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Message From Executive Director Sal Risalvato

Throw A Left Or A Right?... Or Cover Up and Rope - a - Dope?

Muhammed Ali defeated George Foreman by laying back against the ropes and covering his face with his gloves, letting Foreman pound away and exhausting himself. Ali's arms were battered and swollen from the tremendous force that Foreman exerted, but Ali's face was as pretty at the end of the fight as it was at the beginning. Ali used a tactic that became known as rope-a-dope. Foreman beat Ali silly and lost! The team standing in Ali's corner coaching and encouraging him did an awesome job. The best investment that Ali could make was to hire the team of managers and trainers that he had in his corner over his career.

As a small business owner you are always in the ring and fighting for or against something. Your opponent may be the weather, or even the economy. Too often your opponent is Trenton. Every time you are in the ring for the next big fight, NJGCA has been in your corner doing for you what Ali's team did for him. Membership in a strong trade association is one of the best investments a small business owner can make.

Yes, ultimately it is you who is in the ring taking the punches, but we here at NJGCA headquarters are in the ring with you. I know several times over the years I wrote about how I feel like I am getting beat up in Trenton, yet sometimes even when we lose it is worth being bloodied a bit. Without a fight, things that seem like a loss would be much worse if the fight never happened.

I say this because there seems to be a relentless flow of anti-business legislation pouring out of Trenton recently. There always has been anti-business legislation that needed to be fought, but since Governor Murphy took office, there has been an onslaught. Bad laws that we successfully blocked have been passed this year. Laws that we had stalled for three years and seemed to have negotiated reasonable compromises are now being pushed through the Legislature with worse conditions than when they were first introduced. We rope-a-doped for a few years but the Legislature never tired of exhaustion like George Foreman did. Legislators have gotten their second wind and are pounding us daily.

I guess the issue that has me so bugged right now and has taken more of our attention than I can afford to give is an issue that I have written about called "wage theft." Now to be clear, we will never, and neither should you, ever ever ever condone or defend an employer who willfully cheats an employee out of wages. However, there are so many traps in this "wage theft" legislation that I fear honest employers who made honest, or even sloppy mistakes can find

themselves facing harsh penalties, including the possibility of jail. Legislators who in the past negotiated with us to make the legislation more reasonable, now have turned around and ignored our arguments while making the bill harsher. If not for NJGCA, our friends at the Fuel Merchants Association, and our friends at the Civil Justice Institute; "wage theft" would have been signed in to law a month ago. The good news is that because of a last minute stay of execution, many other organizations have now joined the fight more aggressively, and are in the ring with us throwing rights and lefts. Can we win this match? I don't know, but we are slugging away.

While this major distraction is being fought in one ring, NJGCA has picked a few fights of our own and we have jumped into other rings in your corner. The battle to abolish the 60 year-old ban on allowing motorists to pump their own gas has been renewed, and a new battle in a different boxing ring has been engaged to change the liquor licensing laws so that NJGCA members can sell beer and wine in their convenience stores.

In each of these rings there are legislative opponents who are formidable. Our job is to recruit legislators who will help fight for us.

A good example of the fight having value is the minimum wage battle. Without NJGCA and the coalition of small business organizations that banded together, several provisions in the law would be worse than what ended up being passed. Original proposals if passed three years ago would have made \$15 an hour the law by 2020 or 2021. When Governor Murphy took office he pushed hard to maintain the 2021 effective date. Many legislators supported his plan. Because of the rope-a-dope tactics of our coalition, the effective date for \$15 is 2024, and in some exceptions as late as 2026.

Take a good read at the legislative update in this newsletter written by Eric Blomgren. There are a number of boxing rings that we are engaged in. In several of these rings we are throwing the punches hard, and in others we are doing the Rope-a-Dope.

NJGCA is in your corner. Membership in a strong trade association is one of the best investments you can make.

A Bad Apple in Every Bunch

By: Michelle Horowitz

This February, a former motor vehicle inspector was sentenced to five years in prison for falsifying emissions inspections for cash. He falsified inspections for 127 vehicles in 2015 and charged his “customers” between \$150 and \$200 to distribute passing results for these vehicles using a data simulator. He also falsely reported 157 state inspection stickers as “stolen” from his personal vehicle while selling them on his own on the side. He involved two co-conspirators in his scheme, who also were found guilty in their parts. One of his co-conspirators will also face jail time, and the other a year of probation.

It is unfortunate that guys like these give honest inspectors a bad reputation. Thankfully, this is not something we come across often at NJGCA; we have a zero tolerance policy for cheating the system and make it a point to educate our members on current laws and regulations that should be followed. Also unfortunate is the fact that – yes, several NJGCA members have been guilty of performing fraudulent inspections in the past. NJGCA offers assistance for honest members who run into unforeseen issues because of errors. Too often, it is sloppiness and not fraud that can cause penalties against you and/or your business. Members also receive frequent communications updates and notifications from us in order to stay up to date in real time on how to avoid warnings, violations, and penalties from the State. Additionally, NJGCA offers emission inspector and repair courses at a discount for our members so that you can offer customers as many services as possible at a quality they can trust and depend on. See page 25 for our spring class schedule and register today!

As small business owners, we are all acutely aware of the careful balance of maintaining your business while also keeping track of fast-paced law and regulation changes. At NJGCA, we strive to deliver these messages to you as frequently and as easily as possible so that our members can continue to stay a cut above the rest. Our goal is to never read newspaper articles like the ones that depicted the crooked inspector highlighted above. To be clear: NJGCA will not assist a truly dishonest inspector performing fraudulent inspections.

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NJGCA'S OCCUPATIONAL SAFETY AND HEALTH (OSHA) COMPLIANCE CORNER



Editor's Note: Because of stepped up OSHA activity, NJGCA expects to be proactive in reminding members of the importance of workplace safety. OSHA penalties can be extremely expensive and can be avoided. Please send any questions you may have regarding workplace safety to Debbie Hill at debbie@njgca.org and we will forward your questions anonymously to Justin Baker at the NJ Department of Workforce Development. Justin's answers will be published in upcoming issues of OTR. Justin's introductory article is below.

Justin Baker, Chief of Occupational Health, New Jersey Department of Labor and Workforce Development

(NJDOL)

I want to thank Sal Risalvato and Debbie Hill for inviting me to provide information about the Occupational Safety Health (OSH) On-Site Consultation Program. The program was previously featured in the January 2018 NJGCA OTR Quarterly Newsletter, and several members successfully took advantage of the service.

The purpose of the program is to help NJ businesses keep their employees safe and comply with USDOL OSHA's regulations. This program is free and the results are confidential from all parties including OSHA and FOIA/OPRA requests. Though confidential, USDOL OSHA funds 90% of the program to assist small businesses with OSHA compliance. Later, I'll more fully describe these services and the benefits your facility will receive.

Overall, 22 members of NJGCA participated in the OSHA On-Site Consultation Program. Through these consultations, we were able to determine the types of USDOL OSHA regulations NJGCA members needed the most help with. **Below is a generalized list of the top 10 most common hazards found at these facilities and the number of instances of each:**

1. Hazard Communication (47 instances) - Hazard



Communication is a health standard written to address chemical safety in the workplace. Employers need to have a written program, safety data sheets (SDSs) for chemicals found onsite, clearly labeled chemicals, and provide employee training.

2. Machine Guarding (32 instances) -

Many types of equipment found in garages need guarding to prevent employees from being injured. Common types include bench grinders, drill presses, and compressed air belts.



3. Electrical Safety (12 instances) -

Electrical safety addresses a wide range of hazards related to the potential for employees to be electrocuted or injured by electrically ignited fires. Common issues include improper use of extension cords, overloaded circuits, and unguarded live parts.



4. Fire Extinguishers (12 instances) -

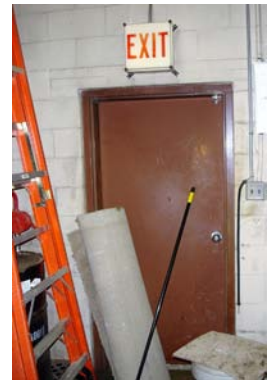
Fire extinguishers must be present at gas stations and repair shops. Employees who are expected to use fire extinguishers must be trained annually. The extinguishers must be inspected monthly with a third party audit annually.

5. Personal Protective Equipment (PPE) (12 instances) -

PPE must be worn as designated by the employer to protect employees from potential hazards. Commonly used PPE includes eye protection, hearing protection, and foot protection. The employer needs to develop a PPE Hazard Assessment, which clarifies what PPE must be worn for each hazardous task.

6. Egress and Emergency Planning (6 instances) -

Some examples are blocked emergency exits, inoperable emergency lighting, and failure to have an emergency action plan.



7. Welding Safety (5 instances) -

Welding presents both physical and health hazards to employees. Common concerns include storing fuel gases and oxygen too close together, not removing flammable material from a welding area, and failure to provide a 30-minute fire watch following welding activity.



8. Control of Hazardous Energy (Lock Out /Tag Out) (4 instances) -

Lock Out /Tag Out (LOTO) was developed to prevent employee exposure to uncontrolled energy sources found in equipment during repair or maintenance. Energy sources include electric, pneumatic, and

hydraulic. For example, when the electricity is shut off, an employee can safely work in an area where live electrical parts would normally create an electrocution hazard. To comply with LOTO, employers need to have a written program, equipment specific procedures, and provide employee training.

9. Eyewash Stations (3 instances) - Eyewash stations must be accessible and in working condition. They are required when employees may be exposed to corrosive chemicals such as battery acid.



10. Compressed Gas Storage (2 instances) - Compressed gas cylinders must be secured to prevent them from tipping over. Ideally these are stored in a cabinet or chained to a wall.

The OSH On-Site Consultation Program is 100% confidential so we are unable to disclose who we work with unless we have their permission. We reached out to some NJGCA members to see if they are willing to publically share feedback about their experience with the program. Here are some of the comments we received:

As a 37-year owner of an Automotive Service Center I have always taken great pride and responsibility in keeping my shop as clean and safe as possible. The OSH On-Site Consultation Program was a great test to see how our shop was performing in our daily safety and compliance issues. Both inspectors were great, well trained and helped us understand all of the safety check lists that they performed. Our inspection went quite well but we still had a couple of items that were not up to code. We repaired those items immediately and we are very happy we scheduled our inspection. I would recommend this program to all my automotive colleagues.

- Paul Kelly, Owner, Kelly's Sea Bay Service Center

I was very impressed with the professionalism and personal commitment to safety and education displayed by both of the OSHA staffers that visited us. In over 40 years in business, this was the first direct contact with OSHA I'd ever had. My skepticism, and even a bit of fear, was quickly dispelled by the friendly, "here to help" way each staffer engaged me and my crew on each of their two visits. Some of the simple safety suggestions they gave had never occurred to any of us and were easy to implement. I wish that my insurance carrier's annual inspections had included some education like this.

- Barney Linn, Owner, Cape May Riggins and Cape May Exxon

My brother met with you for the walk-through and he felt that you handled it professionally, and we were glad to find out that there were no outstanding issues that needed to be addressed.

- Martin J. Gallagher, President, Chestnut Ridge Exxon Tigermarket

We greatly appreciate this positive feedback. Inviting a state agency into your facility can be intimidating. Hopefully these NJGCA members' positive experiences will dispel any concerns you have.

Here is an overview of the OSH On-Site Consultation Program:

- It's free
- It's confidential
- It's scheduled on site at your convenience
- It helps keep your employees safe and your facility OSHA compliant
- No penalties or fines are issued

The New Jersey Department of Labor and Workforce Development provides free On-Site Consultation Service to help employers keep their employees safe and comply with OSHA regulations. Experienced safety and health professionals guide you through the applicable OSHA standards. The service is voluntary so you can cancel at any time.

Once requested, consultation staff will contact you to set up a convenient time for the service. The process consists of an opening conference where programmatic issues are discussed, followed by a physical walkthrough of the facility, and concluding with a closing conference to review any issues found. If needed, consultants can provide noise and/or air monitoring to determine if employees are exposed to levels in excess of OSHA's permissible exposure limits (PEL). Upon completion of the consultation, you will receive a written report that includes hazards found, noise/air monitoring results (if applicable), and recommendations to improve safety and health. Formal training or abatement assistance will be provided by the consultants to anyone interested following the initial visit.

Since consultation is voluntary, you must request it. Please contact Justin Baker, Chief Occupational Health at (609) 292-2832 or justin.baker@dol.nj.gov with questions or to request a consultation.

Justin Baker currently holds the position Chief, NJ Dept. of Labor and Workforce Development, Occupational Safety and Health Consultation and oversees the OSHA On-Site Consultation Program. Prior to his work at NJLWD, Justin had 8 years of experience in OSHA and overall regulatory compliance in the private sector.

MEMBERSHIP MEMO!



By: Greg Cannon

Hello and happy spring. I hope that dopey rodent in PA was right and you aren't reading this with snow falling outside.

I reported in the January OTR that our membership grew a bit in 2018. To continue that trend, I'd like to propose getting as many of you involved as possible in

the following effort.

I'm planning a membership drive that will be structured as follows:

- It will be from 5/1/2019 to 7/31/2019.
- Every new member that is recruited by a current member will result in a \$100 discount on your dues for the following year.
- If you bring in **four new members** you will receive **one year free membership**.
- If you bring in **seven new members** you

will receive **two years free membership**.

- The new member you bring in will receive a **\$50 discount on their first year dues**.
- **The member with the most new members signed up and paid will receive a \$250 Visa gift card.**
- The results of the drive will be announced on our website and in the August 15th Road Warrior email blast.

People, let's keep the momentum going. Our growth is vital to the strength we need to send the messages we must send in order to get results.

Forget about the bumper sticker that says: "I fish ... and I vote." Let's replace it with "I fix your car ... and I vote." **Rise up to the challenge and let's see what we can do.**

Thank you for reading. Until next time.

Cheers!

Greg



Peter Gudzak

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Legislative Roundup

Important Issues Affecting Your Business

By: Eric Blomgren

PAID FAMILY LEAVE EXPANDED

In February, Gov. Murphy signed into law a significant expansion of the state's paid family leave program. It passed the Assembly 53-21 and the Senate 26-12. Only a few states in the nation have such leave legally provided, and this new law makes New Jersey one of the most generous for workers. Under the current program, every employee pays about \$30 a year into the fund. If the employee has a newborn child or a sick family member (spouse, child, or parent) they can take off work to care for them for up to six weeks and be paid by the State fund up to 67% of their wages or \$650 a week (whichever is less). If the employee works for an employer with more than 50 employees, then they must be allowed to return to their job when the leave is over.

The new law expands almost every provision of the program. Employees will be able to use the leave for up to 12 weeks and be paid up to 85% of their wages or \$860 a week (whichever is less) from the state fund. The employer exemption has been lowered from businesses with over 50 employees to those with over 30. The definition of "family member" has been expanded to match the one used in the paid sick leave law, which includes siblings, in-laws, all blood relatives, and any friend that the employee shows "is the equivalent of a family relationship." Advocates of the bill originally wanted to eliminate the employer exemption completely, which would have made finding a replacement worker at a small business far more difficult. The bill was also amended to explicitly state that the new costs which will arise from more employees using the more generous leave will be borne entirely by employees in their payroll taxes, and that employers will not have to contribute more as the cost of the program increases. The employee's payroll tax will likely rise from \$30 to about \$100 a year. The increase in benefits goes into effect July 1, 2020. The other provisions went into effect immediately.

WAGE AND HOUR PENALTY INCREASE

For nearly three years, NJGCA has been working with a few allies to amend a bill that seeks to crack down on wage theft. The issue has been that the current language of the bill would treat the same an employer who made a mistake in structuring their overtime or paid sick leave policies as it would treat an employer who knowingly and deliberately stole wages from an employee. Both would be hit with the same new super-penalties. Under current law, violations of wage and benefit laws require the employer to pay the back wages plus a fine. The bill would require the employer pay treble damages (the owed money plus a 200% penalty), as well as a larger fine. The statute

of limitations would increase from two years to six years. Language was also added in the week before the vote to create a new crime of "pattern of wage non-payment," which specifies that an employer found to have committed a violation three times be charged with a third-degree crime for which the normal presumption of non-imprisonment will not apply. This section was so poorly written that an employer could be sent to prison the first time they were ever found to have any type of wage and hour violation. It literally means that if an employer broke into an employee's house and stole their money, they would be faced with a smaller penalty than if they structured their overtime pay incorrectly. The bill passed the Senate on March 25th by a vote of 23-12 after a motion to amend it failed 22-15. It was scheduled to be voted on in the Assembly but was pulled from the agenda the day of. It may be voted on by the Assembly as soon as May 23rd.

SELF-SERVE LEGALIZATION

Several changes and trends are making it clearer to everyone—including legislators—that the time has come to end the state's prohibition on self-serve gasoline. The \$15 minimum wage, paid sick leave, and expanded paid family leave are all poised to make the cost of gas pumpers much higher, a cost which will be pushed onto motorists. Low unemployment makes it harder than ever to find workers, and it is a challenge even when unemployment is high. There has also been a clear trend across society for greater automation and convenience, and more and more consumers would rather not wait around for an attendant. Recent changes in Oregon law also means New Jersey has the only statewide ban on self-serve left in America. We are continuing to meet with legislators about the issue, and the argument always comes off best when it is also delivered by an actual business owner. If you care about this issue and would like to join us, please email Eric@njgca.org and I will add you to the list.

BEER/WINE AT C-STORES

In March, the Assembly Oversight and Reform Committee, which oversees the state's liquor license laws, held a general informational hearing on what reforms are needed to the state's antiquated liquor license laws. Eighty percent of the nation's convenience stores sell beer, and it is one of the best-selling products in those stores. In New Jersey, the number is near zero due to the structure of our liquor license laws. Each town is allowed one retail license for every 7,500 residents, because of the limited number they are traded for hundreds of thousands of dollars when they become available. Most speakers at the hearing took issue with the current laws in various ways. NJGCA suggested a new type

of license be created which would only allow for the sale of beer and wine, with the license costing an annual fee. Committee members seemed interested in reform, especially if it is helping small businesses. However, current liquor store owners and wholesalers will strongly oppose any effort at reform.

RAIN TAX

On March 18th, the Governor signed into law legislation that allows local governments to create stormwater utilities. Each of the state's 565 local governments will now be able to create a local utility to construct infrastructure projects to manage the flow of stormwater. In order to pay for these improvements, they will be able to collect a tax on local properties based on the amount of paved surface the owner has. How much they tax, and indeed whether they create one of these utilities at all is entirely up to the local government. We advise members to keep an even closer eye on the actions of their local government.

INSPECTIONS

There continues to be no new information on the future of the motor vehicle inspection program. In November the contract was extended yet again and is scheduled to run through November 2019. The contract signed in May 2008 was a five-year contract with the option for a three-year extension, it is currently on track to last eleven and a half years (perhaps more). NJGCA went before the Assembly and Senate Budget Committees in March to request they put pressure on the Motor Vehicle Commission to follow our advice and close down all the Central Inspection Facilities and have all inspections performed at private facilities. Currently, only about 13% are done at PIFs. Changing the program in this way would not only benefit over a thousand small businesses across the state, it would save the State over \$35 million per year.

BAN ON NOT ACCEPTING CASH

On March 18th, the Governor signed into law a bill which prohibits any retail business from not accepting cash as a method of payment. There were a few small exemptions—parking garages, airport stores, car rental companies, and internet/telephone/mail sales. Supporters of the legislation feel that not accepting cash is discriminatory toward lower income individuals, who are statistically much less likely to have a credit card and/or bank account. NJGCA was neutral on the bill. On the one hand, it is a restriction on the choices of individual business owners who may want to only accept credit cards for the sake of convenience. On the other hand, credit card companies continue to increase fees and this ban will ensure they will not one day be able pressure to businesses into only accepting their cards. This law will also throw a wrench into Amazon's plan to enter the convenience store sector in New Jersey, given that their Amazon Go concept stores rely entirely on consumers paying through a credit card connected to their Amazon account. It passed the Senate 39-0 and the Assembly 72-2 in January.

AFTERMARKET RIGHTS AWARENESS

A bill to promote consumer's awareness of their rights to have their vehicle serviced at an independent repair shop and with aftermarket parts without it automatically voiding their warranty passed the Senate Commerce Committee unanimously in February. Auto manufacturers were opposed to the bill, which would require them to mail a notice to every customer who purchases or leases a new car about their rights under the 1974 Magnuson-Moss Warranty Act, and also to print the statement in the manual. The bill was also introduced in the Assembly. It now needs to be passed by the full Senate as well as the Assembly Consumer Affairs Committee and the full Assembly.

BELOW COST SELLING

In December, the NJ Superior Court held a hearing regarding Speedway's lawsuit to try and have the courts throw out New Jersey's decades old ban on the sale of gasoline below cost. The lawsuit had been dismissed, and Speedway is appealing that ruling. If the court rules in their favor, it means their lawsuit will proceed. If they lose, all they can do is try to appeal to the NJ Supreme Court. The center of their claim is that the NJ law is illegal because it does not allow a station to sell fuel below their cost in order to meet competition. Wisconsin also has a below cost selling law, and in fact their law requires retailers to mark up the price of their fuel by about 9% over wholesale costs. In March, the new governor of that state attacked the law, calling for it to be repealed in part to cover up for a 10¢ a gallon gas tax increase he desires.

PLASTIC BANS

In April, New York state became the third state in the nation to outlaw plastic bags. Each of the state's counties will be able to choose whether they want to add a 5¢ fee on paper bags. The ban goes into effect in March 2020. Last June, the NJ Legislature passed a bill that would have imposed a 5¢ fee on all plastic and paper bags. This bill was vetoed at the urging of environmental groups who thought it did not go far enough and hoped a much more restrictive bill would move soon thereafter. Sen. Bob Smith (D-Middlesex) introduced a bill to ban plastic bags, plastic straws, styrofoam containers, and set a 10¢ fee on paper bags. It passed the Senate Environment Committee in September 4-1, but has not moved since. The European Union Parliament also voted to ban single-use plastics, which includes plastic straws, forks, stirrers, and plates. If member states agree, the ban will be in place by 2021.

VISA/MASTERCARD SETTLEMENT

In February, a new legal settlement was announced between retailers and credit card companies over an ongoing dispute over the practices of these companies. You may recall several years ago there was another attempted settlement, but the terms were seen as so unfair to retailers that many opted out of the agreement. This new settlement is a different story. It only deals with money, whereas the last settlement would have locked in a certain set of rules without changing anything. Many

retailers have or will soon be receiving information about the settlement in the mail. Unlike last time, NJGCA and other groups representing retailers have no objection to business owners filing claims for damages. Theoretically, owners could opt out of the settlement and get a lawyer to continue the fight, but especially for smaller locations that simply isn't worth the expense. Various associations, such as the National Association of Convenience Stores (NACS) will continue fighting for a variety of rule changes in credit card company policies. It will likely take years for retailers to actually receive the payments they sign up for, and exactly how much any retailer can expect to get from the settlement is unknown in part because it will depend on how many opt out of the settlement. The current estimate is that the typical retailer will get back the equivalent of about 1% of what they paid in interchange fees from January 2004-January 2019. You can get more details on the settlement or pre-register by going to their website at www.paymentcardsettlement.com

FY 2020 BUDGET PROPOSAL

In March, the governor unveiled his budget proposal for the next fiscal year, beginning July 1st. He has proposed increasing the income tax rate on income between \$1 million and \$5 million to 10.75%, from 8.97% (from the fifth highest rate in the nation to the third). The treasurer publicly said that she did not believe there will be a need for a further increase in the motor fuel tax this October, as the 4.3¢ increase in October 2018 was sufficient. However, the Legislature's analysts think there could be another increase by as much as 2¢ a gallon due to decreasing consumption in the state (decreases due in no small part to the effect of the tax increases). Gov. Murphy also proposed the creation of a fee on employers who do not provide health insurance, and whose workers rely on state Medicaid funds. The tax would be \$150 per year per employee for employers with more than 50 workers on Medicaid. While nothing more has been proposed, if this becomes law it may eventually be extended to more employers at a higher rate. Massachusetts has passed a similar law, though theirs applies to businesses with more than five employees and is charged at a rate of 5% of salary (up to \$750 per year). There were no proposed alterations to the cigarette tax or tobacco products taxes, although there has been some suggestion of altering the new tax on vaping products. The Commissioner of Labor announced that due to the strong economy and a healthy Unemployment Trust Fund, there was a good chance that unemployment taxes on employers would be cut again in the coming months, lowering the annual cost by an average of \$150 per employee.

MARIJUANA LEGALIZATION

In March the governor, senate president, and assembly speaker announced they had come to a final agreement on the language for a huge bill to legalize and regulate marijuana products for recreational use. They had hoped that they would be able to pass the bill at the final voting session before their

spring break, but the morning of the vote they fell narrowly short of having enough support. Gov. Murphy expressed his hope that the bill could be passed with a few tweaks in late May, though it appears that if that effort fails, they will not take action on it until after the November elections. The lengthy bill still requires that retail marijuana sales occur only at dedicated, licensed locations, preventing other types of businesses from offering any of these products in addition to their regular selections. The bill also ensures that an employer will be able to terminate or otherwise discipline an employee who is under the influence while on the job, or who brings these products with them onto the employer's property. Employers will not, however, be able to fire an employee simply because they tested positive for having used these products on their own time. On the lighter side, an academic study was recently released which determined that the legalization of recreational marijuana in several other states over the past few years had increased the sale of various types of snack foods by about 5%, a good sign for convenience stores whenever legalization passes.

EMPLOYEE RETIREMENT PLANS

In March, the governor signed into law the "Secure Choice Savings Act." It requires the state Treasury Department to set up a special retirement fund for employees whose employer does not provide a 401k or other type of retirement savings fund. Once the fund has been fully established (which may take up to two years), all employers with more than 25 employees (and which do not already provide an employer-sponsored retirement plan) will have to enroll their employees into the fund, unless the employee specifically opts out. The default contribution for employees is set at 3%. There is no direct cost to the employer, and the employer is under no obligation to make any contributions to the fund, only to ensure their employee is enrolled or specifically opted out. Employers with less than 25 employees may opt-in to the program if they wish to offer its benefits to their employees. The law specifies that an employer is permitted to have their payroll service do the work of setting their employees up in the program.

UPDATE TO FEDERAL OVERTIME REGULATIONS

The US Department of Labor unveiled their new proposal to expand the number of workers who qualify for overtime payments. Under current law, employees with a salary below \$455 a week (\$23,660 a year) must be paid overtime when they work more than 40 hours a week, no matter what their job duties entail. The new proposal will increase that threshold for the first time since 2004 by raising it to \$679 a week (\$35,308 per year). You may recall that the Obama administration had planned to increase this threshold in December 2016, but this plan was thrown out in the courts with the support of the new Trump administration. The Obama plan would have increased the threshold to \$913 a week (\$47,476 a year). No official date has been given for when this change will take effect, but it will be many months if not more than a year from now. If you have an overtime exempt employee, such as a store

manager, who makes less than \$679 a week but occasionally works more than 40 hours within any given week, you will need to either shift them to an hourly pay structure or increase their weekly pay once this new regulation goes into effect.

FDA BAN ON FLAVORED VAPING AT C-STORES

Late last year, the FDA announced that they were looking at a wide variety of ways to limit the sales of vaping products. It was rumored they were considering a variety of different types of bans, including possibly banning all forms of “closed system” products (like Juul, Logic, Vuse, Blu). Their current proposal would ban the sale of flavored vaping products (except tobacco and menthol), but only in places like c-stores and gas stations, which do not have a section limited to adults only. The goal is to crack down on underage usage of these products. This ban is particularly unfair here in New Jersey, where stores are prohibited from selling any of these products to anyone under the age of 21. In most states (and federally) the limit is 18, which allows sales to high school seniors. The draft regulation was open for public comment until April 15th, if the FDA does decide to go forward with this rule it would go into effect sometime later this year.

E15 GASOLINE

After more than a year of consideration, the Trump administration unveiled its plan to increase the availability of gasoline containing 15% ethanol. All gasoline sold in NJ is currently 10% ethanol. Ethanol is slightly cheaper and has a slightly higher-octane level than gasoline (E15 is sometimes marketed as ‘Unleaded88’), which means E15 could be sold for a few cents less than regular gas. However, it must be clearly marked as E15 since vehicles older than model year 2001 cannot use it. Air quality regulations have prevented the sale of E15 between June 1st and September 15th, and it is that prohibition that the Administration is planning to end, possibly in time for the summer driving season.

AUTO PARTS TARIFFS

The Trump administration is nearing a deadline to make a final decision on whether or not it will institute a 25% tariff on imported automobiles and auto parts. About half of auto parts used in repair shops are manufactured abroad, and global supply chains have become so thoroughly integrated that some parts pass back and forth over the border more than once before they are finished. If these tariffs were to go into effect, car dealers would be the hardest hit, but the Auto Care Association estimates that the increased cost of these auto parts (\$2.8 billion nationally) and the corresponding increase in auto repair costs (17%) will lead to a decline in repairs that will eliminate about 6,800 jobs just at repair shops across the country. The president was also said to be considering a total shutdown of the border with Mexico, which would sharply and significantly affect supply chains and the availability of certain parts, at least while the shutdown is in effect.

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A Tale of Two Cones: Why We Need Self-Serve Now More than Ever in New Jersey



By: Michelle Horowitz

On February 4, 2019, Governor Murphy signed off on gradually raising New Jersey's minimum wage to \$15 per hour, fulfilling a campaign promise he made in his 2017 gubernatorial campaign. The first wage increase will take place on July 1, 2019, when the minimum wage will jump from \$8.85 to \$10 per hour. While this will allow for greater take-home incomes for some of the state's lowest earning employees, what the governor and other members of the leadership are more reluctant to disclose (or are in denial of) are the economic impacts this decision will have on small business owners. A minimum wage increase of this magnitude will have a devastating effect on small business. Many small business owners will likely resort to raising prices, laying off employees, and, if possible, a mass move towards automation, decreasing work opportunities in New Jersey.

Sal Risalvato, Executive Director of NJGCA raised several of these logistical points in his February press release to the media, questioning why the Legislature offers no solutions for business owners who are now faced with growing expenses and debt as a result of this legislation. Additionally, he questioned if the Legislature has accounted for the emotional side to the argument: that business owners can't afford to pay for increased wages of this magnitude, not that they don't want to. The gas retailing industry will be hit especially hard once we see the first increase on July 1, 2019. Jobs working the gas pumps are often a "first job" for teenagers looking to learn work responsibilities and earn spending money. They are also not viewed as "desirable" positions. Hiring for a gas pumper position is harder than many think it is. These kinds of positions will significantly decrease or disappear once a \$15 minimum wage is enacted. If gas pump owners are forced to lay off these employees and they have repair shop or convenience store businesses on their property, business owners may have their repair technicians or cashiers pumping gas. This will result in longer wait times and lines for your coffee or oil change. If there are no additional staff to take over these duties, or as a result of layoffs at the pumps, you can expect to see an increase in orange cones blocking off properly working pumps and longer lines during rush hour to fill up. Longer lines at the pumps during high traffic times means more New Jerseyans that are late to work or coming home for dinner and a greater inconvenience for both the business owner and the motorist. Worse yet, raising the minimum wage will force businesses to raise the prices of their product, gas stations included. If you thought the gas tax was the worst of it, just wait until minimum wage hits \$15 per hour. We will likely see gas prices soar to a level this state has not yet

seen in order to accommodate the new wage mandate. Luckily, there is a way this state can combat these impending increases at the pumps. Currently, New Jersey is the last state in the nation to not allow consumers to pump their own gas. Historically, one of the reasons self-serve has not been implemented yet in New Jersey is because legislators were afraid of the "safety concerns" associated with pumping your own gas. I wanted to look into how often refueling incidents occur to see if legislator's concerns were valid. The most recent data I could find is almost a decade old, but suggests that the number of static fires that have occurred at gas stations nationally between 1992 and 2010 is below 200 incidents. When presented with the data that each year, motorists fill their car in the tens of billions of times, it seems safe to say the chances that this could happen to you are fairly low. Another reason New Jersey does not yet have self serve is because of the old saying "if it ain't broke, don't fix it." The people of New Jersey seem to have a prideful reluctance to pumping their own gas, citing the "it's a Jersey thing" excuse. Not pumping our own gas could even be argued to be part of our State's culture. "Jersey Girls Don't Pump Gas" bumper stickers and car magnets can be seen almost every time I drive on the Parkway.

Despite the reluctance, New Jerseyans may be singing another tune when they see the extent of the gas price increases as the new minimum wage is phased in on July 1. By allowing the customer to pump their own gas, they could save ten to twenty cents a gallon at the pumps. Most importantly, pumping your own gas (and saving a few bucks) will be entirely your choice. If you don't feel like getting out of your car and pumping your own gas on a cold winter evening, you can still have an attendant pump it for you. This will be the most important aspect of this legislation, as there are many who may not want to pump their own gas under any circumstances.

We are all motorists at the end of the day; each one of us must decide which options seems more appealing: being able to quickly pump your own gas and get back on the road, or waiting in excruciatingly long lines at 5 PM for someone else to pump your gas among several orange cones blocking your ability to do it yourself. As gas prices continue to climb, and lower-wage and entry-level workers are laid off, these are questions we will all need to start asking ourselves when self-serve discussions return to Trenton. What this really comes down to, from the wise words of Sal Risalvato, is: do we want convenience and savings? Or are we OK with watching gas prices climb with no end in sight?

Minimum Wage Breakdown

By: Eric Blomgren

On February 4th Governor Murphy signed into law A-15, raising the minimum wage over the next several years to \$15 an hour. A few days earlier it passed the Assembly 52-25 and the Senate 23-16. Four Democrats opposed the bill, otherwise it was a strictly party line vote.

Back in 2013, the debate between Governor Christie (R) and Senate President Sweeney (D-Gloucester) was whether the state's minimum wage of \$7.25 should be increased to \$8.50, with automatic increases going forward. Gov. Christie vetoed the bill, and the Legislature responded by asking voters to amend the state Constitution to raise the wage to \$8.25 an hour, with automatic annual increases based on inflation. Voters approved the amendment 61%-39% that November, and it was hoped that the issue would be settled forever, since the wage would automatically increase from then onward. However in 2015, labor activists convinced several leading Democratic members of the Legislature to start actively pushing for a \$15 minimum wage. It narrowly passed both houses of the Legislature in 2016, and was vetoed by Governor Christie in September that year. Candidate Phil Murphy promised in 2017 that if elected, one of his first actions would be to sign the \$15 minimum wage bill, and with a short phase-in that would see the rate hit \$15 as soon as 2021. Instead it took over a year for the bill to be passed, and it will hit \$15 in 2024.

From July 1, 2019 through January 1, 2028, there will be two different minimum wage rates. Schedule I will apply to most employees, Schedule II will apply to a few exempted classes of employees, detailed below.

Effective Date	Sched. I	Sched. II
January 1, 2019	\$8.85	\$8.85
July 1, 2019	\$10.00	\$8.85
January 1, 2020	\$11.00	\$10.30
January 1, 2021	\$12.00	\$11.10
January 1, 2022	\$13.00	\$11.90
January 1, 2023	\$14.00	\$12.70
January 1, 2024	\$15.00	\$13.50
January 1, 2025	\$15 + CPI	\$14.30
January 1, 2026	\$15 + CPI	\$15.00

On January 1, 2027 the rate for Schedule II will be increased by half the difference between the two rates, and on January 1, 2028 both rates will be identical, and will stay the same going forward.

The Schedule II rates will apply for employees at "small employers," which is defined as an employer with less than six employees. Specifically, the employer must have had under six employees at one time for a majority of the calendar workweeks in both the current calendar year and for at least 48 weeks of the previous calendar year. If the owner of the business is on the payroll, then they count as one of the employees.

"Seasonal employers" are also allowed to pay this rate. They are defined three different ways: (1) an employer for which in the previous year at least two thirds of their gross receipts were received in a continuous period of not more than sixteen weeks, (2) an employer that is exclusively open for ten weeks during the period June-September, or (3) an employer for which at least 75% of wages paid in the previous year were paid for work performed in a single calendar quarter. Farm workers and tipped workers have a different structure.

This bill did not (and cannot) repeal the provision of the law that requires automatic increases every January 1st based on changes in the Consumer Price Index (CPI), so the minimum wage will only actually be \$15 an hour for one year, after that it will continue to increase. In the six years that CPI increases have been in effect, the wage has gone up 60¢ an hour total.

The law does create a new training wage effective January 1, 2020. That wage must be at least 90% of the regular minimum wage, and the worker must be enrolled in a genuine on-site training program with a structure set out by the Department of Labor. It cannot last longer than 120 hours and only applies if the employee has no prior experience. There will also be a tax credit program created for those who employ individuals with disabilities.

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Voluntary Removal of Tanks? Insurance Says No, EPA Says Yes!

By Eric Dana and Steve Dana

We would like to think that insurance companies are “On our side.” You know – that we’re “in good hands” and working with “a good neighbor.” In most cases, that’s true. In others, like with tank insurance in New Jersey, you may be glad you got some help from the EPA.

Last August, the EPA issued a letter saying that tank insurance has a critical role in providing financial responsibility for owners of underground storage tanks (USTs). Financial responsibility means paying for the costs to clean up contaminated soil and groundwater that is the result of a release (a leak) from an underground tank system, including piping. To be a “covered” claim, the release must occur while the tank is insured and must be discovered during the policy period or within six months of the tank being taken out-of-service. Discovery of a release often occurs around the same time that the tank is being removed.

A review of state data in the mid-Atlantic region, which includes New Jersey, notes that lots of tanks were being installed in the late 1980s. Fast forward 30 years and lots of those tanks have begun to reach old age (for tanks). So ... tank removal projects became more frequent; and so did the claims for cleanup.

Beginning a few years ago, new forms were added to most tank insurance policies – called “voluntary removal” endorsements, they essentially said “no coverage” at the time of removal. In other words, when you signed your policy renewal, you had to agree that you were not going to remove your tanks. If the policyholder didn’t agree, then they couldn’t get a renewal policy. It took some time to better understand what was occurring. And that’s when the EPA stepped in and said “enough – no more.” Sal and Debbie have read the EPA’s letter and agree. They are making the letter available to all NJGCA members.

So where are we now, you ask? Insurance for old single wall (SW) tanks (30+) will continue to be a challenge for about eight more years,

at which point a large percentage of SW tanks will have been removed. The next challenge? By the mid-1990’s, installing double wall tanks started to become more common. What happens when those double wall tanks start turning 30? Maybe nothing. We’ll see. NJGCA will be ready.

Editor’s Note: Since 1993, DANA Insurance and Risk Management has insured thousands of underground tanks throughout the US. They have been an active NJGCA supporter for many years and the Member Benefit Partner of Storage Tank Insurance for NJGCA members.

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Customer Service Corner

By: Bill Rosenberg

Where's My Payoff?



There is no shortage of stories about seemingly ungrateful customers. "I did this or that, didn't charge him anything (or very little), and the sorry #@!%&!! didn't even say thank you." "I've been keeping that bucket of bolts of hers running

three years past the time it was due for its appointment with the bone yard. Now she brings it in here, one more time, for a rescue, and I see an oil change sticker on her window from one of my competitors." Where's my appreciation?

The fact is that there is no shortage of stories like that floating around out there and, if you've been in this business for any length of time, you probably have enough of your own collection of "experiences" where you could publish your own book. I'm not here to tell you I have the magic elixir to make all that go away. Uh-uh! As long as you are dealing with people, that will never change. But, here's the problem we face. The longer we work, the more of those stories we collect. The good stories fade into the background. After all, they are what our expectation is of what business should be like. It's not that we don't remember the good customers. It just seems we remember the bad ones more easily.

What happens to us is that, after a period of time, we tend to form habits in the way we treat customers that doesn't always match-up to how we think of ourselves in our own minds. Sure, chances are that our good customers will always get treated well. The caution lies with the new customer or those who, for some legitimate circumstance, do not see you more than once or twice a year. Here's an example of what I'm talking about. I am living in south Florida. Many of the residents in my community are "snow-birds" (they are only here for the winter months). Then

we have the "snow-flakes" (they are the ones who flit in and out with the storm cycle up north and don't even spend the equivalent of two months during the year). Now, can you think of any reason why you might not see those people as frequently as you would like? The point is that there are lots of reasons, so why would you not consciously treat them as a valued customer? The "unconscious" reason is that you have lumped them into that group of "storied" customers due to the frequency of their visits. We all tend to like the family with three or four vehicles, only one of which is new. Sure, they see you more often and you may know their personal stories, but there are other kinds of customers that can prove just as valuable.

My strong message here is going to be that you cannot form a "good business" practice based on a few "bad business" people.

You may only see that customer once or twice a year but the impression you leave them with can last for years and have far reaching implications. And, I'm not just talking about the amount of money they personally spend in your place. I'm implying that those customers you interact with, every one of them, has the potential to do you either harm or good. >>>> I want you to take a moment and re-read this paragraph. Spend a minute thinking about the truth of that statement. Think of how you, personally, have done good or harm to a business when you were the customer. Go ahead. I'll wait.

Studies of human nature tell us that people are 10 times more likely to tell friends and acquaintances about a bad experience than they would a good one. That's not me. It's just a fact. My point is, knowing that, you need to work 10 times harder to get those good stories circulating. You can't afford to waste a single opportunity. Is it worth the effort? You bet it is! Here's what happens to a "good" story.

I know I've mentioned my friend Al before. He runs an independent repair shop a few blocks from where I live. My personal interaction with him is limited because I usually lease my cars, I

don't put much mileage on them, and therefore they are always under factory warranty. But, I do everything I can to do business with him, so all my regular service is done at his place. The two questions I have for you are: 1) How did I come to use AI? and 2) Besides my personal business, what have I done for AI to promote his business?

The answer to #1 is: I was recommended to him by several people. I am living here 10 years now and when I first moved down I had no idea of where to take my car for service besides the branded dealership. Where could I get my oil changed? Where can I buy tires? Most importantly: Where can I find somebody that was trustworthy? I asked some of my neighbors. Guess what? All fingers pointed to AI. So, I jumped in. You know what I found out? Not only were they right, they had understated his worth.

Without getting into the specifics for the high esteem I hold for AI, I need to ask you this question. Do you suppose that I was the only one my neighbors had told about AI? How many people found out about him through word of mouth? 10? 50? 250? No way of telling. All I can tell you is he is always busy. Even off-season.

The answer to #2 is: Not only have I recommended him every single time I am asked about where to take my car, but, he has been the unsolicited topic at many gatherings when I'm with a group of guys just talking about "stuff." I've gone as far as personally bringing a prospective customer into his shop just to introduce them.

So, here is the answer to where your payoff is. It can come in two days, two months or ten years later. Whenever you take the time to establish a positive relationship with the customer standing in front of you, you have no idea of how long your effort will continue to pay you back. You just have to work your way through the ungrateful ones and not allow them to influence how you set your business practices. All things being equal, your reward will come in the form of full bays.

Bill Rosenberg has spent most of his life in the automotive industry. His father had a gas station and parts house in Monticello, NY in the 1940's. He began as a salesman in the mid 70's for an auto parts distributor. In 1983 he joined BWP Distributors, a CARQUEST member and rose through the ranks to become Sales Manager, Vice President of Sales & Marketing and eventually Sr. VP. During this time he also served on several CARQUEST national committees, one of which was Training. Bill has authored and delivered customized training to thousands of aftermarket personnel including a major program addressing Quality Customer Service. He continues to collaborate with EAST Training and still writes and consults on issues of training and customer service.



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NJGCA CLASS C OPERATOR TRAINING: MEETING NJDEP COMPLIANCE



BY: DEBBIE HILL

Last year, NJGCA informed you of new NJDEP regulations for compliance, effective October 13, 2018 for Class A, B, and C operators. To meet compliance for the deadline last year, we sent out a checklist that your Class A or B Operator could review and use to train your Class C employees. As a follow up to that, NJGCA created a program specifically to train all of your employees on Class C responsibilities. NJGCA strongly suggests that all of your employees be trained using our NJDEP approved Class C program. It is inexpensive, only \$11, and well worth the money. It will highlight problems that may occur on a daily basis at your business and train employees on how to respond. If you are a multi-site owner, and move employees between locations, the program will provide the owner/operator and user with:

- 1) A checklist for each site/location your employees may work.
- 2) A new version of the Emergency Release Response Plan.
- 3) A certificate issued to both the owner and the trainee showing the trainee has passed the training program.

How do you sign up? It is simple! Just go to our website, www.njgca.org, and click "Class C Training." Follow the directions for signing up your employees on the home page. If you have any questions, call us at the office at 732-256-9646.

Spill Kits

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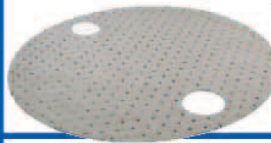
Small enough to keep on hand where quick response is a must. Use socks to contain the spill, pads to absorb it, and disposal bags to safely dispose of it. Packed in a reusable pail for convenient self-contained storage.



Item L90435: 1kit/pail

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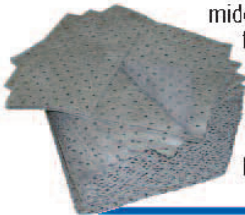
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- Fuchs Oil ensures longer seal life and consistent viscosity over a wide range of temperatures
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As a member of NJGCA, you receive special monthly "member only" promotions, special pricing, tool and equipment specials, rebates and much more!

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*See: www.autopartintl.com/products/warranties/
**Brake abutment hardware included where applicable.

SPRING 2019 TRAINING CLASS SCHEDULE

Classes will be held at NJGCA Headquarters
4900 Route 33 West, Wall Township, NJ 07753

Call Debbie at 732-256-9646 or email debbie@njgca.org to register

1. ENTIRE Emission Technician Education Program & ETEP Re-Certification Courses

If you need re-certification of your Emission Repair Technician License, or would like to get your Emission Repair Technician License for the first time, this course will offer exactly what you need. Take the entire course or pick up where you left off if you've already completed part of the program!

Classes: 2:00 PM to 10:00 PM

ETEP Re-Certification:

Wednesday, May 1st, 8th, 15th, 22nd

Entire ETEP Program: Wednesday,
May 1st, 8th, 15th, 22nd

(Recertification, sections 8-10);

Wednesdays and Thursdays June
5, 6, 12, 13, 19, 20, 26 (sections 1-7)

****Manuals Included in Cost of Class****

Entire ETEP Class Fees:

NJGCA Member = \$2,195

Non-Member = \$2,395

Note: \$500 deposit due upon registration

ETEP Re-Certification Class Fees:

NJGCA Member = \$729

Non-Member = \$879

2. One Day Class for NJ Emissions Inspectors Training

In order to be licensed as a Motor Vehicle Emission Inspector, you must complete this course and pass **both a written and hands-on exam** given by the State of New Jersey. NJGCA offers this training in a ONE DAY State approved training program that will provide an understanding of inspection related issues including EPA Regulations, Safety, Diesel, Customer Service and the New Jersey State Specific Curriculum. **This specially tailored NJGCA course fulfills all requirements.**

Class Date: April 24th

Class Time: 7:00 AM (Donuts & Coffee and Pizza & Soda provided for lunch break)

Class Fees:

Members = \$345

Non-Members = \$399

We accept credit cards.

****PLUS** License Fee of \$50.00, check made payable to NJ MVC**
NJ Drivers License Required with registration

If out-of-State, 6 Points of ID Required

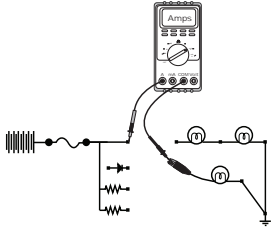
*****DO NOT wait until the last minute! Completed registrations must be sent five days prior to the class date!*****



Presents...

Enhanced DVOM Diagnostic Strategies

Join us for a Two-Evening Technical Course



This is NOT a seminar!

This is a 2-evening Technical Course, delivered by some of the best Instructors in the industry, from an Award-winning company which has been Accredited by ASE and ATMC under the CASE Program (Continuing Automotive Service Education) for over 18 years!
Courses instructed by East Training

Problems encountered when diagnosing electrical failures can be compounded by a misunderstanding of system and component operation, which tests to perform, and/or inaccurate analysis of test results. Most times this leads to a significant financial loss. It has been determined that many technicians do not fully understand how to read a DVOM which can lead to misinterpretation of test results. Many do not know how to utilize the optional capabilities of a quality DVOM. Capabilities which will lead to a more profitable diagnosis. This is a hands-on class, each student is asked to bring their own DVOM/DMM, or test equipment with DVOM capabilities.

NJGCA is proud to partner with East Training and will be conducting more classes in the future!

What will be covered...

This is a hands-on class. Bring Your DVOM/DMM!!

Electricity & Electronics- Simple, series, parallel and series-parallel circuits, "Real world" application of Ohm's and Kirchhoff's laws, Induction and inductive reactance, DC Voltage signals, AC Sinusoidal and non-sinusoidal signals, Conductors and insulators, Current flow- Conventional Vs. Electron theory. **Semi-conductors**- diode and transistor construction, function, identification, application and out-of-circuit testing with a meter. NPN & PNP transistors, small signal, rectifier, clamping, and avalanche diodes are discussed.

Digital Meters- Meter construction and function, manual and auto ranging meter scaling and interpretation, High impedance digital meters- why they are needed, and does yours qualify? **Circuit damage caused by using the wrong meter**. Meter accuracy, measuring EMF, intensity of current, electrical resistance, static Vs. dynamic resistance, diode test function, true RMS vs. average responding meters, Zero-delta-relative modes, trigger, measuring frequency, pulse width, and duty cycle, meter maintenance.

Advanced meter features- How and when to use-Min-Max-average-Recording, Touch-hold function. Power up options- Disable auto

An excellent means of preparing for any ASE Electrical Certification Tests- Auto, HD Truck, School Bus, Transit Bus or A9 Diesel.



*A Light Dinner will be served
at 5:30 PM*

Northern Location:

June 5 & 6, 2019 - Wednesday & Thursday - 6 to 10 PM
Westview Service - 87 Railroad Ave. - Ridgefield Park 07660

Central/Southern Location:

June 12 & 13, 2019 - Wednesday & Thursday - 6 to 10 PM
Lacey Auto Care - 930 Lacey Rd. - Forked River 08731

Course Prices:

NJGCA Members: \$199

Non-Members: \$269

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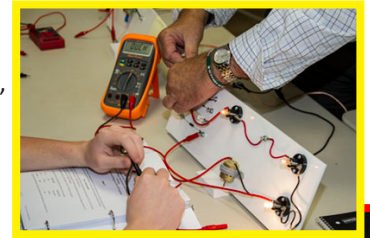
Visit our website: www.njgca.org
Register early, limited seating available!

If you have any questions please contact:
Debbie Hill 732-256-9646 or debbie@njgca.org

A little more about what will be covered...

Classroom exercises

Voltage drop, amperage, and resistance testing- on electrical simulator boards. Semi-conductor testing, Voltage and frequency measurements- on sensor simulators, **and more!!**



Shop exercises

Testing O₂ sensors and other computer input and output devices. Quickly measure amperage draw of all on-board computer controlled actuators (solenoids, relays etc.), Voltage drop testing of battery, starter, and alternator circuits; OCV testing, component amperage draw testing. Testing for alternator AC ripple and coolant electrolysis, **and more!!**



The objectives stated for this course are:

Upon completion of this course the student...

- will be able to use his DVOM to successfully diagnose circuit and component failures.
- will be able to explain the practical application of Ohm's and Kirchoff's laws
- will be able to identify simple, series, parallel and series-parallel circuits and diagnose failures
- will be able to explain the difference between conventional and electron theories of current flow.
- will be able to explain the difference between dynamic and static resistance as it applies to ohm's law.

This is a hands on class. Bring Your DVOM/DMM!!

A little about EAST...

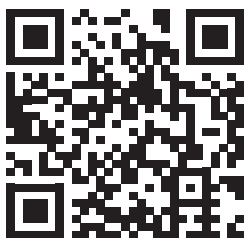
The course will be presented by EAST Training. EAST is a NJ based company that has provided (over 6100) quality, performance-based training classes Nationwide over the last 20 years. EAST has over 27,000 individual students, many of which have attended over 45 classes in EAST's on-going training program. Their students come from independent shops, OEM dealers, industry associations, municipal and state fleets, auto parts and equipment companies, mass merchandiser chains, Vo-Tech schools, and community colleges. EAST employs full time trainers with many years of experience in training not only professional technicians, but also professional instructors. EAST provides T³ (train-the-trainer) services to several well-known industry schools, community colleges, and the United States Marine Corps. EAST trainers and curriculum designers develop their programs based on real world problem vehicles, diagnosed at their R&D center in Medford NJ. Courses are presented using PowerPoint presentations enhanced with computer animation and video clips for greater understanding of systems theory and operation. High-resolution light boxes are used to project slides and video images. EAST is an ASE accredited CASE provider, (certified 1/2001, recertified 12/2004, 3/2008, 3/2013 and 2019) an ASE Blue Seal of Excellence Certified support organization, and winner of the Automotive Training Managers Council (ATMC) National Automotive Training Excellence award. Visit EAST on the web at www.easttraining.com



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All EAST classes are CASE Certified through ASE/ATMC. Upon successful completion, .8 CASE CEU's will be awarded along with a personalized

Member Memories

Joe Ocello has been in the auto repair business since he was a child working with his father. He sent us a few memories from both working for his father and having his own gas and auto repair business.

Mysterious Noises

My Dad started his auto repair business in 1947. As a child, he would show me how to do certain tasks to help him out around the shop and start to learn about the



Dad at his shop in the 60s

business. When I was a kid, probably around 10 years old in the 1960s, new cars would come off the assembly line after being worked on and occasionally, an employee would leave soda bottles and/or other items inside door panels or trunk areas. After driving the cars around a while, my father's customers would bring the car back in to his shop and tell him about a terrible rattling noise in the car. When this happened, my father used to have me "help find the noise" by putting me in the trunk and closing the door! He would drive me around while I was in the trunk and drive through bumpy streets and over railroad tracks. All the while, he would shout back at me "DID YOU HEAR THAT?" We made a good team, we always found the source of the mysterious rattles! Needless to say, I do not have any claustrophobia issues!

How to Get a Free Eyebrow Trim

I have a lot of great memories working with my dad as a kid in his shop. One of the other things we did back in the day was wash car parts in five gallon gasoline buckets. Of course, we always used high test and leaded. One day, I was cleaning brake wheel cylinders and getting them ready to rebuild. My dad had recently hired a new employee at the shop. One day my dad brought the new employee over while I was

cleaning and asked me to let the new guy take over. As the new hire continued to work, my dad told him to hone out the cylinders with an electric drill. As the new guy lifted the wheel cylinder out of the gas bucket, he started the drill . . . over the gas bucket. Well, you can guess what happened next. **POOF!** Very much to his surprise, the new guy's eyebrows ignited from the highly explosive fumes! He definitely learned a valuable lesson that day and everyone else at the station had a good laugh. We're lucky to have survived to tell the tale due to his mishap, and he was lucky he only lost his eyebrows!

Firecrackers

This story happened more recently. A very old friend of mine Daniel (names have been changed to protect the innocent), asked if he could use the lift to put a new exhaust system on his car. He brought the car in, put it on the lift and grabbed cutting torches and dark goggles to take the old parts off. As he began his work, I walked over and warned him to be careful as he was cutting very close to the gas tank. He brushed off my warnings and told me not to worry about it. Well, I decided to teach him a lesson. While he was intensely focused on his work with his dark goggles on, I walked up near him and lit off a package of firecrackers! He dropped to his knees and lifted his goggles to find me hysterically laughing. He proceeded to call me some choice names after that one.

Grease Lightning

My father always instilled the message in me to always keep a clean and neat shop, it carried with me as I started my own business. I had an employee working at my shop named Brian (again, names changed to protect the innocent!). He was a great technician but a chronic slob! Every Friday, I would politely ask him to clean up and put his tools away. He would always grumble and complain about the task and never straightened up, even when I would ask him to. One Saturday, as I was finishing up my day and began cleaning up I looked over at his messy station and decided enough was enough, he too needed to be taught a lesson and learn the importance of keeping a clean station. I picked up all his tools and put them back in his tool box. Then, I proceeded to take the hydraulic grease gun and filled all his drawers of his box with grease, completely covering all of his tools! I'm sure people in other states could hear the names his loud,

bellowing voice was calling me when he reported for work Monday morning and discovered the current state of his toolbox. Moral of the story, he never left his tools out again and I bought him lunch that day to make up for the prank.

Do you have your own stories to share?

Memories featured can be funny, weird, scary, or heartfelt, we want to hear them! Contact Michelle Horowitz today to have your memories featured in the next OTR: michelle@njgca.org or at 732-256-9646.



Jesse Georgaklis, Joe Ocello, and wife Teri at their shop today

Good morning Debbie and Sal,

I just wanted to share with you my experience dealing with Frank Brennan and his paralegal Natesha Felton.

Their attention to detail and their concern for me as their client was **nothing but outstanding!** After a year of environmental research, negotiations and a lot of hand holding, I purchased my building last Wednesday.

In a world where nobody does what they say they will do, Frank and Natesha went the extra mile for me and got the job done efficiently.

Thank you for turning me on to Brennan Law Firm. This is another perk of being an NJGCA member.....dealing with preferred providers in the Member Benefit Partner program.

Thank you again.

Thomas Sadowski
Sadowski Auto Care
N. Arlington, NJ



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Site Remediation Update

By: Jeff Campbell, Peak Environmental



I attended the most recent Site Remediation Advisory Group (SRAG) meeting earlier this month and wanted to highlight items relevant to your organization. As usual, there is a lot going on at NJDEP.

1. For remediation cases, there are a lot of sites in the NJDEP system with a May 2019 regulatory deadline. Responsible parties should check with their Licensed Site Remediation Professional (LSRP) to determine if it applies to their environmental cleanup.

2. In general, NJDEP enforcement of environmental regulations is increasing. The number of Notices of Violation (NOV) increase every year, and is expected to increase again in 2019.

3. Also regarding enforcement, NJDEP continues to expand enforcement of regulations mandating the remediation of releases from UST systems. One of their enforcement methods is to issue a municipal summons, which looks like a parking ticket, which provides NJDEP contact information and describes the violation as non-compliance with the Site Remediation Reform Act (SRRA). The summons includes a date to appear at a hearing before a judge in municipal court. NJDEP reports that only about 10% of summons recipients are going to hearings, as the recipients are contacting the NJDEP, paying a fine and entering an Administrative Consent Order (ACO). The ACO includes a fine and a schedule to complete the environmental work. Once an ACO is executed, NJDEP withdraws the complaint and the court appearance is no longer required. The ACO allows management of environmental work using a Licensed Site Remediation Professional (LSRP), and does not require direct oversight by a NJDEP Case Manager. Based on these results, NJDEP considers this method a success and have added three more field staff that can visit sites that are out of compliance in their system and issue a summons. They will have their own ticket books soon and apparently won't have to coordinate with municipalities ahead of time.

4. For all submittals to which NJDEP sends comments or additional requirements to the responsible party or their LSRP, NJDEP is generally enforcing response timelines included in their communications more aggressively. They say the number of cases for which issues are not being resolved in a timely manner is too high. In general, responsible parties can expect NJDEP to require withdrawal of the submittal if the issues they raise are not resolved in 30 days.

5. NJDEP will reportedly be fully replacing the application forms for Remedial Action Permits (RAP). A RAP allows contaminants at concentrations greater than applicable standards to remain on a property under institutional and, when necessary, engineering controls. The RAP option has been available for several years, and the application process is well tested. Based on this experience, NJDEP, with the help of stakeholders, has reportedly developed completely new RAP Application forms to more clearly capture information regarding property restrictions, receptors, contaminants, engineering controls, financial assurance, and other pertinent information. The new forms are scheduled to be posted in April 2019. It is unknown if the RAP Application process will be migrated to the NJDEP electronic upload platform.

6. On a technical note, NJDEP will be issuing formal policy regarding the rounding of contaminant concentrations in samples analyzed by laboratories. There are a lot of details, but rounding is important because it can control a determination of whether or not additional environmental work is needed.

7. NJDEP is also working on revisions to a number of guidance documents relative to the petroleum industry. This includes site-specific standard calculations, laboratory methods, sampling methods, vapor intrusion investigation requirements, and soil remediation requirements.

Jeff Campbell has been working in the Environmental Industry since 1988 with experience in site characterization, contaminant investigation, and remediation under state and federal regulations. Mr. Campbell is the owner of Peak Environmental, an NJGCA Member Benefit Partner performing LSRP services.

For over 41-years, the petroleum industry has associated the  name with building and maintaining high quality service stations.

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THE ENERGY EXAMINER

FROM TRADITIONAL RESOURCES TO ALTERNATIVE ENERGY INNOVATIONS

By Michelle Horowitz



Since our debut in 2007, NJGCA *On The Road* has brought you timely updates on changes in the energy and automotive industries. Today, each new issue of *On The Road* will bring you more update and information in our *Energy Examiner*. The *Energy Examiner* will offer readers news from around the energy/transportation industry and how it will affect your small business. If you have any questions or comments on what you review in these quarterly pieces, please feel free to reach out to NJGCA.

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UPDATE: ETHANOL / BIOFUELS / BIODIESEL CONSEQUENCES OF CLIMATE CHANGE; E15 & RIN PROPOSED RULE RELEASED

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One of the main trends noticeable lately as more attention is being brought to the dangers of climate change is that when it comes down to finding solutions; even environmentalists cannot seem to agree on the “best” and “most green” renewables to rely on long-term. It has only been in recent years that some environmentalists have dismissed biofuels and corn ethanol as climate solutions, but losing them would mean a huge setback in our thinking about how to move forward with greener energy solutions. Biomass will account for 60% of renewable energies in Europe by 2020, and may be considered more reliable than solar and wind energy, in that they can generate electricity regardless of the time of day or weather. However, the generation of biofuels, biomass, and ethanol involve burning plant matter, which produces harmful carbon emissions. Additionally, the expansion of the biofuel industry would mean adding more farmlands, the production of which would release carbon held in the plant matter and soil, negating the purpose that the industry hopes to achieve. What’s tricky in discussions such as this is that no matter what mix of renewables is chosen to achieve a greener grid, each comes with its own set of drawbacks and consequences that must be considered.

This March, the Environmental Protection Agency (EPA) released its proposed rule to allow the year-round sale of E15, a higher 15% blend of ethanol, just in time for the summer driving season. The announcement was met with mixed reactions, with some applauding the initiative that will allow for a more budget-friendly gasoline and some concerned over the potential of smog from emissions as well as compatibility with current underground storage tank design. Higher ethanol blends could cause corrosion. Higher blends of ethanol may also result in increased engine efficiency and increased power and performance. The EPA also coupled the E15 news with provisions for Renewable Identification Number (RIN) reform; such as requiring public disclosure for RINs that exceed a certain amount, limiting how long non-obligated parties can hold RINs, and prohibiting certain entities from purchasing separated RINs.

UPDATE: ELECTRICITY & ELECTRIC POWERED VEHICLES TESLA; INCREASING CHARGING INFRASTRUCTURE; WIRELESS CHARGING

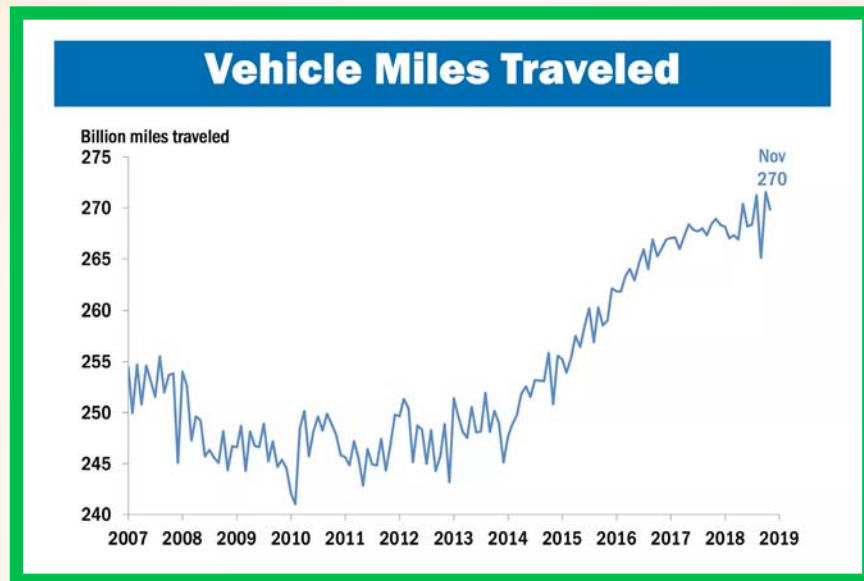
Lots of news on the EV front this quarter, let's start by breaking down everything that's been going on with Tesla lately. At the beginning of 2019 we heard Elon Musk tout that Tesla brake pads would "literally never" need to be replaced due to the car's regenerative brakes reducing brake pad use. However, while the technology may allow for reduced brake pad use, it does not mean the brake pads will never need to be replaced; the evidence of which can be found in each model Tesla's owner's manual, where it does in fact state that failing to replace worn brake pads when indicated may result in a breaking hazard. Additionally, in response to the January 1st change to the federal tax credit being reduced by \$3,750, Tesla cut their prices by \$2,000. Then came the announcement that Tesla would be closing all of its stores, laying off retail workers, and shifting all sales to online orders to fulfill the company's promise of releasing a more affordable \$35,000 Model 3. This also allowed the company to reduce costs of its higher-end vehicles, the Model S (long-range version starting at \$93,000) and Model X (cheapest version starting at \$96,000, Performance version at \$104,000). Then, just a week later, Tesla reversed its decision to close stores and lay off employees in order to maintain the affordable Model 3's price tag, giving us news whiplash. Instead, the company would raise prices on all of its other vehicles by 3% and eliminate its mid-range Model 3, replacing it with a 'Standard Range Plus' option. In mid-March, the company announced its latest vehicle, the affordable midsize SUV Model Y, due out in 2021. It will have a base price of \$39,000 and 230 mile battery range. In the meantime, the company will first try to sell the more expensive version of the vehicle with a \$48,000 to \$60,000 price tag. Tesla is currently renewing efforts to open retail locations in New Jersey, though no updates have been offered since Tesla's announcements throughout March to keep costs of the Model 3 down.

In addition to more electric vehicles hitting the roads is news of faster charging times and the growing number of charging stations soon to come in New Jersey and throughout the nation. As we see electric vehicles continue to explode in popularity and demand, the lack of charging infrastructure is proving to be an important issue. Current data shows part of the apprehension for purchasing an EV is the lack of infrastructure currently present in order to charge the vehicle. In order to compete with other high end vehicle manufacturers such as Porsche, Tesla will be doubling power at its stations, which, in addition to preheating vehicle batteries ahead of arriving at the charging station, should decrease the charging time to about 15 minutes. These V3 driving stations, which are anticipated to roll out through the end of the year, will deliver 250 kilowatts of power, up from 120. This is welcome competition as other automakers add electric vehicles to their fleets and work to both increase and improve charging infrastructure.

New Jersey sees this change coming, and is currently looking to expand access to charging stations. There are currently 786 charging stations throughout New Jersey. The State plans to use \$3.2 million from the Volkswagen settlement money to build another 827 EV charging outlets and 533 charging stations across the state in public parking lots, apartment complexes, car-share services, hotels, universities, businesses, and nonprofit organizations. Another \$8 million from the settlement money will be earmarked for eight NJ transit buses to be used in Camden. However, many stakeholders feel these changes are not happening fast enough, as several organizations recently sent a letter to Governor Murphy demanding he establish through an executive order a \$45 million

rebate program to incentivize purchasing electric vehicles; as well as sign off on two filings by utilities to install electric vehicle charging stations across the state. The letter also recommended additional incentives for low-income drivers and enabling ride-sharing services in urban areas. The timing was of particular importance, as many new EV models will be hitting the market in 2020, creating a sense of urgency to both expand charging infrastructure and prepare the state for an influx of these vehicles.

Concurrently with charging station expansion, the ability to wirelessly charge EVs is also being investigated through charging source pads embedded in roadways and parking spots. This would make charging less disruptive, would allow faster scale up for EVs, and would allow for a smaller battery pack in the vehicles. Public-private investments will be necessary in order to see this technology move forward, especially if the technology promises to return power to the grid.



Axios; U.S. vehicle miles traveled. Chart: Dallas Fed's updated Energy Slide-show

Looking at the data, we can see that fuel efficient (and/or electric vehicles) are definitely having some effect on the amount of carbon emissions we are producing. The chart pictured, from the Federal Reserve Bank of Dallas, shows that while the number of vehicle miles driven has increased significantly within the last five years, it is now leveling out. This is due in part to increases in vehicle fuel efficiency battling against increased driving. Without current fuel efficiency policies as well as technological advancements, the transportation sectors carbon footprint would be much worse. We continue to see companies jump on the electric vehicle bandwagon as a response, in this quarter, Shell will be acquiring Greenlots, an electric charging and energy management software company, and hopes to deploy large-scale smart charging infrastructure as well as solar, wind, and power storage. Lyft is also looking to add thousands of electric vehicles onto its platform and allow customers to choose a "green mode" option.

UPDATE: NUCLEAR / WIND / SOLAR / GEOTHERMAL COST; EXPANSION CHALLENGES; SOUTH JERSEY NUCLEAR PLANTS

Solar: One of the biggest barriers to entry for many who may want to switch to cleaner energy use are the high costs. Such is the case with New Jersey’s solar industry, of which the BPU is currently grappling with a year-long process of determining how to make Solar Renewable Energy Credits (SREC) more affordable, while also not inhibiting the industry’s growth. According to the Board of Public Utilities, as of December 2018, a megawatt-hour of solar power produced in New Jersey was sold to utilities for \$203, while in Pennsylvania, consumers paid \$13. The current SREC in New Jersey costs the state close to \$500 million per year. These exorbitant prices prohibit the industry from expanding and aiding to reduce greenhouse gas emissions; and highlights one of the biggest hurdles stakeholders will have to address, energy efficiency as prices soar and customers can’t afford to pay. Legislators and industry stakeholders are currently working together to expand the solar industry in the state, with the added challenge that any updates to the solar subsidy must fit under a cost cap, which limits the total amount passed on to customers, and is currently at \$4.8 billion total through 2028 exclusively for solar. Some of these funds must be allocated to allow the industry to continue to grow. Throw in additional factors such as the population density and weather this state has in comparison to others, and one can see the challenges behind growing the solar industry.

Wind: Another clean energy industry facing cost challenges are offshore wind farms. At the top of the year it was announced that three developers submitted proposals to build offshore wind farms to aid the governor in his goal of building 1,100 megawatts of wind power. However, some worry that offshore wind expansion will increase already high energy costs, as the cost burden is transferred to ratepayers. Revenue generated by the electricity from the turbines will be returned to customers. Recently New Jersey Spotlight held an event on our clean energy future. NJ being coastal, is in a prime position to be able to source our own wind energy which is essential in order to meet the governor’s 2050 goals.

Nuclear: The saga over the three South Jersey nuclear power plants continues since last issue, with PSEG threatening to shut down its plants unless it “gets every penny” of the proposed \$300 million ratepayer subsidy. PSEG warned of the consequences if the plants shut down, it would derail the governor’s clean energy goals and the state would likely need to resort to increases in natural gas to pick up the slack of nuclear energy, which presents its own risks. The state says that they will not be threatened into releasing more revenues than necessary, but that they are also “not here to destroy an industry” according to BPU President Joseph Fiordaliso. Without nuclear in the energy equation, there will be negative impacts to both the future of the clean energy grid as well as the people of New Jersey, though questions still remain as to how to balance the need for carbon free energy with already high electric rates.

UPDATE: NATURAL GAS/PROPANE IMPORTANCE OF INVESTMENTS IN INFRASTRUCTURE

New Jersey Energy Coalition also held an economic series on natural gas, where an update was provided on incorporating natural gas into New Jersey’s energy grid. With the governor proposing rigorous clean energy goals, there is much debate as to what capacity natural gas should be included in New Jersey’s energy grid, and if it should even be included at all. Some say it will be essential to attempt to meet cleaner energy goals, while others point to concerns around fracking, pipeline building, and methane emissions;

which is considered more harmful than carbon emissions. In order to meet the dynamic needs of the new energy grid, natural gas will likely play some role in picking up the slack of solar, wind, and nuclear energy during certain hours of the day, seasons, or weather patterns.

Investments in natural gas infrastructure will be paramount in order to see this future clean energy grid succeed, as well as promote economic growth. Stakeholders argue that the resources are already in place to keep the industry going, but without the proper infrastructure, namely pipelines, there is no feasible way to transport natural gas across the state where it is needed. This is why price differences across the nation are so staggering. Concerns around natural gas use in addition to “not in my backyard” mentality around pipeline building have also slowed down investigations into how natural gas can be incorporated into clean energy goals. Clean energy must be accessible to all incomes and incorporating natural gas in some capacity allows all New Jerseyans the ability to contribute to these goals.

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UPDATE: HYDROGEN/HYDROGEN FUEL CELLS

HYDROGEN POWERED TRAINS AND FERRY'S COMING SOON; HYUNDAI INVESTS IN HYDROGEN

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Hydrogen continues to be seen as the “fuel of the future” as car makers create more emission-friendly vehicle fleets. Currently, only about 11,000 fuel cell vehicles are on the road worldwide, with nearly half concentrated in California. Hydrogen powered vehicles could prove especially useful in dense urban areas, where many people might live in apartment buildings without easy access to car chargers. Hydrogen stations could be located at gas stations, and filling up would take about the same amount of time as regular gasoline fill-ups. It is clear that for all of the clean emissions vehicles, the greatest challenges involve scaling up infrastructure and cost barriers. In Japan, where the government has deemed the development of hydrogen fuel to be a national priority, the Toyota Mirai will currently set you back \$50,000, though the company promises price reductions once production ramps up.

We continue to see innovations to the transportation sector using hydrogen fuel cells, including the promise of trains, airplanes, and ships. The latest very cool development: Toyota released its first conceptual images of a hydrogen-powered moon rover, with plans to launch in 2029. The vehicle will be powered by a combination of stored hydrogen and retractable solar panels.



Image from Toyota

UPDATE: HYBRIDS NEW HYBRID TOYOTA & LEXUS

Toyota recently announced an investment of \$238 million to launch two hybrid vehicles. The Rav4 and Lexus ES 300 will be getting hybrid versions that combine gasoline and battery-powered engines. The Rav4 is expected to launch at the top of 2020 while the Lexus hybrid production will begin in April 2019.

UPDATE: FOSSIL FUELS CLIMATE CHANGE CONCERNS AFFECTING NATIONAL POLICY

Climate change and environmental issues are currently at the forefront of both lawmakers and customers minds as we see policy shift for the first time in a decade. This is especially evident given recent data suggesting climate change-causing carbon emissions are rising globally after several years of being on the decline. We are seeing several policy initiatives unfold to address the issue, including regulations and mandates, carbon taxes and dividends, subsidies, and cap and trade. While this may seem counterintuitive to the gasoline industry, it is important that we stay informed on issues related to climate change as this is the new reality we are facing if we continue to allow emissions to continue as they have been. The sense of urgency to find alternative energy has sparked innovations across the field which will forever alter the future of the transportation sector. ■

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Disruptions Coming To Your Business

By: Michelle Horowitz

Amazon

Amazon nearly “does it all” at this point. One market it has yet to take over? The fueling industry. Some business leaders have pointed to gas stations as the next area of disruption for Amazon, being an easy method to collect more customer data, though no actual plans have been announced. Amazon already owns several physical store locations through Whole Foods, Amazon Go, and Amazon bookstores. While Amazon physical locations are known for being tech savvy “cashless” enterprises (customers could simply pick up their items and walk out, cameras and sensors will automatically charge your debit or credit card for the items you walk out with), New Jersey has banned cashless stores noting concerns that forcing this on customers unfairly disadvantages people who don’t have credit cards and those that may not have the tools necessary to complete frictionless payments. This is not to say that you won’t be able to see this technology in action, just go to the Amazon Bookstore in the Paramus mall and see how easy it is to make your purchases using the Amazon app. You just won’t be avoiding the awkward chatter at the cashier’s line any time soon.

Autonomous Vehicles

Tesla CEO Elon Musk expects the technology needed to allow their vehicles to function autonomously should be ready by the end of 2019. He says once this technology launches, the car will be able to find you in parking lots, pick you up, and take you to your destination without human intervention. You might even be able to nap in the driver’s seat by this time as well, though given the slew of faulty tests the technology has faced, you might want to hold off on doing that for some time.

GM is also looking to develop this technology in their cars after seeking public comment to put a limited number of Chevrolet Bolt EVs on the roads. The test vehicles will have no steering wheels, pedals, or other human controls.

Robots

Several members of New Jersey’s executive and legislative branch may disagree, but robots are coming to disrupt businesses. Self-driving robots from PepsiCo will soon be delivering snacks and drinks to University of the Pacific students in Stockton, California. Giant food stores will also join Walmart in

using robots to perform employee tasks. The grocery chain “hired” the robot named “Marty” to report spills, debris, and other potential store hazards to store employees. Marty also scans shelves for missing items and performs price checks. Amazon has also started a pilot of delivery robots named “Amazon Scout” in a Seattle suburb. The robots will deliver items in the last mile to customers’ homes, and are designed to roll on sidewalks at the speed of a person walking.



NBC Philadelphia. “Marty.” NBC Philadelphia, NBC Philadelphia, www.nbcphiladelphia.com/news/local/GIANT-Food-Store-Robot-Marty-504374821.html.

More Disruptions

Frictionless Payments/In-Car Payments: A recent report from BRP Consulting’s “POS/Customer Engagement Benchmark Survey” found 63% of consumers use mobile phones when shopping in stores and just under half of survey participants reported mobile experience as a top customer engagement priority. The gasoline, convenience store, and automotive industries can use this data to improve customer experience.

Honda and Philips 66 are teaming up to bring customers in-vehicle fuel payment integration. Users

will be able to reserve a pump and pay for fuel using the vehicle's in-dash infotainment system at Philips 66, 76, and Conoco stations. Developers continue to look for ways to promote a seamless driving and fueling experience.

Despite Governor Murphy's stance that technology being developed to replace real employees as a reaction to raising the minimum wage is a "myth," new technological developments may say otherwise. The retail kiosk industry is growing as demand increases for automation and customer service. Many restaurant chains have already incorporated kiosks into their ordering systems and as table entertainment, and now convenience stores are hopping on the bandwagon. Sheetz and Wawa incorporate this technology as well, increasing sales as high as 20% in some Sheetz locations.

Autonomous...Mail Delivery?: Next up to receive autonomous upgrades are mail deliveries, with thirty electric powered self-driving mail trucks on the way in Detroit. The robot will be considered another "last mile" neighborhood delivery method, only operating on 35 kilowatts of power. The vehicles will come with a driver's seat, controls and windshield and will gather data on usage.

Walmart: Right behind Amazon in "business most likely to take over the world" is Walmart, first with their robot technology, and now will incorporate virtual reality and frictionless payment systems in their stores. Virtual reality will be used to train employees across the county. Frictionless payment systems will be implemented in some Illinois locations. The store will have cellular devices and Bluetooth printers to take customers' payments at any location within the store.



Portland Press Herald. <https://www.pressherald.com/2019/02/14/robot-mail-delivery-one-company-thinks-its-the-future/>



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IMPORTANT INFORMATION ON DECOMMISSIONED STAGE II SITES

We recently received an email from Mike Hollis of NJDEP regarding decommissioned Stage II sites:

7:27-16.3(g)3 requires CARB certified enhanced conventional (ECo) nozzles at facilities without phase 2 vapor recovery. Up until very recently, no product has received final CARB certification. I confirmed with representatives of OPW and ARB yesterday that the OPW 14e is now CARB approved. Since there is now an available nozzle that is CARB approved, any new installation or decommissioning must now install these (any subsequent ECo nozzle that receives CARB approval can obviously be used as well). Existing sites must switch to ECo nozzles upon nozzle replacement.

If you have any questions, please contact Debbie Hill of NJGCA.

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THE NJGCA MEMBER BENEFIT PARTNER PROGRAM

NJGCA has been working hard to bring you and your business value through our Member Benefit Partners (MBPs). Hopefully, you are already taking advantage of many money-saving plans offered by our Member Benefit Partners. Our 2019 Member Benefit Partner Brochure should have arrived and can be viewed on our website, and this year we introduced new Member Benefit Partners. They are listed in blue and marked with asterisks below. We are excited about the great opportunities that you have to save money with these partners!

Here is a list of our current MBPs:

ABLE-TECH - Computers, Financial Management, Video Security Systems

AFFINITY FEDERAL CREDIT UNION - Business Banking Services, Financing, Mortgages

AMATO INSURANCE AGENCY - Business, Garage Liability, Home and Auto Insurance

AMERITRUST - Workers Compensation Insurance (formerly Meadowbrook Insurance Group)

ASSOCIATION MASTER TRUST (AMT) - Health Coverage

ATS ENVIRONMENTAL SERVICES - Tank & Vapor Testing, NJDEP Compliance

AUTOPART INTERNATIONAL - Premium Parts Supplier

AUTOMOTIVE TRAINING INSTITUTE (ATI) - Education for a More Profitable Business

****AUTOZONE**** - Auto Parts Supplier

BELLOMO FUELS - Gasoline and Diesel Supplier
BRENNAN LAW - Environmental, Petroleum and Real Estate Law Specialists

****BUYWISE AUTO PARTS**** - Auto Parts Supplier

****CASHA & CASHA LLC.**** - Legal Services

CBIZ INSURANCE - Business, Garage Liability, Home and Auto Insurance

C-3 TECHNOLOGIES - Tank and Vapor Testing, NJDEP Compliance

CHIESA SHAHINIAN & GIANTOMASI PC - Legal Services

COLE, SCHOTZ, MEISEL, FORMAN & LEONARD - Legal Services

CONSUMERS OIL CORP. - Gasoline and Diesel Supplier

CROMPCO - Tank & Vapor Testing, NJDEP Compliance

DANA TANK INSURANCE SPECIALISTS - Underground Storage Tank Insurance

****DANA AUTOMOTIVE**** - Auto Parts Supplier

ENERGY MARKETING PARTNERS, INC. - Gasoline and Diesel Supplier

ENVIRONMENTAL ALLIANCE, INC. - Environmental Remediation & LSRP Services

GILL ENERGY - Gasoline and Diesel Supplier

HAROLD LEVINSON ASSOCIATES - Convenience Store Distributor

HOUGH PETROLEUM - Gasoline, Diesel, Motor Oil & Lubricants Supplier

****HOROWITZ LAW GROUP**** - Legal Services
LAW OFFICES OF KENNETH L. BAUM - Legal Services

LENDING CAPITAL - Commercial Financing
LIBERTY / EWING OIL - Gasoline and Diesel Suppliers

LISKO ENVIRONMENTAL - Environmental Remediation & LSRP Services

****LOEFFELS' WASTE OIL SERVICES**** - Waste Oil Removal

MARC LAW - Legal Services

MERCHANT PRO EXPRESS - Credit Card Processing & Consulting

MITCHELL1 - Shop Management System, OEM Information

****MURPHY BUSINESS**** - New Jersey Business Sales

****OIL DRI**** - Spill Containment and Shop Supplies

P.F.I. INC. / NORTHWEST PETROLEUM - Gasoline and Diesel Supplier

PALISADES FUEL - Gasoline and Diesel Supplier

PEAK ENVIRONMENTAL - Environmental Remediation & LSRP Services

PPC LUBRICANTS/CASTROL OIL - Motor Oil and Lubricant Supplier

PRESTIGE ENVIRONMENTAL - Environmental Remediation & LSRP Services

QUICK & FRESH - Convenience Store Distributor

SAFETY-KLEEN - Motor Oil and Lubricant Supplier & Environmental Solutions

SALOMONE BROTHERS, INC - Tank and Pump Replacement, Compliance Testing

SERVICE STATION VENDING EQUIPMENT - Service Station Vending, Air & Vacuum Systems

SIMPAY - Payroll Services

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