

Schedule subject to change. All educational programs at the Hershey Lodge.
¹ NORA CEUs ² NATE CEUs

Sunday, May 21

Technical Track

- 10:00 • 4:00 How to be an Effective Service Manager
- 10:00 • 4:00 Learning for Trainers

6:00 • 7:30 **Welcome Reception**

Monday, May 22

10:00 • 5:00 **Dave Nelsen Scholarship Golf Outing**

10:00 • 2:00 **Care to Ride**

Business Track

- 10:00 • 11:00 How Environmental Matters Affect Growth/Exit
- 11:15 • 12:15 Improving Your Customer Experience
- 1:15 • 2:15 Biodiesel: Value-Added Opportunities in Northeastern Markets
- 2:30 • 3:30 Remote Tank Monitoring: Deployment Strategies

Technical Track

- 9:00 • 4:00 Boundaries in Leadership
- 10:00 • 4:00 NORA Gold Advanced Venting^{1,2}
- 1:00 • 2:30 Why You Should Be Selling Snow Melt Systems
- 2:45 • 4:15 How to Sell Hydronics

6:00 • 9:00 **Suppliers Hospitality Night**

6:30 • 8:30 **OESP Opening Reception**

Tuesday, May 23

7:00 **OESP Board Meeting**

Business Track

- 8:15 • 9:30 You've Got Millennials All Wrong!
- 8:15 • 9:30 Serving Customers Online • Best Practices
- 8:15 • 9:30 Unlock Your Customer's Secrets
- 9:45 • 11:00 The Art of Acquisitions
- 9:45 • 11:00 Are Your Employees Driving SAFE?
- 9:45 • 11:00 Growing Propane Gallons

Technical Track

- 8:00 • 10:30 The Owner Wants to Add Propane-What's Next?²
- 8:00 • 4:00 NORA Gold Advanced Air Flow^{1,2}
- 8:15 • 9:45 Basics of Gas Combustion Servicing²
- 8:30 • 10:00 Total Comfort Connections^{1,2}
- 8:45 • 10:15 AC/R Refrigeration System Evac²
- 8:45 • 9:45 Flame Detection for Power Gas & Oil Burners^{1,2}
- 8:45 • 9:45 Hydrostat 3250 & 3200 plus Fuel Saver Controls^{1,2}
- 9:30 • 11:30 Low Voltage Wiring^{1,2}
- 10:00 • 12:00 DWT Tank Certification • Roth^{1,2}
- 10:00 • 12:00 Variable Speed Circulators & Their Applications^{1,2}
- 10:00 • 11:30 Your New Revenue Stream • Annual Maintenance on High Efficiency Gas Boilers²
- 10:30 • 12:00 Service Call Blueprint
- 11:00 • 12:00 Importance of Combustion Testing w/ New Installs^{1,2}

11:15 • Noon **Keynote Speaker: Tom Kloza, OPIS**

Noon • 6:00 **Trade Show Open**

12:30 • 2:30 **NORA Board Meeting**

Motor Fuels Track

- 12:30 • 1:30 Courting Generation "Z"
- 1:45 • 2:45 Sweet Trends in C-Store Snacking
- 3:00 • 4:00 NACS reFresh Initiative

4:30 • 6:00 **Trade Show Reception**

7:00 • 9:00 **OESP Awards Banquet**

Wednesday, May 24

Business Track

- 8:30 • 9:30 The Evolution of Mobile Truck Computing
- 8:30 • 9:30 Best Practices in Collections and Cash Flow
- 9:45 • 10:45 A Different Way to Look at Oil Prices
- 9:45 • 10:45 Understanding Corrosion Problems
- 9:45 • 10:45 The Why, How & What • Your Personal Brand

Technical Track

- 7:45 • 8:45 Benefits of Venting with Polypropylene^{1,2}
- 8:00 • 10:00 Evaluating Existing Duct Systems^{1,2}
- 8:00 • 4:30 NORA Gold Advanced Hydronics^{1,2}
- 8:30 • 10:00 Pipe it Right ... It Matters!^{1,2}
- 8:30 • 10:00 What You Need to Know about Condensing Boilers^{1,2}
- 8:30 • 10:00 Do's & Don'ts of Propane²
- 9:00 • 10:00 EZ Gas Burner Applications & Troubleshooting ²
- 9:00 • 10:00 Overcoming Fueling Fears¹
- 2:00 • 4:00 Controls • Roundtable Discussion^{1,2}

10:00 • 2:00 **Trade Show Open**

6:00 • 8:00 **OESP Closing Party**



Wednesday, May 24

All Women in Energy events will be held at *The Hotel Hershey*

- 3:00 • 4:15 Moving Employees from Compliant to Committed
- 4:30 • 5:45 Marketing to All Generations
- 6:00 • 7:00 Networking Reception

Thursday, May 25

- 8:30 • 10:15 Turning Rants into Raves
- 8:30 • 10:15 Using Contracts to Generate Sales
- 10:30 • Noon Keynote Speaker and Brunch

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