

EDP PULSE

Welcome to the inaugural edition of EDP Pulse and congratulations to Amy Church of Autore Oil & Propane for winning our “name the newsletter” contest!

ABOVE AND BEYOND

Working smarter pays big dividends

by Mark Zimora, Vice President Operations and Corporate Development

The changing of the seasons and the fall colors signify one thing to those of us in the propane business:

It's Time to Deliver.

Besides safety, we all must strive to deliver growth and efficiency.

Growth can come from many sources, but it begins with us as individuals. We can all stretch beyond our immediate responsibilities, and here's how:

- Treat all current and future customers with care and enthusiasm
- Invite them to join our family of customers
- Look at the neighboring homes of your customers, and leave them a door hanger informing them of our services
- If your favorite lunch spot is not a customer, leave them a card and tell them we'd appreciate the chance to earn their business



Joe Brady has delivered to CMP customers for nearly 40 years.

Efficiency comes from recognizing wasteful time and unnecessary stops, and taking action to eliminate them. It takes roughly the same effort to deliver 20% of tank capacity as 75% of tank capacity, so alert your supervisor about the 20% stops so that that customer's next delivery optimizes your time and effort.

“Let's all go above and beyond to add new customers and deliveries that make the most of our resources.”

Soon enough, the days will get “shorter” and hopefully, colder. Let's all go above and beyond to add new customers and deliveries that make the most of our resources.

BEYOND THE PAYCHECK

Streamlined enrollment method delivers many benefits

by Maria Battaglia, HR Manager

A BIG thanks to all EDP associates for their help with the timely completion of the 2018 benefits enrollment! Moving away from manual enrollment was a big change for us — creating many advantages and efficiencies — and we greatly appreciate your cooperation and patience. Check your pay stubs since September for these changes, and watch for future benefits enhancements.

CEO CORNER

Thoughts and appreciation from EDP's leader

by Tom Knauff, CEO

This newsletter is intended to help you — our EDP employees located across 13 independent operations — get acquainted, learn about company-wide initiatives and stay informed on safety issues. Bottom line: you'll get a “pulse” on how the company's performing.



“As I visit our operations, I am constantly impressed by the quality of our employees and their work ethic.”

Tom Knauff, CEO

THANK YOU for your diligent work and commitment to exceptional customer service! Because of your efforts — and despite experiencing a second consecutive warm winter — EDP had another good fiscal year, which ended June 30th, 2017. Kudos to the following award winners who were recognized at our recent leadership meeting:

- Exceeding Budgeted Cash Flow: **Autore, Dassel's, Lyons, Shute**
- Accounts Receivable Champion: **Dassel's**
- Most Improved Accounts Receivable: **Expo**
- Safety Award: **Linden's**
- Most New Gallons and New Customers: **WOC**

As I travel around the country, I have the opportunity to introduce EDP to new employees, industry contacts, investors and others in the financial community. They want to know what we're like; what our value proposition is; and why we think we have something new to offer in such an old industry.

When we hear people talk about a company's “culture,” they're really talking about the answers to these questions. Culture means what it's like to work here, what it's like to do business with us. My answers to these questions always start with the fact that we are, first, committed to safety in everything we do. Second, we are an operationally excellent company that is committed to consistent and superior financial performance. We get there by respecting one another,

holding ourselves accountable on a no-excuses basis, and in enjoying what we do — enjoying the process of being successful.

In the newsletters that follow, I'm going to share more about what I think some of these concepts mean to us as we move through the year and meet its challenges. In the next letter, I plan to write about what some people in the press seem to believe is a dirty word: PROFIT. In advance, I welcome any questions or comments any of you have about this interesting word. You can reach me at tknauff@edplp.net

COMMITTED TO OUR COMMUNITIES

Two operations located miles apart are bound by their community commitments

You've heard EDP speak of its interest in only acquiring high-quality propane marketers, and one aspect of this is a tradition of community commitment. Having recently completed October — Breast Cancer Awareness Month — it's only fitting that we recognize **Linden's Propane** and **WOC Energy** for partnering with the American Breast Cancer Foundation. Both operations have wrapped bobtail delivery trucks in pink and white to raise breast cancer awareness and donate a portion of the proceeds from every gallon of propane delivered by these trucks.



Terri Seabold, left, and Sid Wise of Linden's Propane, Wellington, OH.



Jeff Brunner and the WOC crew proudly support their communities in southern New York and northern Pennsylvania.

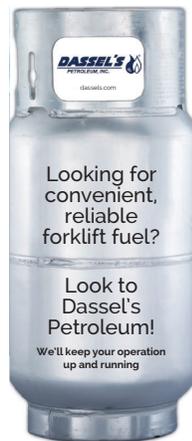
SALES CONTEST RESULTS

Internal competition delivers new customers and rewards

by Russ Head, Director of Sales

A sales contest was held April 1 - June 30 to grow EDP through new commercial customers and incremental year-round gallons. The contest collectively generated 85 new customers, and the award winners included:

- Mark Miersma/**Expo Propane** — most sales by a salesperson
- Terry Schreiber/**Ludwig** and Tate Tiedtke/**BrightStar** — most sales by a non-salesperson
- Gary Kampf/**Dassel's** — most profit from a single account
- Mark Miersma/**Expo** — second-most profit from a single account



Gary Kampf/**Dassel's**, Duane Cotner/**WOC**, and Tate Tiedtke/**BrightStar** were lottery ticket winners for their contest participation success. Thanks to everyone for supporting the successful sales contest!

MEET OUR NEWEST OPERATION

CC Propane joins the EDP family

by Mark Zimora, Vice President Operations and Corporate Development

EDP is pursuing high-quality propane marketers to add to the family, and we're proud to share our latest addition.

Jay and Shelli Sweede began **CC Propane** in Wapakoneta, OH in 2005 after decades of industry experience. With a lean operation, they grew distribution to 1.2 million gallons among 2,000 multi-county customers, including highly visible Schwan's meal delivery service. CC's new operations manager is Kelly Starner, who was promoted from EDP's **BrightStar Propane** and will be assisted by legacy CC associates Tom Baumer, Paul Neff and Doug Marker.

Frank Edwards of **Linden's Propane** will provide additional support. Jay Sweede commented, "I got comfortable selling to EDP by watching their local managers, and how the employees transacted business." That's quite a testament to each of our Ohio operations!



Mark Zimora congratulates CC Propane founders Jay and Shelli Sweede on their transition.

SEEING THE BIG PICTURE

Five Facets of Focus

by Marlo Young, Chief Operating Officer

If you're a fan of Warren Buffett, like I am, you surely appreciate his values and common-sense approach to life. Known by many as one of the world's most successful investors, Buffett's company, Berkshire Hathaway, has outperformed the stock market throughout much of its history. What's his secret? In one word: **Focus**.

Buffett makes it clear that our highest priority goals return significantly more value per unit of time invested than our lower priority goals. At EDP, if we take Buffett's mantra to focus seriously, there are five priorities that can benefit us the most:

1. **Safety** — for our associates and our customers
2. **Financial performance** — to benefit our families and investors
3. **Collecting what we are owed** — the value of our services
4. **Organic growth** — through increased gallons and new customers
5. **Acquiring quality businesses** — to fuel our growth

Everyone has a limited amount of time and attention to give. Although we cannot ignore our other responsibilities, if we all focus our attention on these five key initiatives day-in and day-out, we will collectively be successful.



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SAFETY TIP

Employees and customers are EDP's top priority

by Tom Wright, Director of Safety and Fleet

The best safety practices result from very routine actions. These include performing pressure checks; inspecting tanks, fill lines and vents; wearing your

“Safety results from very routine actions.”

Tom Wright

personal protection equipment; chocking your wheels; and participating in the NPGA Certified Employee Training Program (CETP). **Quality**

Propane GM Jordan Landrum said of a recent visit by **Ludwig**

Propane GM Allen Dunlap, “I appreciate Allen taking the time to train our Quality team. It’s great to be able to utilize a fellow colleague for safety training, and equally great to see EDP’s commitment to our associates’ career growth in action.”

SNAPSHOTS

WOC Energy has been awarded a Reader’s Choice Award as Best Heating Oil Supplier for the third consecutive year by *The Daily Review* of Towanda, Pennsylvania. Congrats WOC!



Frank Edwards of **Linden’s Propane** has been elected president of the Ohio Propane Gas Association.

Brian Moss was presented with a hand-carved, wooden bobtail from Tom Wright in recognition of his 30 years of service at **Autore Oil**.

