



PROPANE GAS
ASSOCIATION OF CANADA
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2009 PGAC ANNUAL REPORT

EXECUTIVE SUMMARY

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.