



*Welcome to the*  
*5<sup>th</sup> Annual*  
*Oil Heat Retreat*  
*Marriott Hotel*  
*Lancaster, PA*

**Sept 9-12<sup>th</sup>, 2010**

**Thursday – Education – plenty of classes to choose from**

9:30 – 11:30 a.m. – Upgrading Systems Components & Saving Customers \$\$ – Craig Butler, Beckett , Heritage Ballroom - Salon A

9:30 – 11:30 a.m. – Air Flow, Ed Janowiak, Heritage Ballroom – Salon B

9:00 – 4:00 – Energy Efficiency – Trainers Only – Hickory Room

NOON – LUNCH – compliments of Burnham Boilers – Special presentation during lunch – Ann Ward – Heritage Ballroom- Salon E

1:15 – 3:15 – 82% Efficiency can be a very Bad Thing! John Levey – Heritage Ballroom- Salon A

1:15 – 3:15 – Priming the Sale – Ann Ward, Heritage Ballroom – Salon B

**Welcome Reception - 7:00 p.m. – NAOHSM Hospitality Suite #622**

**Friday - Breakfast – 7:00 – 9:00 a.m. Hickory Room**

10:00 a.m. Walking Tour of Lancaster –meet in the Lobby – other than that you are on your own.

4:00 p.m. E-Board Meeting – Chestnut Boardroom  
7:00 p.m. Reception – drinks and food – The  
Pressroom – we'll walk there – meet in the Lobby  
**Hospitality** Room Open Later - #622

**Saturday** – Breakfast 7:00 – 9:00 a.m Hickory  
Room

**Spouses Program** – Relax until 11:30 p.m. or go to  
Market – join the ladies for Lunch at Carrs – NOON  
and after Lunch a visit to Festoons – bring your  
coupon – Kathy will welcome you and give you a  
demonstration on decorating for the fall. You can  
view some of her great fashions (many made in the  
USA) and also pick-up something new for the  
house. I think she's got a special treat for you!

10:00 a.m. – Board Meeting - Heritage Ballroom  
Salon AB

NOON – Lunch – Hickory Room

1:00-4:00 p.m. Industry Forum – led by Oilheating  
Journal – (if any business still open we'll finish that  
first.) Heritage Ballroom Salon AB  
After the meeting – relax in the Hospitality Room –  
**Room 622** or a visit to the Spa or Pool or just get  
outdoors.

7:00 – Dinner – Heritage Ballroom –Salon C

**Sunday** - Breakfast – 7:00 – 9:00 p.m. – Hickory Room

On behalf of NAOHSM, enjoy your stay and thank you for sharing time together with us. As you depart, we wish you a safe and successful winter season – see you at the Spring! Our Spring Board meeting will be at the Westin, Providence, RI – April 1 – 3<sup>rd</sup>.

Our 58<sup>th</sup> Annual Convention and Trade Show – Hershey, PA May 22-26, 2011