



REGISTER TODAY: ESEA Propane Fundamentals & Emergency Response for Customer-Facing Employees

September 22-23, 2026

8:00 AM – 4:00 PM Each Day

Location:

F.W. Webb Company
1 McCrea Hill Road
Ballston Spa, NY 12020



Registration Fee: \$100 per person

Instructor

Brent Cammett

Director of Safety & Training Services

P3 Propane Safety

Brent Cammett brings extensive propane industry experience and expertise in safety, compliance, emergency response, and employee training. Participants will benefit from practical, real-world instruction designed to help office personnel confidently support safe propane operations and effectively respond to customer concerns.

Who Should Attend?

This training is specifically designed for employees who interact with propane customers, including:

- Customer Service Representatives
- Dispatchers
- Billing Personnel
- Sales Support Staff
- Administrative Employees
- Office Managers
- Any team member who handles propane-related customer inquiries



Course Overview

Every employee plays a role in propane safety. This two-day program provides office personnel with the knowledge and confidence needed to properly respond to customer questions, recognize potential safety concerns, and support safe company operations.

Key Topics Covered

Introduction to Propane

- What propane is and how it's used
- Common residential, commercial, and agricultural applications
- Basic industry terminology office staff should know

Propane System Basics

- Overview of tanks, regulators, piping, meters, and appliances
- Differences between aboveground and underground tanks
- Delivery basics and terminology (gallons, percentages, will-call vs. automatic)

Safety Fundamentals for Office Roles

- Propane characteristics (odorant, vapor vs. liquid)
- Recognizing customer-reported safety concerns
- Leak indicators and emergency response protocols
- What office personnel should and should not advise customers to do

Customer Communication & Compliance

- Proper responses to common customer questions
- Handling out-of-gas calls and service interruptions
- Documentation, recordkeeping, and regulatory awareness
- Understanding the importance of compliance and liability

Internal Coordination & Escalation

- When to involve drivers, service technicians, or management
- Dispatch and scheduling considerations tied to safety
- The role of office staff in supporting safe field operations



Training Outcomes

Participants will leave with:

- ✓ Increased confidence when handling propane-related customer calls
- ✓ A stronger understanding of propane safety fundamentals
- ✓ Clear knowledge of their role in emergency response procedures
- ✓ Improved coordination with field personnel
- ✓ A shared safety-first mindset aligned with field operations and the company's overall propane safety culture

Invest in Your Team's Safety

For just **\$100 per person**, this valuable two-day training will strengthen propane knowledge, improve customer interactions, and reinforce a culture of safety throughout your organization.

Space is limited. Register today and ensure your customer-facing employees have the knowledge and confidence to support safe propane operations.