propane.

When someone wants a product or service for their personal use or for their business, more and more they are turning to Facebook friends and Linked In networks for references and links to information.

Let's make www.propaneservices.ca a link worth sharing. Make sure your company locations are listed, with current contact and services information.

The more comprehensive our directory, the more useful it becomes for users, adding to a positive propane experience.

Update your listing today and encourage your commercial customers, suppliers and partners to add their companies too.

2011 CALL FOR CONFERENCE SPEAKERS

The PGAC is now accepting presentation proposals for the 2011 National Conference taking place on June 7 - 10, 2011 in Gatineau, Quebec.

Sessional categories include: Regulatory, Supply and Demand, Emerging Markets, Sales and Marketing, Safety/Training/Risk Management, Business Operations, Technology, and Other.

Proposal submissions are due by **Friday, July 30, 2010** and must include a session description, a session outline and speaker credentials.

For a copy of the Session Submission Form and accompanying guidelines, visit the 2011 event webpage on the PGAC website, or contact **Linda Kool**, *Manager, Member Services*, at 403.543.6503 or lkool@propanegas.ca.

PUTTING FIREFIGHTERS FIRST



Often first to arrive on the scene, the propane industry relies on firefighters to understand LPGs and respond effectively to any situation involving our products.

That's why the Propane Training Institute has a new training program for firefighters that provides the latest information and techniques for risk assessment related to incidents involving propane and other LPGs:

Course 911-01 LPG Awareness for Firefighters

By connecting local fire departments to this readily-available resource, you can help the industry strengthen ties with communities and ensure the best possible response to an LPG incident.

Learn more at www.propanegas.ca/pti or contact Bill Egbert at 403.543.6506.



PROPANE TRAINING INSTITUTE
A DIVISION OF THE PROPANE GAS ASSOCIATION OF CANADA
INSTITUT DE FORMATION DU PROPANE
UNE DIVISION DE L'ASSOCIATION CANADIENNE DU GAZ PROPANE

