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AGENDA
BOARD OF DIRECTORS
August 23, 2004
Providence Convention Center
Providence, RI
2. P.M. – 5 P.M.

- I. Introductions
- II. Approval of Minutes Tab (A)
- III. Chairman's Remarks
- IV. President's Remarks
- V. Report of Finance Committee – Peter Carini Tab (B)
 - a) June 2004 Financials - John Maniscalco
- VI. Report of Education and Training Committee - Bob Boltz Tab (C)
 - a) Gold Manual
 - b) Control Videos
 - c) Advanced Curriculum
 - d) Revision of Tests and Certification
 - e) Commercial Manual – Canadian
- VII. Tanks
 - a) Homeowner Insurance - Steve Goldberg
 - b) State Pollution Trust Fund Review
 - c) Tank Manual
- VIII. Fuel Quality Standards
 - a) NESCAUM Efforts - John Hanisch
 - b) Low Sulfur Fuel Availability Issues – Cheryl Trench
- IX. International Perspectives - Scott Andison
 - a) Canadian Report

X. Build With Oil – Don Farrell

XI. Grants to Process

Tab (D)

XII. Oilheat Cares – Kevin Rooney

XIII. Unfinished Business

XIV. New Business

XV. Next Meeting – October 7, Baltimore, MD

XVI. Conclusion

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Minutes
National Oilheat Research Alliance
April 28, 2004
Atlantic City, NJ
9:45 -12:00 pm

I. INTRODUCTION

Mr. Bob Greenes called the meeting to order at 9:45 am. He directed Mr. John Huber to call the roll and report. Mr. Huber called the roll, and the following members of the Board were present. At 9:45 a.m. a quorum was established. *Members participated by phone. A correction was made to minutes dated October 22, 2003 indicating that Mr. Bill Ermer was in attendance.

*Ray Albrecht

Don Allen

*Jeff Arntson

Debbie Baker

*Rudy Ballard

*John Beckett

*Carl Benker

Bob Boltz

*Ed Bulmer

Peter Carini

Sean Cota

Charles Ermer

Don Farrell

*Boyd Foster

*John Fuquay

Joe Glick

Bob Greenes

Daryl Hackman

Allison Heaney

*Chris Keyser

*Anthony Losquadro

Roger McDonald

Ed Miller

* Ralph Mills

* Ed Noonan

Jim Pierson

Michael Romita

Doug Quarles

Tom Santa

Ed Scott

Dori Craft (Petro)

Donald Steward

Jim Townsend

Michael Tremonte

Douglas Woosnam

Leonard Zvorsky

Peter Krueger

John Zinkand

II. APPROVAL OF MINUTES

Mr. Don Allen moved approval of the minutes of the meeting held in April as submitted to the Board of Directors. The motion was seconded and approved by voice vote.

III. CHAIRMAN'S REMARKS

Mr. Don Allen expressed his thanks to the Board for allowing him to serve as Chairman of NORA. He stated that NORA is the best thing that has happened to our industry in a lifetime, and thanked the Board for their time and service in bringing NORA to where we are today.

Mr. Don Allen stated that Mr. Bob Greenes had devoted much of his life to the betterment of our industry and thanked him for his many years of service; his leadership in uniting the industry behind NORA; his leadership in shepherding NORA through Congress; and his leadership in setting this entity up in getting us up and running. He will continue to provide his wisdom, guidance, and leadership to NORA and we look forward to his continuance with NORA.

Mr. Don Allen also expressed thanks to Mr. John Huber for his role as Chief Executive Officer of NORA and stated that he is the perfect choice for NORA. He is enthusiastic and has a complete understanding our business.

IV. PRESIDENT'S REMARKS

Mr. John Huber stated that the financials are in good shape although last year we ran excess revenue over budget of 1.2 million dollars the first quarter. Most of those funds have been allocated for the last Board meeting of last year.

Mr. Bob Bolts will later discuss completing our Gold Manual which is the guide to efficiency and improvement, and a test that will go along with it. We are expecting to integrate many of our educational programs and add advance programs to include air conditioning, hydronics, commercials and air distribution.

The consumer education is in great shape and our ads are great as well. The industry likes them; they are winning awards, and we are receiving emails and phone calls from consumers asking "Where can they buy the music". We've received a lot of compliments.

Mr. Don Allen, Chairman, has many ambitions for the industry. One of his goals is tanks and it's something that's been on the agenda for years for the heating oil industry. With the research and technology that we have today, we can start addressing those issues. The other goal is new home construction. We have not received our fair share of new homes and we need to show internal growth as an industry. We are getting new equipment and we need to start growing that share and our percentage. Mr. Don Allen and I will put a lot of effort into these two projects and move the industry forward.

V. REPORT ON THE FINANCE COMMITTEE

Mr. John Maniscalco discussed the statement of activities for 2003 and they were as follows: Remittance revenue \$17,290,234. Total grants and state rebates are \$16,196,955. Total administration expenses are \$909,826; total other expenses were (\$55,836) and total operating expenses were \$853,990. Total expenditures are \$17,050,945 and Increase/Decrease in net assets is \$239,289.

Total current assets are \$6,430,170.41; Property and Equipment was \$4,221.40; Total Assets are \$6,517,576.26. Total Liabilities are \$4,278,833.09 and total net assets are \$2,238,743.17. Total liabilities and net assets are \$6,517,576.26

Total 2004 revenue for allocation is \$7,125,793 and total grants and state rebates are \$6,735,424. Total administration expenses are \$226,646 and total other expenses are (18,637). Total operating expenses is \$208,009; total expenditures are \$6,943,433 and Increase/Decrease in net assets is \$182,360.

Total current assets are \$9,045,608.62; property and equipment are \$3,504.40. Total assets are \$9,217,976.89 and total current liabilities are \$207,190.19. Total liabilities are \$6,801,652.20 and total net assets are \$9,217,976.89.

Mr. Michael Buzas, Halt, Thrasher and Buzas, briefly reviewed the audit and stated that there were no significant issues. However, the retail amount was down and NORA sold \$300,000 in materials. NORA's net increase in cash over the years 2002 to 2003 increased by ½ million dollars. Asset revenue was up by 3 million dollars and assessments refunds were over twice as much in 2002.

Mr. John Huber discussed the proposed 2005 budget and indicated that we added an information distribution line in the 2004 budget which will be pulled forward into the 2005 budget. That is an outreach program that is underway and we are trying to do outreach to local newspapers about the industry regarding the technology advancement. We just began that program about 2 months ago and in six months we will evaluate it.

The Energy Bill of 2003 failed by two votes and the Senate contained our reauthorization. There are two Energy Bills which are the Senate and The House and our reauthorization is included in both.

If the bill does not pass in 2004, our authorization does not expire until the end of first week in February, 2005; therefore, we will be entitled to collect funds through the month of January and the first week of February which is the high peak of collections for the year. We will collect refunds during that period and the reserve. We will be looking at income for 2005 surplus and income of an 8 million dollar range. We could continue running NORA in 2005 and continue working on reauthorization in a new Congress.

Mr. Peter Carini made a motion to approve the 2004 and 2005 budget. Motion was seconded and approved.

VI. REPORT ON EDUCATION AND TRAINING

Mr. Bob Boltz stated that we currently have 4,938 silver technicians, 1,560 gold technicians and 609 bronze technicians. Last year we had one thousand technicians enter the program and so far this year we have over 200 and Maine is now entering the program. Two weeks ago we had the train the trainer program in Baltimore which we introduced the Gold Book and it will be ready in the late spring.

The NORA store will now be an on-line purchasing center. We have "The benefits of low sulfur fuel", "The benefits of oilheat" and our insurance manual. We've sold over 7 thousand manuals this year and we have available the "No Heat Call", "The Tune Up", "The Fuel Oil Delivery", "Heating Oil for the Environment", and the "No Spill" video. Insurance companies are using the video for rate discounts in their oil dealers insurance. We're in the middle of a new video which is electric's stacks which primaries.

There will be a management workshop in Annapolis, MD from June 21-25th and twenty people are already signed up. The Vision conference will be held on August 23 thru 25th. He thanked Bob Hedden and John Levey for all of their hard work

VII. OUTREACH TO INSURERS AND OTHER PARTIES

Mr. John Maniscalco stated that this committee was put together by Jim Townsend, Karen Dreyer and himself. However, he was asked to run the chairman committee having to do with an outreach to insurers and public parties. He stated that insurance carriers such as Allstate and State Farm have refused coverage for homes with oil tanks, and now have a separate endorsement for third party coverage. Negative information was printed in a New Jersey Newspaper about oil tanks and how hard it is to sell your home.

We are going to concentrate on a law firm with insurance background, and we are in the process of interviewing a firm in New Jersey and New York. They have extensive research and knowledge in the insurance field, therefore we will be selecting a firm soon and provide the Board information on this in August.

VIII. TANKS & FUEL QUALITY

Mr. Don Allen reported that a research done by IPSOS revealed that tanks are our customers concerns and we want to improve the image of oilheat to them.

Mr. Tom Santa reported that a study was done by The Brookhaven Laboratory on how to storage fuel. He stated that the document presented was a draft and before its finalized he wanted to be sure that the recommendations are accurate and it supported by sound science.

Mr. John Levey stated that there's going to be a fact book for service managers. The two biggest causes in tank failures are improper tank installations and pumping over. Mr. Don Allen stated that they were going to ask for approval of this report at the Vision Conference in August. If this is approved, it will become the best practice of the industry. Best practices will require more ownership on the part of dealers. We will ask dealers to inspect tanks before they make deliveries, and ask drivers not to make deliveries to tanks that will fall over. Mr. Rich Mohrfeld and Ed Kitchen will review all technologies that exist with respect to tank integrity testing and present it at the Visions Conference.

Mr. Don Allen stated that pollution concerns for heating oil tanks are increasingly a major problem. Mortgage companies, realtors, insurance companies and home inspectors are indicating that heating home storage should be removed. We still have to deal with the 10 million tanks that are in place now. There are 10 of the 22 states that have some type of pollution liability trust fund in place. In Virginia, our program has been in place since 1992 and the income from the pollution fund is used to handle pollution liability issues with the respect to our universe of tanks. We would like to compile information at the Visions Conference to present to the industry, and we will have a complete presentation on these issues at the Visions Conference.

IX. REPORT ON RESEARCH AND DEVELOPMENT

Mr. Don Allen stated that in the year 2003, oilheating equipment was up 13 percent and hopes that the trend continues.

Mr. John Huber stated that we have entered into a dialogue with NESCAUM and their liaison with the Mid-Atlantic region on the sulfur standards. This is being driven by a major role out of Environmental Protection Agency which a 2.5 particulate matter standard. He stated that Sulfur is part of the corrosion problem in tanks.

Mr. Ned Bulmer stated that he thinks it's critical before we get too far down the road in recommending any type of sulfur level. Heating oil is a swing fuel and is used only 4 months out of the year.

Mr. Peter Carini stated that since we've been in business for two years, we have projects in the work and projects underway. The fuel quality that was conducted by NORI is being reviewed at Brookhaven Laboratory in respect to storage. NORI is working closely with Consumer Energy Council of America and they reviewed the scientific literature on our low sulfur. A survey was conducted on dealers and consumers and a paper was published.

X. PUBLIC RELATIONS

Mr. Jim Townsend stated that we are in the process of creating positive public attention for oilheat, and would like to increase the awareness of NORA activities and present our exciting parts for the HVAC. Mr. Lee Yaffa, Greystone Services, did a mailing to 700 newspapers and publications. The idea is to have coverage and direct responsibilities with those people and do a press briefing about NORA Alliance.

We produced information directed to the media service in the HVAC industry, and Greystone has worked to establish a resource present on the internet where people can download information about oilheat. Greystone is also arranging the two booths at the upcoming ISH North America exposition in October. This will provide NORA with significance presence with architects and HVAC contractors from all regions of the country.

XI. REPORT ON CONSUMER EDUCATION

Mr. Jim Pierson stated that Mr. Peter Bridgman, Consultant, worked very closely with John Huber on consumer education passed recently. NORA's Ad was recently seen on the *Today Show* on NBC and it's a very good feeling.

Ms. Sydney Norton, Vice President, of the Martin Agency did a presentation and discussed the launch that happened in the fall and how NORA is moving forward. Our mission with NORA is that we want to be as an equal with natural gas. We want to be a heating source that consumers will welcome into their homes.

Ms. Norton indicated that she's heard a lot of positive news today about NORA that they weren't hearing and experiencing last year. We will use Oilheat as our brand - trying to find out what consumer think of it. Consumers perceive oilheat as dirty

and old fashioned and we will try to move that position for our future of this brand. We want people to see that we are up to date and current. In the fall, the TV and radio campaign launched. What we are doing will take some time and people with perceptions will take time to change.

Ms. Norton stated that they are doing some research to track the campaign with Millward Brown. People that are not the industry are talking about the advertising. We got the creative results and we did a campaign earlier in the year called radio karaoke, and a spot called "Crazy" won best in show at the Richmond show. We have entered NORA's work plus TV Ad and Radio into the New York Art Directors Show, The Communications Arts Show, The Radio Mercury Awards, The One Show, and the Andy Show. They are the top shows in the country and we are hopeful to hear from one of them and we will report back to you. We are also re-running the TV Ad this year.

Mr. Bob Greenes stated that we spent most of our money trying to deliver the message about oilheat, and we have not evaluated the market research since the end of the 2003 campaign. We did no research in the fall and we decided that we would wait over a longer period of time to see if it goes into effect of the advertising of our customers/consumers.

We had two benchmark reports prior to the summer of 2003 by IPSOS and Penn Schoen. We have retained Millward Brown who we used once before to do consumer/market research study. Their previous study was done on how effective our efforts have been in reaching our customer by radio, television, print or Out-of-Home. Millward Brown did a market research for us specifically on measuring the effect of the four TV spots which were not very effective.

Our spring campaign will run from the last week in March through May, and it will start again in September through November. We have retained Millward Brown to do a study in the end of May, October and November while we are still on the air. We are doing the surveys for New York, Boston, Baltimore and Harrisburg demographics.

XII. GRANTS

Mr. Bob Greenes stated that there are certain restrictions on what we are allowed to do under the Act. There have been

applications for grants that aren't appropriate for NORA because they seem to come close to the parameters set by the act. We went to Counsel and they gave us their opinion but we felt it was an area that was more than just appropriate for Counsel or John Huber to have the ultimate decision. He stated that under the "Conflict of Interest Policy" it states that anyone who has a proposal and there are questions, that proposal needs to go to the executive committee within a certain time. Mr. Bob Greenes proposed that this procedure be adopted.

Mr. Don Allen made a motion that the Conflict of Interest policy be adopted. The motion was seconded and approved.

Mr. John Huber stated that there were six resolutions that states are repositioning their funds and the grants have been posted and no comments were received. They are as follows:

Amended Resolution A-1

National Oilheat Research Alliance from its inception has considered the state associations to be one of the strongest forces in the Oilheat industry and that effective use of their resources will help advance the goals of NORA. The Board also finds that the following grant was subjected to public comment and that no adverse comments were made.

The Board in compliance with the internal budget adjustments had decided to approve this grant.

Resolved: That the grant request identified as CE-04-PA-001 is hereby decreased to \$1,575,812.

Be it further resolved: That the President of NORA enters into a contract with the grant application identified in the grant application to effectuate the purpose of the grant.

Amended Resolution A-2

National Oilheat Research Alliance from its inception has considered the state associations to be one of the strongest forces in the Oilheat industry and that effective use of their resources will help advance the goals of NORA. The Board also finds that the following grant was subjected to public comment and that no adverse comments were made.

The Board in compliance with the internal budget adjustments had decided to approve this grant.

Resolved: That the grant request identified as ET-04-PA-001 is hereby increased to \$330,300.

Be it further resolved: That the President of NORA enters into a contract with the grant application identified in the grant application to effectuate the purpose of the grant.

Amended Resolution A-3

National Oilheat Research Alliance from its inception has considered the state associations to be one of the strongest forces in the Oilheat industry and that effective use of their resources will help advance the goals of NORA. The Board also finds that the following grant was subjected to public comment and that no adverse comments were made.

The Board in compliance with the internal budget adjustments had decided to approve this grant.

Resolved: That the grant request identified as ET-02-OR-001 is hereby decreased by \$4,403.56.

Be it further resolved: That the President of NORA enters into a contract with the grant application identified in the grant application to effectuate the purpose of the grant

Amended Resolution A-4

National Oilheat Research Alliance from its inception has considered the state associations to be one of the strongest forces in the Oilheat industry and that effective use of their resources will help advance the goals of NORA. The Board also finds that the following grant was subjected to public comment and that no adverse comments were made.

The Board in compliance with the internal budget adjustments had decided to approve this grant.

Resolved: That the grant request identified as CE-04-OR-001 is hereby increased by \$4,403.56.

Be it further resolved: That the President of NORA enters into a contract with the grant application identified in the grant application to effectuate the purpose of the grant.

Amended Resolution A-5

National Oilheat Research Alliance from its inception has considered the state associations to be one of the strongest forces in the Oilheat industry and that effective use of their resources will help advance the goals of NORA. The Board also finds that the following grant was subjected to public comment and that no adverse comments were made.

The Board in compliance with the internal budget adjustments had decided to approve this grant.

Resolved: That the grant request identified as RD-02-WI-001 is hereby decreased by \$6,150.

Be it further resolved: That the President of NORA enters into a contract with the grant application identified in the grant application to effectuate the purpose of the grant.

Amended Resolution A-6

National Oilheat Research Alliance from its inception has considered the state associations to be one of the strongest forces in the Oilheat industry and that effective use of their resources will help advance the goals of NORA. The Board also finds that the following grant was subjected to public comment and that no adverse comments were made.

The Board in compliance with the internal budget adjustments had decided to approve this grant.

Resolved: That the grant request identified as CE-04-WI-001 is hereby increased by \$6,150.

Be it further resolved: That the President of NORA enters into a contract with the grant application identified in the grant application to effectuate the purpose of the grant.

Mr. Don Allen made a motion to approve the six grants listed above. The motion and seconded and approved.

Mr. John Huber stated that we will get reports from the states as of April 1st as to when their behind on expenditures. We are still in the process of doing that, and when they occur, they will be referred to the committee which should be ready for the August Board meeting. The goal is to ensure that the states are not sitting on money for expenditures.

XIII. ELECTIONS

Mr. Bob Greenes stated that there are 2 vacancies on the Executive Committee Board and that the Executive Committee is to make the recommendations to this board for our members of the Executive Committee. The Executive Committee recommends Ms. Allison Heaney and Jeff Lykins.

Mr. John Huber stated that one of the vacancies is Douglas Woosnam, who was the key person politically who made this so has decided to put more of his efforts into political. He should be recognized for his significant contributions that he made to this effort. Jeff Lykins is a significant marketer in Ohio. He has a heating oil company as well as a gasoline business and he is currently President of PMAA. Allison has been very involved and very helpful to the industry and she is replacing Michael Hopsicker.

Mr. Don Allen made a motion to accept the above nominations. The motion was approved and carried.

Mr. Michael Hopsicker has resigned from the Board and he was very instrumental in our collection mechanism as chairman of that committee. Agway Energy has suggested that a replacement for Michael Hopsicker on the Board be Danny Troutman of Agway Energy and that appointment was made by NAOE.

Mr. John Huber stated that the final change in elections was Peter Smith who was replaced by Ray Albrecht and Douglas Woosnam resignation from NORI which created two vacancies. The recommendation is that we nominate Ray Albrecht to serve on NORI. Also, we have recommended Sean Cota who has just joined the Board but has been working with NORI extensively for the last year.

Mr. Don Allen made a motion is to nominate Sean Cota and Ray Albrecht to the NORI board. Motion was approved and carried.

XIV. UNFINISHED BUSINESS

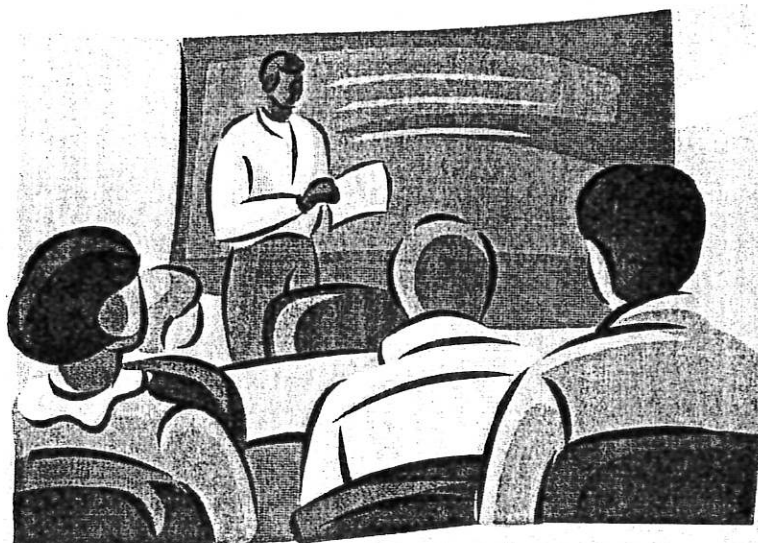
There is no unfinished business.

XV. NEW BUSINESS

Mr. John Beckett was able to speak with the legislative director of GAMA and encourage a cooperative approach in regards to sulfur in fuel.

XVI. NEXT MEETING

August 23, 2004, Providence, Rhode Island



EDUCATIONAL CURRICULUM

*NATIONAL OILHEAT
RESEARCH ALLIANCE*

AUGUST 2004

Educational Curriculum

The Oilheat Industry has developed a curriculum to establish educational excellence in the industry. Included in the training for the industry are technicians, drivers, customer service personnel, and management.

Ensuring the best trained employees will ensure customers achieve maximum value through cost efficient and complete repairs. A well trained workforce will also ensure that the oilheat industry contributes to America's future by providing safe comfortable home conditioning systems. This training will ensure that the most energy efficient installations occur, and that the units are properly vented, and the homeowner is guaranteed a warm home on the coldest day with hot water for dishwashing, clothes washing and for all domestic uses.

In addition to the traditional technician training, NORA has developed a series of courses for the most important people in an oilheating company. They include courses for senior management, drivers, financial personnel, and customer service representatives.

Technical Training

The most important part of the training curriculum is to ensure that technicians are trained in the many types of equipment and services offered.

NORA has established a wide ranging certification and educational curriculum to encourage education, establish a standard curriculum, and recognize achievement. Additionally, to maintain certification, an additional and flexible continuing education program has been established.

The core certification program consists of a Bronze Certification, technical competency established through training and a test. Silver Certification, technical competence established through training, a test, and field experience. Gold certification is established through previous participation in the Silver Certification program, and additional competency in energy efficiency.

BRONZE APPRENTICE

This BRONZE LEVEL certification will give apprentices recognition and further incentive to train. To receive Bronze Certification an apprentice must have at least 80 hours of formal classroom training in a NORA approved program and pass the Bronze Exam. After three years of experience in the field and another 24 hours of NORA approved Continuing Education Credits they automatically qualify for Silver Certification.

SILVER CERTIFICATION

The silver certification program is based on the training publication *The Oilheat Technician's Manual* which provides effective guidance on basic design, safety, and repair of Oilheating equipment.

Criteria for Silver Certification

1. Minimum of three years work experience as an Oilheat technician verified on company letterhead, signed by company owner or manager
2. Minimum of 100 hours of educational training
3. Passage of a test that is based on the *Oilheat Technician's Manual*. Tests are held periodically throughout regions where Oilheat is prominent in the marketplace. A schedule of exams is available from the state/regional Oilheat association serving your area. If you reside at a distance from an exam site and travel is not feasible, e-mail the NORA Education Center to make arrangements for certification; info@noraed.org.

Please note: Technicians that have the requisite training and experience and have passed a test administered by a NORA approved state Oilheat trade organization certification program can be certified at the Silver Level. The state coordinator must receive pre-approval from the NORA Education Center for this to occur.

GOLD CERTIFICATION

A new publication, *Efficient Oilheat, An Energy Conservation Guide*, updated in 2004, serves as the guidebook for attaining gold certification. The gold certification is for technicians who are able to move beyond basic installation and repair and can provide a systems analysis of the house, advise customers on equipment needs, and diagnose home comfort problems, as well as provide efficiency recommendations.

Criteria for Gold Certification

1. Completion and passage of the Silver National Certificate Program and Exam; or accepted into the Silver National Certificate Program from an Oilheat state association certification.
2. Minimum of five years work experience as an Oilheat technician verified on company letterhead, signed by company owner or manager
3. Minimum of 120 hours of Oilheat education training beyond Basic Oilheat Technician courses.

ADVANCED PROGRAMS

The basic Bronze, Silver, and Gold programs can be enhanced through further development and expertise in several core functional areas for technicians.

Hydronics – Oilheat has become a fuel of choice through Oilheat's widespread use in many of the colder climates of the country. This makes heating comfort very important, and radiant heat is one of the most efficient and comfortable methods of heating.

Additionally, radiant heating systems, particularly in floor heating systems have established themselves as the ultimate in comfort, and many new homes are being built with radiant in bathrooms, kitchens and dens to ensure maximum quiet comfort.

Finally, the advantages of boiler systems combined with the necessity of air-conditioning have led to the development of hydro-air systems.

This advanced certification ensures that technicians that work with hydronics systems are well trained and able to handle these complex systems. This advanced program is currently under development.

Air Handling – As houses have become more insulated and air leakage has been reduced to a minimum, the relationship between the air that is warmed in the furnace, to the movement of air by the air conditioner, and the replacement air that is required to operate the burners, or replace air that is forced out of the house creates complicated fluid dynamics in the house. There is nothing more frustrating to a customer to have rooms that have inconsistent heat and hot water, with neither room being comfortable. This advanced certification will train technicians to properly install systems, and diagnose and resolve problems that can result from poorly installed systems, or systems with components that are not properly sized. This program has been fully developed through the efforts of NCI.

Commercial Heating – The oilheat industry provides heat and comfort for residents of hospitals, apartments, and other commercial facilities. The large equipment used in these facilities requires a specialist. This advanced program is for individuals who currently work on commercial systems, or want to add it to their expertise. The Canadian Oilheating Association is currently working on a manual for this which will serve as the foundation for this program.

Service Department Management – This advanced program was developed by the National Association of Oilheat Service Managers, and is designed to develop and improve the skills for service managers. A service manager is involved in budgeting, staff management, and leadership of the most critical department in a full service company. This program is designed to ensure that service managers have the training and skills to prosper as service managers.

Air Conditioning – As air conditioning has become more important, air conditioning is being installed in homes throughout the country. Decades ago,

air conditioning was rare in many homes, now it is standard on new homes, and many older homes, even in colder areas are being retrofitted with air conditioning systems. A well trained oilheat technician will understand the standard air conditioning systems, and their relationship to the heating system, as well as high velocity systems or split systems which can be ideal for retrofitting air conditioning into a home.

This advance certification will ensure your technicians are capable of working on air conditioning systems, and providing cool comfort to your customers. NORA is currently working with NATE and NEFI to develop a certification that can be used in the NORA program.

Tank Installation and Inspection, Fuel Quality

NORA is developing a curriculum for heating oil tanks and fuel. This program will be designed to be used either as an advanced program for technicians that are currently Gold or Silver Certified, or as a stand alone program.

NORA believes that proper tank installation and management is critical to the future of the industry. Ensuring that tank systems are properly installed with appropriate technology will virtually eliminate any risks associated with heating oil tank systems.

Fuel quality is also essential to the quality oilheat product. Ensuring that technicians and others in the distribution network understand fuel problems and how to resolve them will increase the dependability of oilheating equipment.

Continuing Education

Ensuring that skills are up to date is critical to peak performance of an employee. NORA's certification programs require skills to be improved through continuous education. We believe that every technician and company should have a plan for technician development and education.

NORA's certification program requires 24 hours of continuing education in a five year period. Professional trainers and owners have developed a model curriculum for technicians to ensure technical proficiency and to keep abreast of developments.

Additional training may be necessary to ensure that skills specific to the employee are maintained or enhanced. In the following pages, we have listed the courses that provide continuing education credits.

The core educational area for continuing education involves air handling and distribution systems, hydronics and hot water and steam boilers, burners, test equipment, hot water heaters, electricity, controls, fuel, venting, and customer service.

In evaluating continuing education, the technician and the service manager should manage these goals, the technician should improve his proficiency in his existing job, he should be trained and exposed to technical developments, and he should be trained in advanced areas to enable him to expand his responsibilities.

NORA believes that the technician and the manager should review goals, as well as existing competencies and areas that could be improved with additional training.

While, each technician has particular needs, NORA believes that the following schedule should serve as the basis for continuing education.

Testing Equipment – 3 Hours

Equipment today can only be installed properly if test equipment is used. NORA believes that a well trained technician will be familiar with testing equipment, know how to take proper samples and interpret results.

Customer Service - 2 Hours

Maintaining a strong relationship with the customer is essential to the future of the technician and your company. Technicians should be educated to the best techniques for communicating with customers

Hydronics – 4 Hours

For technicians without an advanced certification in hydronics, additional training in hydronics is necessary to ensure that they are able to work on boilers, and radiant systems which are such a large part of the oilheat market.

Air Handling – 2 Hours

As air-conditioning becomes more important in oilheat country, technicians will become increasingly involved in ensuring that the ducts work efficiently, for both heating and cooling. Understanding air flows, and sizing of the units is very important to ensure maximum comfort.

Electricity – 4 Hours

Electricity while vital to the oilheat system appears to be a prevailing weakness amongst technicians. Ensuring and improving understanding of electricity would improve the technical competence of most technicians.

Burners – 4 Hours

The core of every system is the burner. Technicians must be updated on all developments in this area, and how to ensure safe operation. – 4 Hours

Controls – 3 Hours

Controls have become increasingly important to the heating system. Effective control strategies maximize the efficiency of the unit, the comfort of the home, and the safe operation of the unit. Technicians need to ensure they are familiar with the latest controls.

Electives – 3 Hours

There are many core areas that have not been covered including hot water, venting, and fuels. The technician should obtain additional training in these areas, and if appropriate reduce some training in the areas described above.

Management Training

Training for managers and exposure to new ideas in the industry is vital. NORA thus recommends that managers attend at least one convention and trade show every year.

In addition to this training, NORA believes that managers should review the Advantages of Oilheat video and marketing campaign material. Understanding customer perceptions of the fuel is vital for all managers.

Additionally, NORA sponsors a week long top management workshop that is available annually. NORA encourages every manager to attend one or more days of this seminar.

Customer Service Representative Training

NORA believes that Customer Service Representatives should review the Advantages of Oilheat video and marketing campaign material. Understanding customer perceptions of the fuel is vital for all managers.

Drivers

The driver plays a vital role in the system. He is the most important element in the day to day operations, and keeps customers with fuel. Unfortunately, in addition to being a physically demanding job, it is essential that the job be done correctly all of the time. A momentary lapse can create significant environmental problems.

NORA encourages all drivers to review "How To Deliver Oil Safely" and "Oilheat and the Environment" Both of these videos will remind drivers of the essential steps they must perform to ensure that oil is delivered, efficiently and safely.

Other Resources

In addition to the training described above, many of the state associations provide training. NORA would encourage all company personnel to be familiar with the training resources provided by these organizations, since they will usually be geographically close, and many of the continuing education courses are run by these organizations.

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Customer Service			
DAN HOLOHAN ASSOCIATES	HOL-1	HOW TO DEAL WITH DIFFICULT CUSTOMERS	2
NAOHSM	NAO-5	ROUNDTABLES - HOW TO DEAL W/PROBLEM CUSTOMERS	1
NAOHSM	NAO-7	ROUNDTABLES - MARKETING FOR TECHS	1
OILHEAT ASSOCIATES	OHA-7	ASTOUNDING CUSTOMER RELATIONS	7
OILHEAT ASSOCIATES	OHA-11	CUSTOMER SERVICE SEMINAR	4
OILHEAT ASSOCIATES	OHA-11	CUSTOMER SERVICE IN THE OILHEAT INDUSTRY	3
Burners & Equipment			
ARMSTRONG AIR CONDITIONING	ARM-1	LEARN HOW TO INSTALL, TROUE.	7
BECKETT	BEC-1	RESIDENTIAL BURNER PROGRAM	6

BECKETT	BEC-2	CUSTOM BURNER PROGRAM	3
BECKETT	BEC-3	HANDS ON BURNER PROGRAM	6
BECKETT	BEC-4	COMMERCIAL BURNER PROGRAM	6
BECKETT	BEC-5	CUSTOM COMERCIAL BURNER PROGRAM	3
BECKETT	BEC-6	BECKETT 7184 CONTROLS (ONLINE)	3
BECKETT	BEC-7	BECKETT T501 GAUGE (ONLINE)	1
BECKETT	BEC-8	BECKETT Z GAUGE (ONLINE)	1
BECKETT	BEC-9	BECKETT NX-SERIES (ONLINE)	2
BESCH CONSULTANTS	BES-1	OIL HEATING MAINTENANCE & TROUBLESHOOTING/NEW OIL AF	6
BESCH CONSULTANTS	BES-4	ADVANCED OIL APPLIANCE TRBLESshoot-REDUCNG CUST.CAL	6
BESCH CONSULTANTS	BES-5	RECOMMENDED INSTALLATION PRACTICES FOR OIL HEATING I	6
BESCH CONSULTANTS	BES-7	TROUBLESHOOTING OIL FIRED WARM AIR HEATING SYSTEMS	30
BUDERUS HYDRONIC SYSTEMS	BUD-1	GENERAL PRODUCTS	3
BUDERUS HYDRONIC SYSTEMS	BUD-2	ADVANCED ECOMATICS	4
BURNHAM	BUR-1	OIL BURNER TROUBLESHOOTING	3
CARLIN COMBUSTION TECHNOLOGY	CAR-3	CARLIN UNIVERSITY	8
CARLIN COMBUSTION TECHNOLOGY	CAR-1	FACTORY TRAINING SCHOOL RESIDENTIAL BURNER TRAINING	7
CARLIN COMBUSTION TECHNOLOGY	CAR-2	ROAD SCHOOL	4
CAROL FEY & ASSOCIATES	FEY-3	QUICK & BASIC & TROUBLESHOOTING	2
CROWN BOILER	CRO-1	OIL BURNER SET-UP & INSTALLATION	2
DANFOSS	DAN-1	FUEL UNIT TRAINING PROGRAM	2
DELAVAN	DEL-1	KEEP THE FLAME BURNING	2
ENERGY KINETICS	ENE-1	ADVANC.OILTECH	8
FIREDRAGON	FIR-1	COMBUSTION-PART ONE	7
FIREDRAGON	FIR-2	COMBUSTION-PART TWO	7
FIREDRAGON	FIR-5	ADVANCED COMMON SENSE TROUBLESHOOTING	7
FIREDRAGON	FIR-14	THE ADVANCED RIELLO OILBURNER SEMINAR	7
FIREDRAGON	FIR-15	THE ANNUAL TUNE-UP DONE RIGHT	7
FIREDRAGON	FIR-25	TROUBLESHOOTING THE NO HEAT CALL	4
FUEL MERCHANTS ASSOCIATION			4
OF NEW JERSEY	FMA-1	TROUBLESHOOTING FOR OILHEAT TECHNICIANS	18
HAGO	HAG-1	NOZZLE TRAINING COURSE	3
HAGO	HAG-2	HAGO NOZZLE KNOWLEDGE - ON LINE TEST	1
HASTINGS & CO.	HAS-2	BASIC OIL BURNER SERVICE	24

HASTINGS & CO.	HAS-3	RESIDENTIAL BURNER PROGRAM ANNUAL TUNE UP & COMBUS	24
HASTINGS & CO.	HAS-6	EMERGENCY TROUBLESHOOTING	12
N.CAROL. PETR.	NCP-1	OILHEAT SERVICE TECHNICIAN BASIC COURSE	7
NAOHSM	NAO-6	ROUNDTABLES - OILHEATING	1
NAOHSM	NAO-10	COMBUSTION TECHNOLOGY	4
NATIONAL TECHNOLOGY			
TRANSFER, INC.	NTT-3	CENTRIFUGAL PUMPS	14
NEW ENGLAND FUEL	NEF-2	COMMERCIAL-INDUSTRIAL OILHEAT	20
NORA	NOR-1	ACTION RESPONSE TO A NO HEAT CALL (VIDEO & EXAM)	2
NORA	NOR-2	THE PREVENTIVE MAINTENANCE TUNE-UP (VIDEO & EXAM)	2
OIL TECH TALK	OTT-1	BURNER WORKSHOP EDUCATION PROGRAM	6
OIL TECH TALK	OTT-2	BURNER WORKSHOP EDUCATION PROGRAM (CLASSROOM ONI	4
OILHEAT ASSOCIATES	OHA-2	REINVENTING THE TUNE-UP	7
OILHEAT ASSOCIATES	OHA-9	HOW TO HANDLE NO HEAT CALLS	7
OILHEAT ASSOCIATES	OHA-10	HOW TO HANDLE NO HEAT CALLS	3
ONWATCH ELECTRONICS	ONW-1	DIAGNOSE INTERMITTENT OIL BURNER PROBLEMS USING REC	2
PENNSYLVANIA PETROLEUM			
MARKETERS & CONVENIENCE			
STORE ASSOCIATION	PPA-5	COMBUSTION TECHNOLOGY-PAST, PRESENT AND FUTURE.	8
PENNSYLVANIA PETROLEUM			
MARKETERS & CONVENIENCE			
STORE ASSOCIATION	PPA-11	RIELLO BURNER SYSTEMS WORKSHOP	8
PENNSYLVANIA PETROLEUM			
MARKETERS & CONVENIENCE			
STORE ASSOCIATION	PPA-13	CARLIN BURNER SYSTEMS SERVICE WORKSHOP	8
PENNSYLVANIA PETROLEUM			
MARKETERS & CONVENIENCE			
STORE ASSOCIATION	PPA-16	BECKETT BURNER SYSTEMS WORKSHOP	8
PETRO	PET-1	COMBUSTION TESTING & PROPER APPLICATION	3
RIELLO CORP OF AMERICA	RIE-1	OIL TRAINING SEMINAR	6
RIELLO CORP. OF AMERICA	RIE-2	ADVANCED OIL BURNER SEMINAR	7
ROOD UTILITIES	ROO-1	FUNDAMENTALS OF OIL BURNER TUNEUPS	24
ROOD UTILITIES	ROO-2	INTERMEDIATE OIL BURNER SERVICE	32
ROOD UTILITIES	ROO-3	ADVANCED TECHNICIAN	24
SUNTEC	SUN-1	INSTALLATION & OPERATION OF VARIOUS TYPES OF OIL PUMP	3
THERMO PRIDE	THP-2	THERMO PRIDE OIL FURNACE	8
VERMONT FUEL DEALERS	VTF-2	RETENTION HEAD OIL BURNERS	6

VERMONT FUEL DEALERS	VTF-3	TECHNICAL OIL HEAT TRAINING ON SYSTEM 2000	6
VERMONT FUEL DEALERS			
ASSOCIATION	VTF-4	ADVANCED ANNUAL HEATING SERVICE FOR OILHEAT EQUIPME	6
WEIL-MCLAIN	WEI-2	OIL BURNER INSTALLATION & START-UP (SELF-STUDY)	3
FIREDRAGON	FIR-16	TROUBLESHOOTING COMMERCIAL BURNER CONTROL SYSTEM	7
Test Equipment			
BACHARACH	BAC-1	CARBON MONOXIDE & OIL/102	2
BACHARACH	BAC-2	CARBON MONOXIDE & OIL/104	4
BACHARACH	BAC-3	COMBUSTION ANALYSIS & PERFORMANCE/102	2
BACHARACH	BAC-4	COMBUSTION ANALYSIS & PERFORMANCE/104	4
BACHARACH	BAC-6	BACHARACH TECH	8
BESCH CONSULTANTS	BES-2	SAFETY TESTING OIL APPLIANCE SYSTEMS & USE OF COMBUS	6
HASTINGS & CO.	HAS-4	EFFICIENCY TESTING	16
HASTINGS & CO.	HAS-5	COMBUSTION EFFICIENCY TESTING	8
TESTO	TES-1	DIGITAL COMBUSTION ANALYSIS	2
VERMONT FUEL DEALERS			
ASSOCIATION	VTF-1	USE OF COMBUSTION INSTRUMENTS FOR DIAGNOSING SERVIC	8
Hot Water			
ARL ASSOCIATES	ARL-2	FORCED HOT WATER COMBINATION CONTROLS	2
Other			
BESCH CONSULTANTS	BES-3	OILHEATING EQUIPMENT AND SYSTEM KNOWLEDGE FOR OFFI	4
BESCH CONSULTANTS	BES-6	OIL HEATING APPLIANCE SEMINAR FOR ENERGY AUDITORS & E	4
BESCH CONSULTANTS	BES-9	WASHINGTON STATE CODES & REGULATIONS FOR OIL HEAT E	3
ENERGY KINETICS	ENE-2	PRO-TRAIN ADVANCED	8
FIREDRAGON	FIR-6	CMR4.00 SEMINAR	6
FIREDRAGON	FIR-7	NFPA31-2001 SEMINAR	4
FIREDRAGON	FIR-21	ADVANCED MOTORS, FANS AND COUPLINGS	4
NAOHSM	NAO-1	TWO DAY SERVICE MANAGERS TRAINING SEMINAR	14
NAOHSM	NAO-8	ROUNDTABLES - HIRING FOR THE FUTURE	1
NATIONAL TECHNOLOGY			
TRANSFER, INC.	NTT-6	MECHANICAL DRIVES	21
NORA	NOR-3	FUEL OIL DELIVERY (VIDEO & EXAM)	2
NORA	NOR-4	HEATING OIL & OUR ENVIRONMENT (VIDEO & EXAM)	2
NORA	NOR-5	GOLD CERT. REVIEW & TEST	8

OIL TECH TALK	OTT-3	TEAM PLAYERS WORKSHOP	6
OILHEAT ASSOCIATES	OHA-3	THE TECHNICIAN'S ROLE IN INCREASING PROFITABLE HEATING	7
OILHEAT ASSOCIATES	OHA-4	RUNNING A PROFITABLE HEATING SERVICE AND INSTALLATION	7
OILHEAT ASSOCIATES	OHA-6	THE BENEFITS OF OILHEAT	7
PENNSYLVANIA PETROLEUM			
MARKETERS & CONVENIENCE			
STORE ASSOCIATION	PPA-3	R410A PURON CERTIFICATION & CHARGING PROCEDURES SEM	8
PENNSYLVANIA PETROLEUM			
MARKETERS & CONVENIENCE			
STORE ASSOCIATION	PPA-10	CODES AND STANDARDS FOR THE INSTALLATION OF OIL-FIRE	8
ROTH INDUSTRIES	ROT-1	ROTH DWT INSTALLATION COURSE	2
WAYNE COMBUSTION SYSTEMS	WAY-1	OIL HEAT CERTIFICATION PROGRAM	3
WIRSBRO COMPANY	WIR-1	MINI-CAMP	20
Electrical			
BESCH CONSULTANTS	BES-8	ELECTRICAL PROCEDURES USED WHEN TROUBLESHOOT OIL HEAT	18
CAROL FEY & ASSOCIATES	FEY-1	QUICK & BASIC ELECTRICITY	2
FIREDRAGON	FIR-11	BASIC ELECTRICITY & WIRING	7
FIREDRAGON	FIR-12	WIRING & SYSTEM CONTROL	7
FIREDRAGON	FIR-19	ADVANCED ELECTRICAL PRACTICE	4
FIREDRAGON	FIR-24	WIRING HYDRONIC SYSTEMS & ZONES	8
NATIONAL TECHNOLOGY			
TRANSFER, INC.	NTT-4	TROUBLESHOOTING ELECTRICAL CONTROL CIRCUITS	21
NATIONAL TECHNOLOGY			
TRANSFER, INC.	NTT-5	BASICS OF INDUSTRIAL ELECTRICITY	21
NEW ENGLAND FUEL	NEF-3	ELECTRICAL PROCEDURES FOR HEATING TECHNICIANS	20
PENNSYLVANIA PETROLEUM			
MARKETERS & CONVENIENCE	PPA-8	READING WIRING SCHEMATICS - USED IN CONJUNCTION WITH	8
STORE ASSOCIATION			
PENNSYLVANIA PETROLEUM	PPA-15	WIRING DIAGRAM WORKSHOP - USED IN CONJUNCTION WITH	8
MARKETERS & CONVENIENCE	WEI-4	BASIC ELECTRICITY FOR THE HEATING PROFESSIONAL (SELF	4
STORE ASSOCIATION			
WEIL-MCLAIN			
Controls			
CAROL FEY & ASSOCIATES	FEY-2	QUICK & BASIC HYDRONIC CONTROLS	2
CHAMPION ENERGY			
CORPORATION	CHA-1	HEATING SYSTEM CONTROLS: HYDRO AIR SYSTEMS	14

FIREDRAGON	FIR-4	UNDERSTANDING OILBURNER PRIMARY CONTROLS	7
FIREDRAGON	FIR-18	TROUBLESHOOT ELECTRONIC PANELS FOR WARM AIR FURNACE	3
FIREDRAGON	FIR-22	COMPLEX LIMIT CONTROLS	8
FIREDRAGON	FIR-20	ADVANCED IGNITION SYSTEMS	3
FIREDRAGON	FIR-23	MODERN THERMOSTATS	3
FUEL MERCHANTS ASSOCIATION			
OF NEW JERSEY	FMA-2	ELECTRICITY AND CONTROLS FOR OILHEAT TECHNICIANS	18
HONEYWELL, INC.	HON-1	OIL HEATING CONTROLS COURSE	4
HONEYWELL, INC.	HON-2	HYDRONIC HEATING CONTROLS COURSE	4
HONEYWELL, INC.	HON-3	RESIDENTIAL HEATING CONTROLS TRAINING	2
HONEYWELL, INC.	HON-5	HYDRONIC HEATING CONTROLS COURSE	7
HONEYWELL, INC.	HON-4	OIL HEATING CONTROLS COURSE	7
PENNSYLVANIA PETROLEUM			
MARKETERS & CONVENIENCE			
STORE ASSOCIATION	PPA-1	BURNER ELECTRICAL & CONTROLS SEMINAR	8
TEKMAR CONTROLS SYSTEMS	TEK-1	RESIDENTIAL CONTROL SCHOOL	8
VERMONT FUEL DEALERS			
ASSOCIATION	VTF-6	ELECTRICAL CONTROLS & WIRING FOR HEATING TECHNICIANS	12
Fuel			
FIREDRAGON	FIR-3	UNDERSTANDING FUEL SYSTEMS	7
GAR-BER FILTERS, INC	GAR-1	FUEL FILTERATION FOR OIL HEAT	3
OILHEAT ASSOCIATES	OHA-8	REDUCE FUEL RELATED SERVICE CALLS	7
OILHEAT ASSOCIATES	OHA-13	FUEL PERFORMANCE - LINES AND TANKS	3
PETRO	PET-2	FUEL OIL - THEORY AND APPLICATION	3
SID HARVEY	SID-1	OIL DE-AERATION	3
Venting			
FREDERICK GERAGHTY INC.	FRE-1	POWER VENTING	3
J.A.D. ASSOCIATES	JAD-1	POWER VENTING AND COMBUSTION AIR COURSE	4
NAOHSM	NAO-3	ROUNDTABLES - VENTING & AIR QUALITY	1
OILHEAT ASSOCIATES	OHA-5	REDUCE CARBON MONOXIDE AND OTHER EMISSIONS	7
PRO TECH SYSTEMS, INC.	PRO-1	VENTING & LINING FOR OIL & GAS-FIRED APPLIANCES	3
FIREDRAGON	FIR-10	TROUBLESHOOT DOMESTIC HOT WATER SYSTEMS	

Amended 2004 Grants

State	Classification of Project	Funding Sought From Alliance	Estimated Cost of Project	Grant #	Resolution
IN	Education & Training Consumer Education	\$3,357.75	\$3,357.75	ET-04-IN-001	#A-1
		\$3,357.75	\$3,357.75	CE-04-PA-001	#A-2
NY	Education & Training Consumer Education	\$84,789	\$84,789	ET-02-OR-001	#A-3
		\$84,789	\$84,789	CE-04-OR-001	#A-4
ME	Consumer Education Education & Training	20,000.00	20,000.00	CE-04-ME-001	#A-5
		20,000.00	20,000.00	ET-04-ME-001	#A-6

Amended Resolution A-1

National Oilheat Research Alliance from its inception has considered the state associations to be one of the strongest forces in the Oilheat industry and that effective use of their resources will help advance the goals of NORA. The Board also finds that the following grant was subjected to public comment and that no adverse comments were made.

The Board in compliance with the internal budget adjustments had decided to approve this grant.

Resolved: That the grant request identified as ET-04-IN-001 is hereby decreased by \$3,357.75.

Be it further resolved: That the President of NORA enters into a contract With the grant application identified in the grant application to effectuate the purpose of the grant.

Amended Resolution A-2

National Oilheat Research Alliance from its inception has considered the state associations to be one of the strongest forces in the Oilheat industry and that effective use of their resources will help advance the goals of NORA. The Board also finds that the following grant was subjected to public comment and that no adverse comments were made.

The Board in compliance with the internal budget adjustments had decided to approve this grant.

Resolved: That the grant request identified as CE-04-IN-001 is hereby increased by \$3,357.75.

Be it further resolved: That the President of NORA enters into a contract With the grant application identified in the grant application to effectuate the purpose of the grant.

Amended Resolution A-3

National Oilheat Research Alliance from its inception has considered the state associations to be one of the strongest forces in the Oilheat industry and that effective use of their resources will help advance the goals of NORA. The Board also finds that the following grant was subjected to public comment and that no adverse comments were made.

The Board in compliance with the internal budget adjustments had decided to approve this grant.

Resolved: That the grant request identified as CE-04-NY-001 is hereby decreased by \$84,789.00.

Be it further resolved: That the President of NORA enters into a contract With the grant application identified in the grant application to effectuate the purpose of the grant.

Amended Resolution A-4

National Oilheat Research Alliance from its inception has considered the state associations to be one of the strongest forces in the Oilheat industry and that effective use of their resources will help advance the goals of NORA. The Board also finds that the following grant was subjected to public comment and that no adverse comments were made.

The Board in compliance with the internal budget adjustments had decided to approve this grant.

Resolved: That the grant request identified as ET-04-NY-001 is hereby increased by \$84,789.00.

Be it further resolved: That the President of NORA enters into a contract With the grant application identified in the grant application to effectuate the purpose of the grant.

Amended Resolution A-5

National Oilheat Research Alliance from its inception has considered the state associations to be one of the strongest forces in the Oilheat industry and that effective use of their resources will help advance the goals of NORA. The Board also finds that the following grant was subjected to public comment and that no adverse comments were made.

The Board in compliance with the internal budget adjustments had decided to approve this grant.

Resolved: That the grant request identified as RD-04-ME-001 is hereby decreased by \$20,000.

Be it further resolved: That the President of NORA enters into a contract With the grant application identified in the grant application to effectuate the purpose of the grant.

Amended Resolution A-6

National Oilheat Research Alliance from its inception has considered the state associations to be one of the strongest forces in the Oilheat industry and that effective use of their resources will help advance the goals of NORA. The Board also finds that the following grant was subjected to public comment and that no adverse comments were made.

The Board in compliance with the internal budget adjustments had decided to approve this grant.

Resolved: That the grant request identified as ET-04-ME-001 is hereby increased by \$20,000.

Be it further resolved: That the President of NORA enters into a contract With the grant application identified in the grant application to effectuate the purpose of the grant.