

Technical Training for Non-Technical People

Instructor-Bob Hedden December 3, 2008 9:00 a.m. to 4:00 p.m.

Lamprey Brothers - 63 Atlantic Avenue - North Hampton, NH

Course Summary: This fast paced, entertaining seminar is for anyone in the industry who wishes to know more about how it all works. It is intended for everyone in the industry except the most experienced technicians. We will cover how oil and propane burners and heating systems work, the history of the petroleum industry, where oil comes from, the politics of petroleum, refining and distribution, the control systems, the oil tank, furnaces, boilers, and water heaters. We will touch on everything from dead dinosaurs to push nipples, from cat crackers to outdoor reset, from Canadian oil sands to Portsmouth.

During the program we will answer burning questions such as:

- ~ Is low mass a new fad diet?
- ~ What is the difference between a thermocouple and a cad cell?
- ~ Is a zone valve end switch a complex new football defense?
- ~ What is an AFUE and a BTU and why should I care?
- ~ What does a reset button look like, and why do you only push it once?
- ~ What happened to fuel prices this year, and what might happen in 2009?
- ~ How do I help my customers lower their energy bills and why would I want to do that?

- Cancellation by VFDA:** VFDA reserves the right to *cancel any and all seminars for lack of registrations*. Pre-registered students will be directly notified of cancellations. Firms prepaid for cancelled seminars will receive a full refund.
- Certificates of Attendance:** suitable for framing will be sent to students after the seminar.
- Classroom format:** This course is held in a classroom seating format; Tables and chairs.
- Continuing Education Units:** This course does not provide continuing education credits.
- Hand-outs:** VFDA will distribute its own hand-out materials to students participating in the course
- Instructor:** Bob Hedden, is a consultant and educator with over 40 years of Oil heat industry experience in customer retention, marketing, sales and service department operations. His company, Oil heat Associates, is a full service management consulting, research and education firms dedicated to strengthening the Oil heat industry. Bob currently serves as the Executive Director for OMA and NORA Director of Education. Author of the Efficient Oil heat, and Energy Conservation Guide.
- Coffee:** On site coffee may be available to students in the morning (Varies with location).
- Lunch:** Students are on their own for lunch (Available locally.)
- Mastercard and VISA:** Both cards are accepted as payment by VFDA.
- Maximum:** Maximum class is 25 students.
- No Shows:** Firms pre-registering students and failing to attend or canceling after registration deadline will be billed for and liable for the full amount of tuition. We strongly urge substitutions when registered students find they will not attend once the registration deadline has passed.
- Pre-Register:** Please pre-register for these sessions.
- Schedule:** 9:00 a.m. to 4:00 p.m. on the dates noted. Periodic breaks will be taken.
- Sponsor:** This seminar is sponsored in part by NORA
- Tuition: \$125 per student**
- Walk-in or Late Registrations are discouraged.** When classes are at capacity, VFDA cannot guarantee seating, or applicable publications, for walk-in or late registrants. Walk-in students will be turned away if there is not enough seating to accommodate both pre-registered and walk-in students.
- Questions?:** Contact VFDA at 802.223.7750

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*We have read, understand and agree to the policies and details as outlined in this notice.
 We will ensure that students arrive at class with the necessary materials.*

Signature: _____ Name: _____ Title _____

Company _____ Contact _____	
Address _____	
City _____	State _____ Zip _____
Phone _____	Fax _____ Email _____

Technical Training for Non-Technical People Instructor-Bob Hedden December 3, 2008 Student Name	Please register by December 1, 2008 Limited to 25 Students.
1	\$125
2	\$125
3	\$125
4	\$125
Not a VFDA member? Call 802.223-7750 or go to www.vermontfuel.com	TOTAL \$ _____

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<p>PAYMENT:</p> <p><input type="checkbox"/> Check Enclosed</p> <p><input type="checkbox"/> Payment to Follow</p> <p><input type="checkbox"/> Bill Us (<i>members only</i>)</p> <p><input type="checkbox"/> Credit Card</p> <p><small>VFDA ACCEPTS Sorry no AMEX,</small></p>	<p>Payment by Credit Card:</p> <p>Name _____</p> <p>Signature _____</p> <p>Card # _____</p> <p>Expiration Date _____</p>
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FAX TO VFDA: 802-223-7751
 or mail to VFDA, 250 Main Street, Suite 301 - Montpelier, VT 05602