



update

Michael J. O'Connor, President

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www.vpcga.com

Nominations Being Accepted for Oil Man of the Year, Distinguished Service Awards

We are presently accepting nominations for two awards to be presented on September 24 during the Annual Meeting at the Homestead.

The Distinguished Service Award is presented to a company or individual who has provided outstanding support to the mission and goals of the association.

The Oilman of the Year Award is the Association's highest honor. It has been presented to 38 Virginians since 1980 and is named after the late Carroll Willingham, a longtime Marathon Petroleum employee and supporter of the association. Nominees must be an active petroleum marketer and a Virginia resident. In keeping with tradition, it will be presented by last year's recipient, Mike Neish.

To nominate an individual for Oilman of the Year, [click here](#). For Distinguished Service Award, [click here](#).

Annual Meeting Registration Open!

Please make plans to attend the 69th VPCGA Annual Meeting to be held September 24-26 at the Omni Homestead Resort. The meeting will feature timely educational sessions along with time to enjoy all the resort has to offer. Events will begin on Sunday evening, September 24, with a cocktail reception sponsored by CITGO located on the top of the property at the beautiful gun club, followed by dinner back in the hotel. Afterward we will present the Association's highest honor, the 2017 Virginia Oilman of the Year award. Monday morning will feature breakfasts for industry partners before our general session that will feature Channing Martin of Williams

Mullen as our keynote speaker, followed by Federated Insurance's Mike Pennington. After positive feedback, we will again conduct two issue focused break-out meetings: heating fuels and motor fuels.

The afternoon will feature the annual Catterton Memorial tournament, recognizing Dave Catterton's 54 years of service to the Association. This year we are taking advantage of the Homestead's new zip line course and offering an alternative activity for the adventurous type. Should you warrant some time at the Spa, advanced reservations are recommended...[Spa info](#). After golf and zip-lining we will have a 19th hole reception and snacks presented by our industry partners. Dinner on Monday is on your own ([click here](#) for info on on-site dining options which are included in your MAP room rate) and will be followed by convening at the VPCGA's first Annual Meeting Twilight Mini-Golf social.

Tuesday will feature presentations with a technology theme. Bill Dotson will be here to talk about technology in your everyday life with phones, tablets, etc. Then Joel Maddux, Weights & Measures, and FBI Agent Jeremy D'Errico will discuss identifying and combating "skimming" at the pump.

[Click here](#) to enter our registration site and view other detailed information. We encourage spouse participation as there are no additional charges for spouse registration.

Hotel reservations at the Homestead must be made by September 5 to guarantee our group rate. [Click here](#) for room reservations. We hope to see you in Hot Springs!

Catterton Memorial Golf Tournament Sponsorships

We are accepting applications for sponsorships at the Catterton Memorial Golf Tournament being held September 25 at The Homestead during the 69th Annual Meeting. Sponsorships vary from tournament sponsors to various types of hole sponsorships. For more information and/or a form, [click here](#).

Staff Training Webinar

"Recognizing and Retaining At-Risk Oilheat Customers"

A well-informed employee - office staff, salesperson, manager or technician - who provides excellent customer service at every turn is the Oilheat dealer's good-will ambassador. They are also often your first team members to identify at-risk customers, and best positioned to make the case for staying with your company and with Oilheat. Does your staff have the tools they need to succeed?

VPCGA is presenting this important training and education program to help your business keep more customers. The program will:

- Examine the importance of Customer Service to your company's success
- Assess the red flags for at-risk customers
- Review appropriate responses to at-risk customers
- Re-familiarize attendees with the core attributes of Oilheat and new technologies
- Discuss how the Upgrade & Save VA Rebate program can help keep customers

We will be presenting the webinar twice on Tuesday, August 15, so your CSRs, office staff, technicians and salespeople can register for whichever session is most convenient. Choose the time that works best from the drop down on our [registration page](#).

Thank You to PMAA Donors To Date - Your Support Needed

We want to thank the following additional individuals for their contributions to the PMAA Federal Political Action Committee. This is the only time of the year when we solicit the membership for contributions which helps members of the Virginia delegation as well as other Members of Congress on key committees impacting petroleum marketers.

Mike Andrews
Lash Barksdale
Danny Cockerham
Bill Murphy
Ron Prewitt
Jim Ridenour
Corey Russell
Herman Sadler, Jr.

If you are not on this list and would be willing to contribute, please make out your personal check in the amount of \$125.00 payable to PMAA PAC and send to:

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