

2004 NORA OFFICERS INTRODUCED; see page 2

new view! www.nora-oilheat.org



NORA has a new look and feel to its website, designed to speed access to the information you're looking for that is most relevant to your business.

Introduced a few months ago, the new site features a dynamic view of the Statue of Liberty (FYI: heated by oil) as you enter the home page. A series of link bars makes topics easy to locate; one click provides access to all material within the category heading.

For example: "CONSUMERS" brings you to the motivation for NORA's creation from an end user's perspective and provides PDF literature files about Oilheat oriented toward consumers and realtors. The consumer pamphlets can be ordered from NORA. You'll want to click on "MATERIALS TO USE." That link downloads the

NORA business and education products order form.

There are also links to upcoming meetings, the NORA collection process, and an important technology link that enables you to download timely PDF files on topics such as low sulfur heating oil.

The "NEWS & SITE UPDATES" bar links you to files for all previous *Newsmemos*.

When you arrive at the lead page for any one subject you'll see a list of sub-categories within a category or a similar guide to content.

Constant to all pages are the quick links to NORA's technical education and training center, in addition to oilheatamerica.com, NORA's public access site for consumers nationwide.

LOOKING AHEAD WITH NEW OILHEAT TECHNOLOGY



If one is to assess the state of Oilheat R&D based upon proposals for grant monies recently reviewed by the National Oilheat Research Institute (NORI), the outlook is very bright indeed for the eventual introduction of several "smart tools" that will enhance Oilheat service capabilities.

Among those making presentations: Carlin Combustion Technology for its multi-purpose Sentinel control that functions as a flame quality indicator and remote troubleshooter with sensing technology, related fuel level reports and burner operating data via PC access; Honeywell, in similar vein for remote Oilheat usage and diagnostics; and Beckett, for further R&D for its breakthrough NX-LE burner technology.

This article presents data about the devices under consideration by the NORI board. (*continued, pg. 3*)

NORA's INDUSTRY GAME PLAN FOR 2004; see page 6



NORA MEETINGS 2004

(Scheduled To Date)

Executive Committee

February 20, New York City
Board of Directors April 28,
 Atlantic City (in conjunction with
 AREE Show)

Executive Committee

June 10 Hartford
Board of Directors August 23,
 Providence (in conjunction with
 Visions Conference)

Board of Directors October 7,
 Baltimore @ BWI Airport

Contact:
prichardson@nora-oilheat.org

CONNECTICUT

ICPA ANNUAL MEETING
 June 20-21
www.icpa.org

IDAHO

IDAHO PETROLEUM MARKETERS
 & C-STORE CONVENTION
 August 4-6, Sun Valley, Idaho
sbs@icehouse.net

INDIANA

PHCC CONVENTION & EXPO
 March 5
 Indiana Convention Center
 FLOWER & HOME SHOW
 March 13-21
 Indiana State Fairgrounds
www.ipca.org

MAINE

MAINE OIL DEALERS (MODA)
 Energy Training/Equipment Expo
 April 7-8
 Augusta Civic Center
 MODA 50TH ANNIVERSARY
 CONVENTION, June 20-23
 Rockport, ME
www.meoil.com

NATIONAL ASSOCIATION OF OIL HEATING SERVICE MANAGERS

51ST ANNUAL CONVENTION
 & TRADE EXPOSITION
 Major trade show, education
 seminars, May 11-14, Hartford, CT
www.naohsm.org

NEW HAMPSHIRE

SPRING CONVENTION
 May 16-20, Fairmont Southampton,
 Bermuda
 ANNUAL CONVENTION
 September 21-24,
 Whitefield, NH
www.nhoilheat.com

NEW JERSEY/ AREE

ATLANTIC REGION ENERGY EXPO,
 Major Oilheat Conference
 April 27-29, Atlantic City
www.fmanj.org

NEW YORK

OILHEAT EXPO
 Oil Heat Institute of Eastern NY
 May 11-13, Saratoga Springs, NY

NORTH CAROLINA PETROLEUM MARKETERS ASSOCIATION

2004 Convention, June 20-23
 Westin Resort, Hilton Head, SC
www.ncpma.org

NEVADA PMCSA

WESTERN PETROLEUM
 MARKETERS/C-STORE EXPO
 February 17-22
 Mirage Hotel, Las Vegas, NV

PACIFIC OIL CONFERENCE
 September 21-23, Reno, NV

ANNUAL MEETING
 September 22, Reno, NV
www.oilheatnevada.com

OHIO

M-PACT TRADE CONVENTION
 May 4-6, Indianapolis
www.opmaonline.org

PENNSYLVANIA

LIBERTY U.S.A./PPMCSA
 C-STORE TRADE SHOW
 March 18, Pittsburgh ExpoMart
 Monroeville, PA

PPMCSA SUMMER CONFERENCE
 July 11-13, Ocean City, MD

CONVENTION AND TRADE SHOW
 September 14-16, Hershey, PA
www.ppmcsa.org

WISCONSIN

PETROLEUM MARKETERS
 ASSOCIATION OF WISCONSIN
 CONVENTION & TRADE SHOW
 April 13-14, Alliant Energy
 Center, Madison, WI
www.pmaawacs.org

OILHEAT VISIONS 2004

Major conference embraces new
 technologies for Oilheat. Sponsored
 by New England Fuel Institute,
 teamed with NORA, PMAA, Brook-
 haven National Laboratory and US
 DOE. August 24-25, Providence, RI
www.nefi.com / tracy@nefi.com

VERMONT FUEL DEALERS

SPRING CONFERENCE
 May 26-27, Basin Harbor, VT
www.vermontfuel.com

As we enter and proceed through calendar year 2004, NORA has announced its new officers who sit on the Executive Committee. They are:



Don Allen, President, E.T. Lawson, Hampton, Virginia assumes the post of NORA's Chairman from Bob Greenes of New York who remains co-chair of consumer education and a member of NORA'S Executive Committee. Don is a fervent supporter of Oilheat research and education and training and has served as NORA's

First Vice-

Chairman since NORA's inception in 2001. **Peter Carini**, CEO of Champion Energy, New Rochelle, NY, moves up to First Vice-Chairman, having served as the 2nd Vice-Chairman for the past several years. Peter also remains as Chairman of the National Oilheat Research Institute (NORI), NORA's affiliated research and development organization.

Second Vice Chairman **Jim Townsend** is a new officer with the Executive Committee. He is the principal of Townsend Energy, Beverly and Georgetown, Massachusetts. Jim is also serving as the industry president of New England Fuel Institute.

Robert Boltz, Vincent R. Boltz Co., Lebanon, Pennsylvania and **Jim Pierson**, J.W. Pierson Oil, East Orange, New Jersey, continue in their respective roles as heads of the industry education and training and consumer education committees.

Oilheat Visions
 The Next Dimension In Oilheat
 Rhode Island Convention Center
 Providence, RI / August 24-25, 2004

RECAP OF NORI'S LOOK AT NEW OILHEAT TECHNOLOGY

(from page 1)

Carlin's Sentinel device aims to be a flame quality indicator and troubleshooter rolled into one. It uses flame and stack temperature sensing technology to keep up with small changes in air/fuel ratios. Technicians can set boundaries by which rate of change in these, and other monitored operating parameters, could trigger a service alert.

Data is relayed over phone lines to a PC at service dept.; can be programmed to call once or more daily; runs algorithm to process data which can be custom modified to suit a company's needs. It reportedly takes about half-a-second for data transmission from house to service depot.

Among its other intended functions are pertinent remote burner readings such as: burner lockout; short cycling; fuel consumption; efficiency; burner cycles and recycles since last call; time to establish a flame, in seconds; and flame time outs, again in seconds.

Based on information provided by Carlin, the device calculates the burner firing rate each time there is a delivery. Changes in firing rate could be the early indication of oil line or tank leakage.

Carlin likens its planned-for Sentinel to on board computers in cars that technicians plug in to see what's wrong. They see it as an early warning system that can also help extend service intervals; i.e, it could identify which burners are eligible for extended consideration as well as control the trigger standard for when a burner does need servicing.

The product has been four years in development; Carlin plans extended field testing.

heating oil
viscosity
fuel properties
spray pattern
pour point

Beckett is moving ahead with its NX-LE burner technology. The NX-LE exemplifies the vision for Oilheat in the 21st century by offering a breakthrough technology that is clean burning, offers enhanced performance, improves serviceability and significantly reduces emissions.

The technology incorporates a novel swirl plate head design in combination with a flame tube which

extends into the appliance combustion chamber. The flame tube makes the burner performance virtually independent of the combustion chamber geometry resulting in a burner that is perfectly adaptable to existing boiler and furnace heat exchanger designs. The burner uses conventional components and is exceptionally clean burning throughout its cycle producing zero smoke according to Beckett, thus reducing fuel consumption and chamber cleaning requirements.

The burner design simplifies set-up and installation requirements and offers the possibility to reduce or eliminate the need for refractory liners in appliances. The true potential of the NX-LE is realized when the burner's combustion characteristics are integrated into the next generation of Oilheat appliance designs.

Beckett plans to work intimately with OEMs and Oilheat dealers/installers in 2004 to demonstrate and introduce the NX-LE to the marketplace.

nozzle pressure
flash point
firing rate
combustion
temperature

Honeywell Home and Building Controls made a presentation before NORI for a Residential Oil Heat Remote Oil Usage and Diagnostics device.

Their intention is to develop a combination of products and services that would enable oil dealers to reduce service and delivery costs and increase their customer retention. The products and services would work in tandem to relay information from homeowner sites to the oil dealer workplace, providing the oil dealer with the ability to monitor equipment run time and infer oil usage, receive notification of flame quality degradation and equipment shut-down, and remotely access equipment health.

The products and services include the following:

- A communications enabled oil primary
- A communications gateway with a wireless link between oil primary and modem
- Telephone or Internet communications
- Web hosted customer presentation software

The NORI Board reviews all proposals. Visit www.nora-oilheat.org for announcements.



NORI is the independent research and development board established by NORA in 2002.

The board is instrumental in the advocacy and support of emerging technologies that will result in new and improved Oilheat products, including the fuel itself.

Companies and organizations seeking information about the NORI grant process should visit www.nora-oilheat.org for more information.

Insurance, Tax and Banking Get Priority at NORA

Even though the current insurance marketplace is tough, frequently putting your insurance coverage out to bid may not be a wise move if you're a fuel oil dealer, according to Craig Stanovich, of Austin & Stanovich Risk Managers, LLC.

This is just one example of many sound industry-specific tips offered during the recent National Oilheat Research Alliance's (NORA) Oilheat Management Workshop held in Simsbury, Conn.

More than fifty Oilheat representatives from around the country attended the intensive four-day management retreat and participated in seminars covering almost every aspect of running an Oilheat business, from hedging to credit collection; from insurance to setting margins; and from customer service to selling heating oil equipment.

Several of today's most prominent Oilheat educators and consultants were on hand to educate fuel dealers on running a fuel oil business. Seminars leaders included John Nardozi of Gray, Gray & Gray; Kathy Boyle of The Boyle Company; Rich Larkin and Taylor Hudson of Hedge Solutions; Betsi Lueth of Meridian Associates, Inc.; Bob Hedden of Oilheat Associates and John Levey of Oilheat Associates.

In addition to insurance, attendees were also schooled on topics such as corporate tax implications and how to manage lines of credit.

Stanovich presented his viewpoint on buying insurance the first day of the seminar.

"I've advised clients who've been with their broker for decades to put their insurance out to bid," said Stanovich. One such dealer was extremely surprised that after his insurance company found out he was searching for a new provider, they offered to renegotiate the retailer's new rates. While that serves as an example of how fielding different insurance bids can work to your benefit, Stanovich warned that putting your coverage out to bid every year may also come back to haunt you.

"Because the number of insurance companies that offer suitable coverage for Oilheat dealers is limited, it is particularly important for dealers to avoid being labeled a shopper," Stanovich remarked.

Unless you feel your current coverage is drastically insufficient, a basic rule of thumb as to when to seek competitive insurance proposals is every three years, he indicated.



Betsi Lueth of Meridian Associates (Weatherford, Texas) presented guidelines and several recommendations on improving a company's cash flow. ▲

Based on the success of this first NORA Oilheat Management Workshop, a second workshop is being planned likely to be held in the Baltimore area.

Rich Larkin of Hedge Solutions (Manchester, NH) informs a captive audience of fuel management personnel about price protection strategies. ►

Management Education Workshop

It's important to know the difference between an S-Corporation and a C-Corporation, especially if you're planning to sell [your business] in the future," CPA John Nardozzi of Gray, Gray & Gray told workshop attendees during his half-day presentation covering business valuation and margin setting.

If you have designs to sell your fuel oil business, the S-Corporation designation may be the way to proceed.

"When an S-Corp sells its assets (trucks, customer lists) the gain flows through to you the owner," stated Nardozzi. The sale of assets is taxed only once as a capital gain.

If your oil business is listed as a C-Corp, it is a separate taxable entity. When assets are sold they are taxed twice: once at the marginal tax rate and a second time as a capital gain.

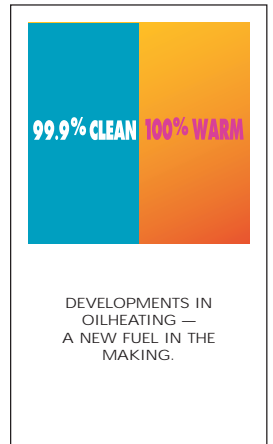
"Without proper planning an unsuspecting owner could end up with only 45 percent of the sale, when Uncle Sam gets the most," Nardozzi pointed out.

Another helpful tip about money management was presented by financial consultant Betsi Lueth of Meridian Associates.

"To keep interest expense down on your working capital line, it should be paid off daily with any 'spare' cash," Lueth told the audience. She suggested working with your banker so that this becomes an automatic procedure.

"Your staff shouldn't have to lift a finger or touch a computer for that to happen. Any money left in your checking account at the end of the day should be automatically applied to your line of credit," she stated.

The excellent industry reception to this initial workshop has event coordinators making plans for another management training week in 2004.



IT'S TIME TO SPREAD THE GOOD WORD ABOUT LOW SULFUR HEATING OIL

NORA has produced a new statement stuffer that introduces low sulfur heating oil in an informative, easy-to-read way. The insert points out that low sulfur heating oil surpasses earlier heating efficiency and environmental performance of Oilheat, and that the new product is the result of advances in refining technology. There are supporting remarks attributed to the Consumer Energy Council of America (CECA).

This insert is available now from the NORA Fulfillment Center. Use the order form on page 7 of this newsletter, or visit www.nora-oilheat.org.

Supporting documentation for marketers about the benefits of delivering low sulfur product (.05% sulfur) is available as a PDF file download from www.nora-oilheat.org or as a printed brochure from the NORA office via e-mail to info@nora-oilheat.org.



Air Quality, Fuel Storage, Education and Builders Head NORA's 2004 Industry Action Calendar

NORA has begun to formulate strategies to address areas critical to the future of Oilheat. This letter to the industry reviews several of the more pressing items on our agenda for 2004.

Clean Fuels – Air Emissions

The industry has debated the sulfur level in fuels for several years, yet no clear consensus has emerged. It is clear that with the next round of environmental changes the states will likely target the sulfur level in heating oil. While the industry does not desire a mandated sulfur level, the 500 ppm fuel has advantages for the technology that we use and it will help us deliver a cleaner fuel.

The stringent 15 ppm fuel which is being advocated by air quality and environmental policy makers has not been tested in our equipment, and is not widely available. It also poses a number of obstacles in its transportation and distribution as heating oil, which would make it difficult for the industry to move to that fuel.

Working with the Northeast States for Coordinated Air Use Management (NESCAUM) and similar parties is essential to ensure that our public image is maintained and that an inappropriate fuel is not recommended for the industry.

To that effect NORA's research affiliate, the National Oilheat Research Institute (NORI), has engaged the services of an environmental consulting firm to work with NESCAUM and discuss our activities and how sulfur and the equipment interact to form particulate matter. The goal is to have a better, more realistic, and more positive view of Oilheat emissions.

We will also have NORI evaluate supply and distribution of low sulfur diesel fuel (500 ppm) in 2006-2007.

Storage Tanks

The impact of tanks on the industry is substantial as it affects our environmental credibility. Plus, a tank uses living space in a home.

We plan to address this "achilles heel" by:

- 1) Developing a model installation and maintenance guide for tanks, including an inspection protocol.
- 2) Review all state laws and trust funds, and prepare a comprehensive report on everything that can

be gleaned from those sources.

- 3) Continue to work with the tank manufacturers for an improved tank, and potentially a plastic tank.
- 4) Investigate the potential for installing tanks outdoors as part of a model installation.
- 5) Establish a Tank Task Force to guide and review all efforts.

Education

We are highly successful in distributing materials to the industry via the NORA Education Center. NORA has sent out 13,000 training videotapes and distributed over 5,000 basic technician's manuals. These materials have been purchased by some 800 companies. The states of New Jersey and Pennsylvania and several regional Oilheat councils have distributed these resources to all dealers within their respective states and marketer areas.

We plan to evaluate our efforts and, where necessary, improve the presentation of products sold by NORA and courses taught. NORA also intends to provide guidance and support to states that develop educational programs.

Build with Oil

There is strong interest in an effective "Build with Oil" program — for developing contacts between builders and Oilheat companies. We envision outreach tools in the future — including a model program that would not intrude on existing Oilheat company/builder relationships or tie-ins.

I am highly pleased to serve as NORA's Chairman and hope that we can continue to build on the foundation that has been established over the past three years. NORA has provided leadership to the industry, and a priority in 2004 is to build upon and enhance the programs that we have in place for Oilheat.

Don Allen, Chairman

John Huber, President

National Oilheat Research Alliance

"While the industry does not desire a mandated sulfur level, the 500 ppm fuel has advantages for the technology that we use and it will help us deliver a cleaner

Oilheat Promotion and Technical Training Products

THIS IS JUST A PARTIAL SHOWCASE OF NORA PRODUCTS AVAILABLE.
FOR A COMPLETE LISTING, DOWNLOAD AND PRINT PDF FILE FROM www.nora-oilheat.org OR www.noraed.org.

Please checkmark items being ordered. Indicate qty. Send this entire page with payment.

99.9% CLEAN 100% WARM

DEVELOPMENTS IN OILHEATING — A NEW FUEL IN THE MAKING.

TELL YOUR CUSTOMERS ABOUT THE NEW LOW SULFUR ERA FOR OILHEAT!

New, easy-to-read envelope insert provides encouraging news about the "clearburn" advantages of low sulfur heating oil, coming into vogue throughout Oilheat markets. Order item: LOSO-CNS

- \$35 for 500
 - \$65 per lot of 1000
- QTY: _____ (no. of lots)



GET A GREAT OILHEAT EDUCATION. STILL AT GREAT PRICES!

TECHNICAL INSTRUCTION MANUAL

- NORAED-OTM** **NEW Basic Oilheat Technician's Manual** \$30.⁰⁰ ea. For introductory Oilheat burner and service training; for Silver Certification.
- NORAED-OTMIG** **Instructor Guide** for above manual (for trainers only) Binder w/overhead transparencies @ \$90.⁰⁰ / CD runs via Acrobat reader @ \$28.⁰⁰

TECHNICAL/SERVICE VIDEOS: \$4.⁰⁰ ea.

- NORAED-V1** **No Heat Call:** 22 minutes; a systematic guide QTY: _____
- NORAED-V2** **Tune Up:** Proper way to tune up an Oilheat system QTY: _____
- NORAED-V3** **Fuel Oil Delivery** With HM-126 training. QTY: _____
- NORAED-DVD123** Videos 1, 2 and 3 on a single DVD at \$4.⁰⁰ QTY: _____
- NORAED-V4** **Heating Oil & Environment** Avoid spills, response procedures QTY: _____

ORDER NOW TO USE FOR THE SPRING AND SUMMER HOMEBUYING SEASON!

INFORMATION PAMPHLETS FOR HOMEOWNERS, REALTORS, ETC.

- NORA-RE1** The "Real Estate Agent's Guide to Oilheat" Sold in lots of 50 / \$24.⁰⁰ per lot QTY: _____ (no. of lots)
- NORA-H01** The Homeowner's Guide to Oilheat Sold in lots of 50 / \$24.⁰⁰ per lot QTY: _____ (no. of lots)
- NORA-HOEFF1** "Open The Door To A More Energy Efficient Home" Sold in lots of 50 / \$9.⁰⁰ per lot QTY: _____ (no. of lots)



FOR NORA CERTIFIED TECHNICIANS (Visit www.noraed.org for information)

- SPATCH1** SILVER CERTIFIED CIRCLE PATCH QTY: _____
- SPATCH2** POCKET PATCH QTY: _____ \$20.⁰⁰ for 25 of same patch
- GPATCH1** GOLD CERTIFIED CIRCLE PATCH QTY: _____
- GPATCH2** POCKET PATCH QTY: _____ \$20.⁰⁰ for 25 of same patch
- TECHCAP** OILHEAT CERTIFIED CAPS Indicate Silver or Gold front patch QTY: _____ \$6.⁰⁰ each cap

Payment to the NORA FULFILLMENT CENTER must accompany this form for your order to be processed. Please allow 2-3 weeks for receipt of your order from the time you mail it. Items are shipped best way, often FedEx ground. We may use the U.S. Postal Service for single books and media. Please provide a physical street location for receipt of your items. This form may also be downloaded and printed from www.nora-oilheat.org and www.noraed.org. Thank you.

All NORA items are priced to cover the cost of production. There is a separate fulfillment charge. Compute and include at the end of order. Prices subject to change.

NORA FULFILLMENT CENTER
Box 314 • Watertown, MA 02471-0314
Ph: 1-866-924-1100
Fax: 1-866-924-1200
Email: info@noraed.org

PROCEED TO TOTAL \$ COST FOR ALL ITEMS ORDERED / SHOW HERE LINE A
Please check your math. Thank you.

Note: If order is to be shipped outside of USA lower 48 states, we will advise of the additional transportation charges if they apply.

Massachusetts and Virginia Companies Only. Add In Sales Tax. LINE B.
Massachusetts = total x .05; Virginia = total x .045

SUB-TOTAL LINE C.

ADD IN AT THE FOLLOWING RATE FOR HANDLING/FULFILLMENT

IF YOUR ORDER TOTAL ON LINE A IS: \$0 up to \$25... add in \$7.⁰⁰; over \$25 up to \$50... add in \$14.⁰⁰
For orders over \$50, add in \$10.⁰⁰ plus 15% of LINE A TOTAL (ex: if order is \$100 from Line A, add \$25.⁰⁰)

YOUR TOTAL AMOUNT DUE \$

\$
\$
\$
\$
\$
\$

MAKE YOUR CHECK PAYABLE TO: NORA FULFILLMENT CENTER Post Office Box 314 Watertown, MA 02471-0314
MAIL PAYMENT WITH ALL PAGES OF THIS FORM. MAKE A COPY FOR YOUR RECORDS. COMPLETE THE "SHIP TO" DATA IN ITS ENTIRETY.

Your Name _____
Company _____
Street Address (no P.O. Boxes, please) _____
City, State, Zip _____
Phone _____ Fax _____ E-mail _____

IF YOU WISH TO PAY BY CREDIT CARD: MC, VISA, AMEX IF PAYING BY CREDIT CARD, MAIL FORM OR FAX TO: 1-866-924-1200

Name on Card _____
Authorized Signature & Date _____
Card Type: MC VISA AMEX Your Direct Line Phone Number _____
Card Number _____ Card Expiration Date _____



NATIONAL OILHEAT RESEARCH ALLIANCE
211 North Union Street, Suite 100
Alexandria, VA 22314

Phone: 703-519-4204

Fax: 703-519-4205

E-mail: info@nora-oilheat.org

Industry website: www.nora-oilheat.org

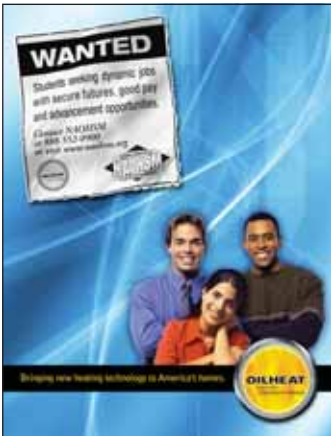
Oilheat education and training: www.noraed.org

Consumer education: www.oilheatamerica.com

RE: EMPLOYEE RECRUITMENT

NAOHSM has a new Oilheat careers brochure

available on request from the National Association of Oil Heating Service Managers (info@naohsm.org). This new 4-page color brochure is an excellent handout at job fairs and similar venues for Oilheat companies to attract high school and technical college students to our industry. The brochure explains the educational background and aptitudes needed for a variety of Oilheat jobs. The brochure was produced with support from the NORA Education & Training Committee.



UP AND COMING:

Look for a new "Gold Certification Level Training"

program and accompanying manual during the coming months. A new test and trainers guide will also be available. The revamped "Gold Certification" will be introduced at a "Train the Trainer" seminar presently scheduled for mid-April 2004.

NORA is presently developing a comprehensive reference and educational package dealing with fuel quality and storage tanks. The accompanying guidebook will be designed for technicians to use in the field.

NORA's Guide to Oil Storage Tanks

will be available for distribution this fall. This guide will help the reader understand applicable codes and regulations, installation procedures, and the issues surrounding oil lines, filtration, oil valves, tank abandonment and other topics. Introductory seminars on fuel quality and storage and will follow.

TRAINING VIDEOS IN THE WORKS

NORA V5 "Primary Controls" has been written and is currently in production. This video demonstrates the operation of several generations of controls from thermo-mechanical models right up through today's microprocessor controls. V5 is intended to serve as a review for experienced service technicians and as part of an instructor-supervised training program for Oilheat students. This video clearly demonstrates the functioning of various types of primary controls and includes normal operating sequences, flame detection, wiring, safety check procedures and troubleshooting tips for each model. Filming will begin this month, with the NORA Fulfillment Center due to receive inventory this spring.

NORAED V6 "Limit Controls" is currently being written and will be available later this year. Aquastats, pressuretrols, fan-limits, low water cutoffs and combination controls will be covered in depth in this upcoming production.

NORA RECOGNITION FOR HIGH SCHOOL

Saunders Technical High School, Yonkers, New York, is the first high school in the US to receive authorization to have students qualify for NORA Bronze Level Certification upon graduation and successful grading on the Silver Exam. By passing the exam, students will automatically receive Silver certification status following three years of apprentice service in the field. Kudos to John Maniscalco and the New York Oil Heating Association for providing encouragement and continued support to the Oilheat vocational program at Saunders and other high school training programs. Thanks to NORA funds, several state and regional councils have been able to provide support to area schools and/or establish or upgrade new training programs at their own Oilheat training centers.

If you know of a vocational school that would like to be eligible for providing Bronze certification, please contact Mike Markarian at the NORA Education Center, 866-924-1100.



FYI: Pacific NW Oil Heat Council relocates

The Pacific Northwest Oil Heat Council has relocated their offices as of February 1 to: PNW Oil Heat Council, 18850 103rd Avenue SW Vashon, WA 98070. Phone: 206-463-2314; Fax: 206-463-2313 Web: www.pnwoilheat.com; E-mail: lea@pnwoilheat.com