

**PENNSYLVANIA PETROLEUM MARKETERS & CONVENIENCE STORE ASSOCIATION**

P.O. Box 68  
Highspire, PA 17034-0068  
(717) 939-1781

Please enroll the following in your **2-DAY GOLD CERTIFICATION SEMINAR, June 20 - 21:**

**NAME** (Please PRINT Clearly or TYPE in FULL)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**COMPANY** \_\_\_\_\_

If subsidiary or branch of member, print parent company below:

\_\_\_\_\_  
\_\_\_\_\_

**MAILING ADDRESS** \_\_\_\_\_

**CITY** \_\_\_\_\_ **STATE** \_\_\_\_\_ **ZIP** \_\_\_\_\_

**PHONE** (\_\_\_\_) \_\_\_\_\_ **FAX**(\_\_\_\_) \_\_\_\_\_

**AUTHORIZED BY** \_\_\_\_\_ **TITLE** \_\_\_\_\_

**Authorized E-Mail** \_\_\_\_\_

Check Enclosed for \$ \_\_\_\_\_

Charge my: MasterCard Visa Discover Account Number \_\_\_\_\_ Expiration Date \_\_\_\_\_

Cardholder's Name (Please Print) \_\_\_\_\_ Signature \_\_\_\_\_

*Detach here and mail today!*

**NO REGISTRATION WILL BE ACCEPTED  
UNLESS ACCOMPANIED BY PAYMENT IN FULL**

**REGISTRATION FEE  
\$225.00 Per Person**

**CONFIRMATION WILL BE SENT  
PRIOR TO THE PROGRAM.**

**Seminar will start promptly on time.  
Please allow ample time for road  
conditions.**

**OUR INSTRUCTOR:** George M. Kusterer, Director of Technical and Field Support, Bock Water Heaters, Madison, WI, has over 40 years of experience in both residential and commercial installation and service. He has served as national technician manager for Riello and Danfoss and has developed and conducted numerous training programs throughout the U.S. and Canada.

**THE 2-DAY GOLD CERTIFICATION SEMINAR WILL COVER:**

- The Science of Oilheat
- What is Efficiency?
- Chimneys and Venting
- Low Cost vs. Cost Heating System Adjustments
- Oil Burners
- Boilers, Furnaces and Return on Investment
- Efficient Oil Powered Water Heating
- Minimizing Oil Burner Air Emissions
- Technician Sales: Convincing Your Customer to Invest in Energy Conservation
- Marketing and Selling Heating Equipment - The Future of Oil Heat

The manual, *NORA Gold Technicians Book, "Efficient Oilheat, An Energy Conservation Guide,"* will be sent to each registrant **for study**, upon receipt of registration and payment. This manual **MUST** be brought with attendee for admittance to the seminar.

**PAYMENT POLICY:** Payment may be made online (Visa, MasterCard or Discover) or by mail. Enrollment forms including credit card information may be faxed to PPMCSA at (717) 939-2015.

**CANCELLATION POLICY:** Cancellations will be accepted up to 3 days prior to the program date. No refund will be made unless the cancellation is **received more than 3 days prior to the scheduled program.**

**OVERNIGHT ACCOMMODATIONS:** Lodging, transportation and meals (other than lunch) are the responsibility of the student.



# Education Program

**2012**  
COURSE DATE

**JUNE 20 - 21**

**9:00 a.m. - 4:30 p.m.**



**PPMCSA Training  
Center  
911 S. Eisenhower  
Boulevard  
Middletown, PA  
(717) 939-1781**



**Register Online**

**[www.ppmcsa.org](http://www.ppmcsa.org)**

## GOLD CERTIFICATION SEMINAR

### CRITERIA FOR GOLD CERTIFICATION:

- ❖ *Completion and passage of the Silver National Certificate Program*
- ❖ **Minimum of five years of experience as an oil heat technician**
- ❖ **Minimum of 120 hours of training**

Using the New NORA Gold Technician Book, "*Efficient Oilheat, An Energy Conservation Guide*," to better help the oilheat service technician to understand:

- The potential energy in heating oil;
- How and where heat energy is lost before it reaches the living space of the building or the hot water faucet;
- The various types of efficiency measurements and what they mean;
- How to be sure your customer is getting the most heat for their money from their existing system. Understanding free and low-cost energy conservation strategies, including proper tune-up and adjustment, as well as common sense conservation advice we can give our customers;
- How to evaluate various energy conservation investments available;
- How to advise customers on investing in new equipment, including sales techniques, and how to calculate return on investment;
- How to maximize savings opportunities without reducing safety, reliability and comfort.

Following a review of the guide, a corresponding test will be administered which will be returned to the NORA Education Center for processing. A grade of 78% is needed for passing. Technicians will be notified of their grades by mail and certification will be posted in their account on the NORA web site, [www.noraed.org](http://www.noraed.org).

***GOLD MANUALS WILL BE SENT TWO WEEKS PRIOR TO THE SCHEDULED PROGRAM. It is very important that the applicant spends the appropriate amount of time studying the guide prior to attending the seminar.***

**MANUALS MUST BE BROUGHT ALONG TO THE PROGRAM.**

**GOLD CERTIFICATION SEMINAR**