

2021

# LPGas Growth Summit

Building Propane Partnerships

## PROGRAM GUIDE & DIRECTORY



September 15-17, 2021 • Reunion Resort • Orlando, Florida

# Welcome



We'd like to welcome all of you to the *LP Gas* Growth Summit, where we make it our mission to build propane partnerships. It goes without saying that it's refreshing to meet with one another again in person.

Beautiful Reunion Resort is a perfect backdrop to bring all of you together for a variety of one-on-one meetings, and other networking and educational opportunities that make the *LP Gas* Growth Summit unique and an event that will benefit you and your businesses.

*LP Gas* launched the Growth Summit in 2015 as an avenue to help propane retailers branch into new markets of the industry, to take advantage of new opportunities and gain the tools and knowledge necessary to conquer everyday challenges.

In the ensuing years after the Growth Summit's formation, we received requests from attendees to bring in partners that could also help retailers improve their day-to-day operations. Thus, the full scope of the Growth Summit was formed. This year, our 14 partners are eager to meet with our propane retailer attendees and help them uncover new ways to grow and advance their businesses.

The propane industry was already changing when the Growth Summit launched six years ago. The events of the last 1.5 years have only heightened the need for the industry to take the necessary steps that help cement propane as an essential energy source on which homes and businesses rely.

We're confident that the *LP Gas* Growth Summit will provide you with that foundation, which will help our industry thrive in the years to come.



Brian Kanaba

Publisher  
*LP Gas*



Brian Richesson


Editor in Chief  
*LP Gas*

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# Event Schedule

## Wednesday, September 15

10:00 a.m. – 2:00 p.m.	Arrival and Check-in	Grande Lobby
3:00 p.m. – 5:30 p.m.	Boardroom Presentations	Grande Ballroom ABC
6:30 p.m. – 9:30 p.m.	Welcome Reception – <i>Courtesy of</i> 	Eleven Restaurant

## Thursday, September 16

7:00 a.m. – 8:00 a.m.	Breakfast and Speaker	Eleven Restaurant
8:15 a.m. – 11:50 a.m.	Individual Meetings	Grande Tower Suites
12:00 p.m.	Boxed Lunch for Golfers	Driving Range
12:50 p.m.	Golf Carts and Scramble Rules	Driving Range
1:00 p.m. – 6:00 p.m.	Golf Outing – <i>Courtesy of</i> 	Palmer Course
7:00 p.m. – 10:00 p.m.	Casual BBQ Dinner – <i>Courtesy of</i> 	Seven Eagles Pool Pavilion

## Friday, September 17

7:00 a.m. – 8:00 a.m.	Breakfast and Panel Discussion	Eleven Restaurant
8:15 a.m. – 12:30 p.m.	Individual Meetings	Grande Tower Suites
12:30 p.m.	Boxed Lunch Pickup/Departures	Grande Lobby

*\*Schedule is subject to change.*

### Attire Recommendations

**Welcome Reception:** Very casual, jeans OK.

**Golf:** Polo or golf shirt with Bermuda shorts or slacks.

**Breakfasts & Meetings:** Business casual.

**BBQ Dinner:** Very casual, jeans OK. Open-air party, dress for weather.

# Thank You to Our Partners



6 Laurel Drive  
Flanders, NJ 07836  
800-922-0972  
**Website:** [addsys.com](http://addsys.com)

## ADD Systems

ADD Systems offers comprehensive software specifically designed for the propane industry. Our one-stop solution includes A/R, dispatching and mobile delivery and service, wholesale, inventory, and BI reporting. ADD Energy E360™, our latest browser-based back office solution, gives users an exceptional experience with access from any device, any time and a customizable user interface. We also provide IT expertise with both hardware and cloud options. Gain efficiency and profitability and grow your business without adding employees. With real-time detailed information at your employees' and customers' fingertips, as well as real-time text and email alerts, you can win more business by giving your customers the outstanding experience they expect. Since 1973, ADD's continuously evolving solutions have come from a partnership with clients and a commitment to their success. With a staff of industry specialists and a customer base spanning North America, we are experienced and ready to help you grow your business.

### Company Representatives:



Grant McAllister  
Major Account Manager  
[mcallisterg@addsys.com](mailto:mcallisterg@addsys.com)  
862-881-7593



Sharon Scrinzi  
Account Manager  
[scrinzi@addsys.com](mailto:scrinzi@addsys.com)  
800-922-0972

## ANOVA

1960 Ridgeview Road  
Blair, NE 68008  
866-493-7762  
**Website:** [anova.com](http://anova.com)

## Anova

Anova is the leading global provider of Industrial Internet of Things (IIoT) solutions to remotely monitor and manage industrial assets – including industrial tank levels, pressures and temperatures, and predictive maintenance of related industrial equipment. Anova has a proven track record resulting from over 30 years of industrial monitoring experience in the design, installation and maintenance of systems that employ advanced wireless hardware, software technologies and cloud-based analytics. It provides unmatched scale, service and innovation to service over 1,700 customers in 70+ countries. Anova has offices in North America, Europe, Asia and Australia, plus a global network of representatives. With over 700,000 cellular, satellite and LPWAN devices monitoring a variety of cryogenic gases, LPG & Propane, LNG, chemicals, oils, lubricants, fuels, and water, Anova is connecting the industrial world – for the better.

### Company Representatives:



Dillan Fernando  
Senior Vice President – LPG Fuels and  
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908-432-4514



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Middleton, MA 01949  
888-499-2583  
**Website:** [bluecowsoftware.com](http://bluecowsoftware.com)

## Blue Cow Software

Blue Cow Software specializes in a suite of software solutions designed for the fuel oil and propane industries, servicing customers across the United States and Canada. Blue Cow Software's flagship product, Ignite, allows retailers to optimize their daily processes and improve their operational efficiency, providing more management features than any other software in the industry. The company was rated as the top industry software to help propane marketers run their businesses, according to Gray, Gray & Gray's 2019 Energy Industry Survey results. Blue Cow Software stays focused on its customers' needs and provides unparalleled customer support.

### Company Representatives:



Todd Kipperman  
Director of Sales  
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888-499-2583



Nick Quaratiello  
Senior Vice President  
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888-499-2583



101 North Queen St.  
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 Lancaster, PA 17603  
 717-560-9928  
**Website:** cargasenergy.com

## Cargas Systems

Cargas is an employee-owned software company with 157 employees. Cargas is the creator and provider of Cargas Energy, leading software for fuel delivery and HVAC service companies. With tools for fuel delivery, customer service, HVAC service and cylinder exchange operations, Cargas Energy helps fuel dealers do more with the resources they already have so they can grow their businesses. Through its unique employee-owned culture, Cargas fosters a commitment to excellence, a dedication to teamwork and a high level of customer care. Established in 1988, Cargas has continuously been recognized as a Best Place to Work.

### Company Representatives:



Dennis DiSabatino  
 Vice President  
 ddisabatino@cargas.com  
 717-368-5675



Todd Grimm  
 Sales Consultant  
 tgrimm@cargas.com  
 717-348-7418



150 Royall St., Suite 102  
 Canton, MA 02021  
 781-407-0300  
**Website:** gggllp.com

## Gray, Gray & Gray

The growing complexity of an increasingly competitive market imposes demands on a propane company's management team that require more. More attention. More expertise. More opportunity. More solutions for your ever-changing needs. More than you've asked for. More than you expect. As a leading consulting and accounting firm to propane marketers, Gray, Gray & Gray's "Power of More" approach is a comprehensive process that helps look beyond the expected, finding ways to add value, speed decision-making, develop insights, create advantages and drive success for your business. We help you anticipate challenges and identify emerging opportunities, allowing you to rise to a new level of confidence and security. Delivering more than expected has always been the Gray, Gray & Gray way. With over 75 years of successful experience with propane marketers, we are well positioned to meet all of your needs for strategic business consulting, accounting, tax advisory and financial management.

### Company Representatives:



Joseph Ciccarello  
 Managing Member of FuelExchange  
 jciccarello@gggllp.com  
 781-407-0300



Paul Gerry  
 Partner, Consulting  
 pgerry@gggllp.com  
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12233 Williams Road  
 Perrysburg, OH 43551  
 419-482-6000  
**Website:** hiab.com/en-us

## Hiab USA

Hiab is the world's leading provider of on-road load handling equipment, intelligent services, smart and connected solutions. Its customers range from single-truck owners to international fleet operators across a wide variety of industries. As the industry pioneer and with a proud 75-year history, Hiab is committed to inspire and shape the future of intelligent load handling. Hiab's class-leading load handling equipment includes Hiab, Effer and Argos loader cranes, Loglift and Jonsered forestry and recycling cranes, Moffett and Princeton truck-mounted forklifts, Multilift skiploaders and hooklifts, and tail lifts under the Zepro, Del and Waltco brands. Hiab ProCare™ service, the award-winning HiVision™ crane operating system, or the HiConnect™ platform demonstrate Hiab's constant drive to provide intelligent services and smart and sustainable solutions that add value to its customers.

### Company Representatives:



Tom Archer  
 Sales Executive  
 tom.archer@hiab.com  
 704-606-5067



Brad Smith  
 Application Manager  
 brad.smith@hiab.com  
 419-377-5063



# Thank You to Our Partners



303 W. Maple St.  
P.O. Box 145  
Byron, MI 48418  
810-266-4687  
**Website:** whyips.com

## Industrial Propane Service

A family of solutions! Industrial Propane Service offers turn-key propane bulk plant storage facility design and installations, bulk plant service, bobtail re-chassis, new bobtail sales, bobtail/transport service work, on-site training, testing and service. In addition, IPS is a Gilbarco/Gasboy distributor offering UL listed propane autogas dispensing systems for both commercial and retail applications. IPS Equipment is a full line propane parts and equipment distributor representing preferred names such as RegO, Blackmer, Liquid Controls, Empire, Hannay, Continental, Jomar, Worthington Cylinders, Quality Steel tanks and many more! Please visit our website at [www.whyips.com](http://www.whyips.com) for a full product catalog and more information on the services we provide! Together, Industrial Propane Service and IPS Equipment provide a “family of solutions for the propane industry”!

### Company Representatives:



Rob Vandemark  
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810-266-4687



Glenn Nation  
Autogas Manager  
[glenn@ipsequipment.com](mailto:glenn@ipsequipment.com)  
810-266-4687



7114 Lasalle Ave. NE  
Otsego, MN 55301  
763-772-2834  
**Website:** [legacyenergyconsulting.com](http://legacyenergyconsulting.com)

## Legacy Energy Consulting

Legacy Energy Consulting was formed in June of 2020 by Chad Pendill, a 30+ year veteran in the propane industry. Prior to starting Legacy Energy Consulting, Chad worked in an equipment distribution role and most recently was the director of business development for an industry major. At Legacy Energy Consulting, Chad is using that experience to help propane business owners sell their company and retire.

### Company Representatives:



Chad Pendill  
President  
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763-772-2834



Tyler Pendill  
Director of Sales & Marketing  
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320-979-0544



Canario 321 Villas Campestres  
Cienega de Flores  
Nuevo Leon 65550  
Mexico  
800-609-8265  
**Website:** [metsa.com](http://metsa.com)

## Metsa

Metsa is a family-owned and operated tank manufacturing company. We build ASME-certified tanks ranging from 120 to 2,000 gallons. We use the highest quality materials such as RegO valves, Rochester gauges and powder coated paint (prime coat available as well). We are constantly researching, improving and investing in our process, workforce and equipment to deliver our customers the best possible product. This is why, by the end of May, we will have implemented our new paint booth line. Now our painting process will be automated, therefore improving the quality of our tanks. Also, we added top-quality talent to our sales team to improve regional coverage and to make sure our clients are getting the proper attention and support they deserve. We are very excited for these next steps and to be able to continuously offer the best lead time, customer service and support, and prices in the market. Be sure to call your sales representative today to find out more.

### Company Representatives:



Robert Kenney  
Managing Director  
[robert@metsa.com](mailto:robert@metsa.com)  
800-609-8265



Daniel Quiroga  
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1212 Louvain O.  
 Montreal, Quebec H4N 1G5  
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 844-763-3344  
**Website:** otodatatankmonitors.com

## Otodata

North America's Most Accurate and Affordable Tank Level Monitor! Otodata is revolutionizing the industry, making large-scale remote tank level monitoring affordable for all fuel marketers. Our unit is easy to install, compatible with all read-ready dial-equipped tanks, and we offer free integrations support into our customers' existing systems. For maximum efficiency, our monitors can be managed using our free online portal. We also offer "Nee-Vo," our free mobile app for your clients so they can consult usage history and request refills directly from their smartphones. You have the opportunity to customize the app with your own logo and colors! You can also generate business by creating in-app marketing campaigns and push messages to your customers. We also offer free support if needed. Take advantage of our new HaaS program and gain instant ROI with no upfront cost. Come see us at the Summit to learn more!

### Company Representatives:



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 630-988-8910



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 270-538-1717  
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## Propane Management Systems

Propane Management Systems has an accounts receivable package featuring the most user-friendly system in the industry. Our office package contains accounts receivable, physical and liquid inventory, point-of-sale and routing. Our routing module has the ability to route by product type, contracts, and scheduled or will-call customers. We also have the ability to email invoices and statements. PMS Mobile is a fully rugged tablet that can be used for delivery or service calls. PMS Mobile has the ability to accept routes from the office and modify and re-optimize right on the tablet. All parts of Propane Management Systems were designed by people who worked in the propane industry for over 15 years.

### Company Representatives:



Warren Van Wyck  
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 270-538-1717



Warren Van Wyck Jr.  
 Instructional Technology Specialist  
 warrenjr@propanemanagementsystems.com  
 270-538-1717

# Thank You to Our Partners



12170 Globe St.  
Livonia, MI 48150  
734-466-6939

**Website:** ROUSHcleantech.com

## Roush CleanTech

Roush CleanTech, an industry leader of advanced clean transportation solutions, is a division of the global engineering company Roush Enterprises. Roush CleanTech develops propane autogas and electric propulsion technology for medium-duty Ford commercial vehicles and school buses. With more than 37,000 vehicles on the road, the Livonia, Michigan-based company delivers economical, emissions-reducing options for fleets across North America. Learn more at [ROUSHcleantech.com](http://ROUSHcleantech.com) or by calling 800-59-ROUSH.

### Company Representatives:



Ryan Zic  
Vice President – Sales  
[ryan.zic@roush.com](mailto:ryan.zic@roush.com)  
734-679-7124



Frank Walkiewicz  
Business Development Manager  
[frank.walkiewicz@roush.com](mailto:frank.walkiewicz@roush.com)  
313-269-9287



A new kind of propane company

5 Merritt Ave.  
Millbrook, NY 12545  
845-203-3613

**Website:** [tankfarmgroup.com](http://tankfarmgroup.com)

## Tankfarm

Tankfarm is a new kind of propane company. Tankfarm uses an Amazon-like business model, along with its expertise in marketing and technology, to attract high-value residential propane customers. Tankfarm partners with individual, best-in-class propane retailers across the U.S. to service those residential propane customers. Tankfarm distributors are provided an exclusive territory along with automatic, keep-full customers, and no A/R risk. Tankfarm has distributors in 30 states, and territories are assigned on a county-by-county basis. There is no franchise fee or contract cost to become a Tankfarm distributor. Contact Mark Zimora at [mark@tankfarm.io](mailto:mark@tankfarm.io) or 845-203-3613 for more information on how you can become a distributor.

### Company Representative:



Mark Zimora  
Chief Operating Officer  
[mark@tankfarm.io](mailto:mark@tankfarm.io)  
717-895-3125



82 Main St.  
Kingston, MA 02364  
877-718-4437

**Website:** [tigerprocessing.com](http://tigerprocessing.com)

## Tiger Payment Solutions

Tiger Payment Solutions helps propane dealers across the country process their credit card, debit card and ACH/eCheck payments. No payment processing company understands the energy business as well as Tiger. Why? Because, we have operated our family oil and propane business for over 125 years! Tiger delivers the lowest processing rates available by ensuring fellow retail energy marketers will qualify for the lowest possible interchange rate when processing a transaction. We have no set-up fees, no contracts and no cancellation penalties. We want you to work with us because you love our service and know you are being treated fairly!

### Company Representatives:



Rob Fawcett  
President & Founder  
[rob@tigerprocessing.com](mailto:rob@tigerprocessing.com)  
617-892-3256



Zach Turner  
Account Manager  
[zach@tigerprocessing.com](mailto:zach@tigerprocessing.com)  
781-715-3232



Jane Hanlon  
Business Development  
[jane@tigerprocessing.com](mailto:jane@tigerprocessing.com)  
508-527-0580



# Speaker



## **Stephen Whaley** **Propane Education & Research Council**

**Thursday, Sept. 16 at 7:15 a.m., Eleven Restaurant**

Stephen Whaley is the director of autogas business development for the Propane Education & Research Council (PERC). Whaley manages the over-the-road market portfolio for PERC. He is responsible for growing propane autogas market share in on-highway light-, medium- and heavy-duty vehicle markets. He focuses on new product research and development, product launches, maintenance and growth in existing market segments, as well as potential new market development opportunities.

Before joining PERC in January of 2020, Whaley ran his own clean transportation consulting company. His background also includes eastern U.S. regional sales manager for Agility Fuel Solutions where he developed Class 7 and 8 vehicle fleet markets for natural gas. Whaley was formerly a director of business development for Roush CleanTech and performed autogas research and business development for Blossman Gas. He has a bachelor's degree in industrial arts education from Virginia Polytechnic Institute & State University and a master's degree in industrial education from Clemson University. He has lifetime postsecondary teaching credentials from the state of California.



# Retailers

## ALCIVIA - LANDMARK SERVICES COOPERATIVE / COUNTRYSIDE COOPERATIVE



### Lee Parker

Cottage Grove, Wisconsin ■ lee.parker@landmark.coop ■ 608-819-3166

**Title:** Vice President of Energy and Retail

**Years in the propane industry:** 32

**I got my start in propane by:** Running the spare truck at a farm cooperative in Kansas.

**If LP Gas profiled our company, the first thing I would say about it is:** We are about the people, which includes the employees, the customers and our vendors that choose to partner in our efforts.

**Outside of propane, I like to:** Spend time in the garage, visit national parks and attend small music venues.

**When it comes to sports, my rooting interests lie in:** Kansas State Wildcats.

**What is the best advice you've ever received?** Don't take the class; take the class from the best teacher.

**If you were stranded on a desert island, what is the one nonessential item you would bring with you?** A boat.

## AMERIGAS PROPANE



### Patrick McGrath

Ponte Vedra Beach, Florida ■ patrick.mcgrath@amerigas.com ■ 904-325-5604

**Title:** Territory Sales Manager

**Years in the propane industry:** 8

**I got my start in propane by:** Started as area sales manager in October 2013 to support Jacksonville, Florida.

**If LP Gas profiled our company, the first thing I would say about it is:** Growing.

**Outside of propane, I like to:** Fish and boat.

**When it comes to sports, my rooting interests lie in:** Jaguars.

**What is the best advice you've ever received?** This too shall change.



### Kyle Williams

Youngsville, Louisiana ■ kyle.williams@amerigas.com ■ 501-517-8101

**Title:** Territory Sales Manager

**Years in the propane industry:** 5

**I got my start in propane by:** Learning the industry as a sales leader in Arlington, Texas.

**If LP Gas profiled our company, the first thing I would say about it is:** We have dedicated people on our team willing to go above and beyond to meet the needs of the customer.

**Outside of propane, I like to:** Watch my kids play sports; fish, play golf, run.

**When it comes to sports, my rooting interests lie in:** Louisiana State University.

**What is the best advice you've ever received?** You can't adjust a decision you don't make. Make the best decision, based on the information, and adapt/adjust as needed.

**If you were stranded on a desert island, what is the one nonessential item you would bring with you?** A hammock.

## ARANSAS PROPANE GAS



### Gregg and Krissie Radley

Rockport, Texas ■ gradley@aransaspropanegas.com ■ 512-592-8361  
 kradley@aransaspropanegas.com ■ 361-230-3954

**Title:** Owners

**Years in the propane industry:** Gregg: 34; Krissie: 30

**I got my start in propane by:** Gregg: I started as a driver in an old cylinder truck with no floor in it. I thought I would deliver ice cream forever. They combined their fleets, and I was looking for a job that paid commission. I made all of my deliveries for the week in one day and stayed out all night. I thought I could never do this job if I had to make 40 deliveries a day. Krissie: Customer service for Ferrellgas in San Antonio.

**If LP Gas profiled our company, the first thing we would say about it is:** We are a true small-town independent propane marketer. We service every facet of the propane industry with a massive influx of winter Texans from both the U.S. and Canada.

**Outside of propane, I like to:** Gregg: Fish the Gulf Coast, both inshore and offshore. Krissie: Spend time with family, fish and dabble in interior design.

**When it comes to sports, my rooting interests lie in:** Gregg: I am a die-hard football fan, from high school to the pros. Krissie: Dallas Cowboys.

**What is the best advice you've ever received?** Gregg: Always do what you say you are going to do, and answer the phone. Krissie: Treat your customers like you would want your mother treated, and you'll never go wrong.

**If you were stranded on a desert island, what is the one nonessential item you would bring with you?** Gregg: Photos of my wife and children. Krissie: Family photo album.

## BERICO FUELS



### Lenny Hall

Greensboro, North Carolina ■ lenny.hall@berico.com ■ 336-273-8663

**Title:** Vice President of Propane Operations

**Years in the propane industry:** 29

**I got my start in propane by:** Being recruited by a friend of mine who was a regional manager for Suburban Propane. I started as a salesman and then became a serviceman, driver and eventually a single store manager. Since then, I have managed multiple locations, installed bulk plants and am now vice president of propane operations.

**If LP Gas profiled our company, the first thing I would say about it is:** It is a progressive company that is interested in educating people on the many advantages of propane. It is also a very safety-minded company that cares about the people engaged in it.

**Outside of propane, I like to:** I have five boys, so there isn't a lot of spare time. However, I do love to travel and enjoy time at the beach. I also ride a motorcycle and enjoy trips with my father.

**When it comes to sports, my rooting interests lie in:** The Washington Football Team and Boston Red Sox.

**What is the best advice you've ever received?** I have been given so much good advice over the years that it is hard to limit it to just one thing. My father reminds me often that it is better to be happy than to be right. I had a lieutenant colonel tell me that you don't have to know everything; you just have to know where to find the answer.

**If you were stranded on a desert island, what is the one nonessential item you would bring with you?** A picture of my family.

# Retailers

## CHERRY ENERGY



### Armistead Mauck

Kinston, North Carolina ■ arm@cherryenergy.com ■ 252-521-5951

**Title:** Vice President

**Years in the propane industry:** 16

**I got my start in propane by:** We were a refined fuels distributor and c-store operator that purchased our first propane company in 2005.

**If LP Gas profiled our company, the first thing I would say about it is:** We are driven by the desire to future-proof our company. Technology and service are the two main driving forces.

**Outside of propane, I like to:** Play golf, build things (home projects) and spend time on the coast.

**When it comes to sports, my rooting interests lie in:** Not a team sports guy; I only watch golf.

**What is the best advice you've ever received?** If you are doing what everyone else is not doing, then you are probably doing the right thing.

**If you were stranded on a desert island, what is the one nonessential item you would bring with you?** My iPad and internet connection.

## COLES ENERGY



### Frank Edwards

Milan, Ohio ■ franke@colesenergyinc.com ■ 440-452-0704

**Title:** President

**Years in the propane industry:** 21

**I got my start in propane by:** I started in the industry by filling forklift bottles on the weekend. It has been a wonderful journey, and I love the industry.

**If LP Gas profiled our company, the first thing I would say about it is:** Trust is not given; it is earned. Coles strives every day, every delivery to earn your trust. We are locally owned and operate out of Milan, Ohio.

**Outside of propane, I like to:** Coach middle school football.

**When it comes to sports, my rooting interests lie in:** Cleveland Browns and Michigan football.

**What is the best advice you've ever received?** It has never been between you and them. It has always been between you and God.

**If you were stranded on a desert island, what is the one nonessential item you would bring with you?** A weight room.

## DOUGLASS DISTRIBUTING



### Sean Caney

Sherman, Texas ■ seanc@douglassdist.com ■ 903-821-7680

**Title:** Propane Operations Manager

**Years in the propane industry:** 24

**I got my start in propane by:** Cylinder exchange in the Dallas-Fort Worth area for Suburban Propane. I then worked up to a service tech position in North Texas and ran operations for the Sherman, Texas, location, the McKinney location and the Denton location before transitioning to an area technician for Texas. After the Ferrellgas acquisition of Suburban Propane, I ran operations for McKinney, Texas, and transitioned into a safety role for North Texas. I moved to Douglass Distributing and have been with them for 14 years.

**If LP Gas profiled our company, the first thing I would say about it is:** It takes care of the customer for multiple fuel solutions.

**Outside of propane, I like to:** Fish, hunt and spend time with the grandkids.

**When it comes to sports, my rooting interests lie in:** None. Grandkids and the farm take up my time outside of the business.

**What is the best advice you've ever received?** Trust your gut. Never second guess your initial thought.

**If you were stranded on a desert island, what is the one nonessential item you would bring with you?** A camera.

## GEORGIA GAS DISTRIBUTORS / ARKANSAS GAS DISTRIBUTORS



### Gordon Cunningham

Atlanta, Georgia ■ gcunningham@georgiagas.com ■ 404-345-0369

**Title:** Director of Sales and Marketing

**Years in the propane industry:** 26

**I got my start in propane by:** I started with my father at Cunningham Propane Gas Company.

**If LP Gas profiled our company, the first thing I would say about it is:** Industrial gas, warehouses and distribution centers.

**Outside of propane, I like to:** Play tennis.

**When it comes to sports, my rooting interests lie in:** Arkansas Razorbacks.

**What is the best advice you've ever received?** Work hard, stay focused and you will succeed.

**If you were stranded on a desert island, what is the one nonessential item you would bring with you?** A boat.

## HEARTLAND ENERGY



### Josh Robinson

Sioux Falls, South Dakota ■ josh@prairietree.com ■ 605-777-2175

**Title:** CEO

**Years in the propane industry:** 1

**I got my start in propane by:** Acquisition of several local propane retailers.

**If LP Gas profiled our company, the first thing I would say about it is:** We're a growth-focused organization, building meaningful relationships with our customers by leveraging technology.

**Outside of propane, I like to:** Be at the lake.

**When it comes to sports, my rooting interests lie in:** Minnesota Vikings.

**What is the best advice you've ever received?** Don't say "no" to an opportunity, just jump in both feet first.

**If you were stranded on a desert island, what is the one nonessential item you would bring with you?** Diet Coke.

## JACOBS GAS



### Ben McCarty

Naples, Florida ■ jacobsgas@gmail.com ■ 239-280-7822

**Title:** Owner & President

**Years in the propane industry:** 3.5

**I got my start in propane by:** Acquisition of gas installation company.

**If LP Gas profiled our company, the first thing I would say about it is:** Jacobs Gas is the premier installation company in southwest Florida. We are committed to quality, to our clients and community as an independently owned and operated small business. We offer turnkey gas installation, service and solutions including LP delivery, fire features, tankless hot water heaters and pool heaters.

**Outside of propane, I like to:** Family, fitness, motorcycling and fishing.

**When it comes to sports, my rooting interests lie in:** University of Tennessee Volunteers, Baylor Bears, Tennessee Titans and Nashville Predators.

**What is the best advice you've ever received?** Embrace change.

**If you were stranded on a desert island, what is the one nonessential item you would bring with you?** Paige and H2O.



# Retailers

## JOHN'S FUEL FARM



### Hans Lund

Ronan, Montana ■ [hans.lund@johnsfuefarm.com](mailto:hans.lund@johnsfuefarm.com) ■ 406-676-3461

**Title:** President

**Years in the propane industry:** 6

**I got my start in propane by:** Purchasing a local propane business.

**If LP Gas profiled our company, the first thing I would say about it is:** Excellent customer service.

**Outside of propane, I like to:** Spend time with family.

**When it comes to sports, my rooting interests lie in:** Golden Knights.

**What is the best advice you've ever received?** Take care of your people.

**If you were stranded on a desert island, what is the one nonessential item you would bring with you?** A fishing pole.

## LAKES GAS CO.



### Tony Buck

Wyoming, Minnesota ■ [abuck@lakesgasco.com](mailto:abuck@lakesgasco.com) ■ 651-379-3276

**Title:** Vice President – Safety, Training and Procurement

**Years in the propane industry:** 10

**I got my start in propane by:** Working in the field, building bulk plants and setting storage tanks.

**If LP Gas profiled our company, the first thing I would say about it is:** Lakes Gas is the fifth-largest privately-owned, family-owned and -operated propane company in the U.S.

**Outside of propane, I like to:** Fly.

**When it comes to sports, my rooting interests lie in:** U.S. Air Force Academy, Boise State, Vikings and Minnesota Wild.

**What is the best advice you've ever received?** Any job worth doing is worth doing right.

**If you were on a desert island, what is the one nonessential item you would bring with you?** A good, thick Tom Clancy book.



### Mary Sargeant-Buck

Forest Lake, Minnesota ■ [stashbuck@aol.com](mailto:stashbuck@aol.com) ■ 651-472-6421

**Title:** Owner

**Years in the propane industry:** 14

**I got my start in propane by:** Working with my father, Howard Sargeant, the founder of Lakes Gas.

**If LP Gas profiled our company, the first thing I would say about it is:** Lakes Gas is one of the largest family-owned and -operated propane companies in the United States.

**Outside of propane, I like to:** Be part of my children's lives.

**When it comes to sports, my rooting interests lie in:** Vikings and Minnesota Wild hockey.

**What is the best advice you've ever received?** Do unto others as you would have them do unto you.

**If you were on a desert island, what is the one nonessential item you would bring with you?** Vaseline lip balm.

## O'NEALGAS INC.



### Clay Borden

Choudrant, Louisiana ■ clay@herc.net ■ 318-768-4129

**Title:** General Manager

**Years in the propane industry:** 2

**I got my start in propane by:** Migrated from a long career in logistics.

**If LP Gas profiled our company, the first thing I would say about it is:** Focused on the community we have served for almost 70 years.

**Outside of propane, I like to:** Read and spend time with my family.

**When it comes to sports, my rooting interests lie in:** I'm not a team person, except for my alma mater Louisiana Tech.

**What is the best advice you've ever received?** The root of every issue is one thing – find that, and you'll know what to focus on.

**If you were stranded on a desert island, what is the one nonessential item you would bring with you?** Reading material.



### Mark St. John

Choudrant, Louisiana ■ mark@herc.net ■ 318-768-2534

**Title:** CFO

**Years in the propane industry:** 20

**I got my start in propane by:** I was hired by O'Nealgas out of grad school.

**If LP Gas profiled our company, the first thing I would say about it is:** It is a family-owned company with a family environment.

**Outside of propane, I like to:** Play golf.

**When it comes to sports, my rooting interests lie in:** Louisiana State University and the New Orleans Saints.

**What is the best advice you've ever received?** Make sure your work is both correct and possible.

**If you were stranded on a desert island, what is the one nonessential item you would bring with you?** Something to play music.

## OE MEYER CO.



### Matt Drennen

Sandusky, Ohio ■ mdrennen@oemeyer.com ■ 419-609-6201

**Title:** Division Manager

**Years in the propane industry:** 9

**I got my start in propane by:** As a cylinder driver in Norwalk, Ohio. I moved into a bulk truck, then did a brief time in service before moving into management. I worked as a safety and compliance manager for a year or two before moving into operations and then finally landing where I am today leading the entire propane division for OE Meyer. I'm very thankful for the opportunity I was given that gave me a start in an industry I knew nothing about. Working my way from the field into the office and getting a wide variety of experiences in the industry and with customers has served me extremely well and has helped me to be a better leader.

**If LP Gas profiled our company, the first thing I would say about it is:** OE Meyer Company is an employee-owned company that's been serving customers in Northern Ohio for over 100 years. We pride ourselves on our people and the relationships that we've built with our fellow employees, our customers, our vendors and our community.

**Outside of propane, I like to:** Hunt, fish and be outdoors whenever possible.

**When it comes to sports, my rooting interests lie in:** THE Ohio State Buckeyes.

**What is the best advice you've ever received?** "Go to work every day. Be on time. Do your job. If you can do those three things well consistently, you'll do all right in this life." These are the words that my grandfather told me when I was about 17 or 18 years old, and they haven't failed me yet.

**If you were stranded on a desert island, what is the one nonessential item you would bring with you?** My fishing pole.

# Retailers

## SAPP BROS. PETROLEUM INC.



### Randy Benson

Omaha, Nebraska ■ rbenson@sappbros.net ■ 402-679-1390

**Title:** Corporate Fleet Manager

**Years in the propane industry:** 15

**I got my start in propane by:** Being a propane service technician. Installing new gas systems and servicing existing customers.

**If LP Gas profiled our company, the first thing I would say about it is:** We are your one-stop shop for all of your petroleum needs.

**Outside of propane, I like to:** Hunt, fish and spend time outdoors with my family.

**When it comes to sports, my rooting interests lie in:** Kansas City Chiefs and Nebraska Cornhuskers.

**What is the best advice you've ever received?** Strive to be the man you want your daughter to marry.

**If you were stranded on a desert island, what is the one nonessential item you would bring with you?** Duct tape. It fixes everything.



### Ray Collins

Omaha, Nebraska ■ rcollins@sappbros.net ■ 402-800-0351

**Title:** Propane Safety Director

**Years in the propane industry:** 27

**I got my start in propane by:** I worked for Ferrellgas as a bobtail driver/service tech, then became the plant supervisor. A few years later, I became the district manager. When I left there, I went to work for the Propane Marketers Association of Kansas as the director of education.

**If LP Gas profiled our company, the first thing I would say about it is:** It's a great midsize company, diversified with propane, fuels and oil.

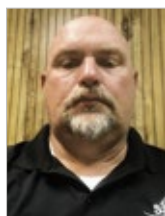
**Outside of propane, I like to:** Work on old hotrods.

**When it comes to sports, my rooting interests lie in:** Kansas Jayhawks and the Kansas City Chiefs and Royals.

**What is the best advice you've ever received?** Always do it right, even when it seems impossible.

**If you were stranded on a desert island, what is the one nonessential item you would bring with you?** Bud Light.

## SAYLE PROPANE LLC



### Chuck Clement

Charleston, Mississippi ■ cclement@sayleoil.com ■ 662-647-1449

**Title:** Division Director

**Years in the propane industry:** 33

**I got my start in propane by:** Working in my family's propane business.

**If LP Gas profiled our company, the first thing I would say about it is:** Sayle Propane is a throwback to the business model that made this industry great. It is a model that is built around building relationships with the customers we serve.

**Outside of propane, I like to:** Garden.

**When it comes to sports, my rooting interests lie in:** Mississippi State University.

**What is the best advice you've ever received?** Let it cool. Never make decisions when emotions are high.

**If you were stranded on a desert island, what is the one nonessential item you would bring with you?** Companionship.

## STEPHENS PROPANE CO.



### Joshua and Kimberly Lucas

Camden, Arkansas ■ stephenspropanellc@gmail.com ■ 870-833-7286

**Title:** Owners

**Years in the propane industry:** 3

**We got our start in propane by:** Searching for a business to purchase/career change to pursue.

**If LP Gas profiled our company, the first thing we would say about it is:** We're a small, family-owned business that offers first-class service to our residential and commercial client base.

**Outside of propane, I like to:** Josh: Hunt. Kim: Run marathons.

**What is the best advice you've ever received?** Josh: From my father, who always told me if you're going to do it, you need to do it right and follow through until the end. Kim: Only you hold the keys to your successes and destiny.

**If you were stranded on a desert island, what is the one nonessential item you would bring with you?** Josh: An iPhone. Kim: Our dog, Sassy!

## SUPERIOR PLUS PROPANE



### James Devens

Salem, Virginia ■ jdevens@superiorplusenergy.com ■ 540-588-1880

**Title:** Vice President of Operations

**Years in the propane industry:** 30

**I got my start in propane by:** Working as an engineer of a natural gas company that owned and managed a propane company.

**If LP Gas profiled our company, the first thing I would say about it is:** Superior Plus Propane is made up of outstanding and genuine employees. The communications within the company are outstanding.

**Outside of propane, I like to:** Spend time with my family, golf and fish.

**When it comes to sports, my rooting interests lie in:** Dallas Cowboys and the Virginia Tech Hokies.

**What is the best advice you've ever received?** Treat people as you would have them treat you – no matter who they are.

**If you were stranded on a desert island, what is the one nonessential item you would bring with you?** A good book.

## SUPERIOR PLUS PROPANE



### Tommy Manion

Clarkson, Kentucky ■ tmanion@superiorplusenergy.com ■ 270-230-7379

**Title:** Vice President of Operations

**Years in the propane industry:** 30

**I got my start in propane by:** A small, family-owned business in Kentucky.

**If LP Gas profiled our company, the first thing I would say about it is:** It's a great group of people and a fun place to work.

**Outside of propane, I like to:** Golf and cycle.

**When it comes to sports, my rooting interests lie in:** University of Louisville.

**What is the best advice you've ever received?** If you find yourself in a troubling situation, you should assess its impact at 10 years. If you don't deem it impactful at 10 years, it's most likely not that important today.

**If you were stranded on a desert island, what is the one nonessential item you would bring with you?** Water.

# Retailers

## TOTAL FUEL SERVICE



### Andre LeFrancois

Plainville, Connecticut ■ [andre@totalfuelservice.com](mailto:andre@totalfuelservice.com) ■ 860-839-0948

**Title:** Division Development

**Years in the propane industry:** 15

**I got my start in propane by:** I got my start in propane at an early age as my father was in the business. Started off cleaning grills and filling tanks in his hearth showroom at about 15 years old. Over the years that progressed from painting tanks, training to be a technician, obtaining a license, eventually running my own service and installation department to my current venture of building a propane company from scratch with a truly amazing and great team of people.

**If LP Gas profiled our company, the first thing I would say about it is:** Total Fuel Service is changing the way customers perceive propane. We pride ourselves on full transparency and honesty with every single customer. With all the modern advancements in technology and information, everyone has access to view daily pricing and local averages for propane, and we welcome and embrace that. We pride ourselves on taking the time with each new customer and walking them down the path of pricing to help them understand how we came to their specific margin. With this we have been able to build and gain trust and remove the objection of pricing from the table. This allows us to focus on providing the best possible service that we can every time.

**Outside of propane, I like to:** Weekend with my daughter.

**When it comes to sports, my rooting interests lie in:** New York Mets.

**What is the best advice you've ever received?** Communicate, communicate, communicate. Be vulnerable. Be transparent. These are the elements of trust, and trust is the foundation of a strong relationship.

**If you were stranded on a desert island, what is the one nonessential item you would bring with you?** A hammock.

## WENDT'S PROPANE AND OIL



### Trevor Wendt

Sanborn, New York ■ [twendt@wendtspropaneandoil.com](mailto:twendt@wendtspropaneandoil.com) ■ 716-731-9826

**Title:** Vice President

**Years in the propane industry:** 28

**I got my start in propane by:** As they say, it's a family affair!

**If LP Gas profiled our company, the first thing I would say about it is:** Small, family-owned and -operated with customer service being job No. 1.

**Outside of propane, I like to:** Attempt to golf and shoot.

**When it comes to sports, my rooting interests lie in:** Buffalo Bills.

**What is the best advice you've ever received?** Remember yesterday, plan for tomorrow, but enjoy today.

**If you were stranded on a desert island, what is the one nonessential item you would bring with you?** My glock.



Thank you for attending the  
*LP Gas* Growth Summit and helping to  
fuel the industry's propane partnerships.

For *LP Gas*' coverage of the Growth Summit,  
visit [lpgasmagazine.com](http://lpgasmagazine.com) and also check out  
our October issue.



# LP Gas Growth Summit

Building Propane Partnerships

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