



# Candidate Information Bulletin State of Maine

## Propane and Natural Gas Examinations

The Propane and Natural Gas Board (the Board) of the State of Maine and the Department of Professional and Financial Regulation (the Department) determine eligibility to take license qualification exams.

The Department has contracted with Prometric Inc. (Prometric) to proctor its examination program. Prometric provides computerized examinations through its multistate network of testing centers.

### At a glance

This bulletin is your guide to the process of obtaining a propane and natural gas technician license in the State of Maine. The steps below summarize the process.



#### To obtain your license

- 1 Submit an Examination Application form and \$20 application fee to the Board. Exam Applications are available online at [www.maine.gov/professionallicensing](http://www.maine.gov/professionallicensing).
- 2 Once you receive approval from the Board to take your exam, you must then schedule an appointment to take an exam—Page 2.
- 3 Prepare for your exam. Be sure to review the exam content outlines—Page 6.
- 4 Present the required identification and take the exam—Page 4.
- 5 If you pass your exam, the Board will mail you a licensing application form.



#### To get answers not provided in this bulletin

##### For questions about applications and licensing:



Propane and Natural Gas Board  
Office of Licensing and Registration  
35 State House Station  
Augusta, ME 04333  
Phone: 207.624.8606  
[www.maine.gov/professionallicensing](http://www.maine.gov/professionallicensing)

##### For questions about exams:

Prometric  
1260 Energy Lane  
St. Paul, MN 55108  
Phone: 800.343.6001  
TDD User: 800.790.3926  
[www.prometric.com/maine](http://www.prometric.com/maine)

<b>At a glance</b> .....	<b>1</b>
<b>Endorsement options</b> .....	<b>2</b>
<b>Submitting your exam application</b> ...	<b>2</b>
<b>Scheduling an exam</b> .....	<b>2</b>
Special consideration .....	3
Rescheduling an exam appointment .....	3
<b>Taking your exam</b> .....	<b>4</b>
<b>Testing regulations</b> .....	<b>4</b>
<b>Your exam results</b> .....	<b>6</b>
Appeals process .....	6
<b>Exam content outlines</b> .....	<b>6</b>

#### Key

-  Overview information
-  Important note

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*Endorsement options*

The Board issues one license with endorsements as follows:

- **Delivery Technician.** This endorsement is required for persons who deliver propane at a customer's location. This endorsement is not required for a delivery technician to operate a motor vehicle.
- **Plant Operator.** This endorsement is required for persons who work at a bulk plant and handle propane and propane equipment.
- **Tank Setter and Outside Piping Technician.** This endorsement is required for persons who set and maintain propane tanks and outside piping.
- **Appliance Connection and Service Technician.** This endorsement is required for persons who install and service propane and natural gas appliances and indoor piping up to 500,000 BTUs per appliance.
- **Large Equipment Connection and Service Technician.** This endorsement is required for persons who install and service propane and natural gas appliances and indoor piping over 500,000 BTUs per appliance.

To be eligible to take the Large Equipment Connection and Service Technician exam, you must meet the following requirements.

- Hold a license as a technician with the Appliance Connection and Service Technician endorsement; or
- Present proof to the Board of passage of the Basics and Appliance Connection and Service Technician exam.

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*Submitting your exam application*

Before you can schedule an exam, you must complete an Examination Application and submit it, along with the \$20 application fee, to the Board. Application forms are available online at [www.maine.gov/professionallicensing](http://www.maine.gov/professionallicensing). If the Board approves your application, you will be sent written notification on the procedures to schedule your exam appointment.

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*Scheduling an exam*

After you receive notification from the Board that you have been approved to sit for an exam, you must contact Prometric to:

- 1 Schedule an exam appointment.
- 2 Pay the (\$50) exam fee.

You may schedule an exam at any Prometric testing center across the United States. A complete list of testing centers is available at [www.prometric.com](http://www.prometric.com).

**Accommodations.** If you require ADA accommodation, see "Special consideration" on Page 3 before registering.

**Holidays.** Testing generally does not occur on the following holidays:

- |                              |                    |
|------------------------------|--------------------|
| • New Year's Day             | • Independence Day |
| • Martin Luther King Jr. Day | • Labor Day        |
| • Presidents' Day            | • Thanksgiving Day |
| • Memorial Day               | • Christmas Day    |

Additional state holidays may be observed in the state where you schedule your exam appointment.



*To schedule an exam online*

Schedule your exam online at any time by accessing Prometric’s Internet Registration Service at [www.prometric.com/maine/construction](http://www.prometric.com/maine/construction).



*To schedule an exam by phone*

You may schedule your exam by calling 800.343.6001 between 8 a.m. and 9 p.m. (Eastern time), Monday through Friday. Please have your Visa or MasterCard information available. At the end of the call, you will be given a number confirming your appointment. Record and keep this confirmation number for your records.



**Important** You have two years from the exam approval date to sit for the exam. After two years, you will need to reapply as a new candidate with the Board and pay all applicable fees.

**Special consideration**

**ADA accommodation.** If you require testing accommodations under the Americans with Disabilities Act (ADA), please call Prometric at 888.226.9406 to obtain an accommodation request form. Reasonable testing accommodations are provided to allow candidates with documented disabilities recognized under the Americans with Disabilities Act an opportunity to demonstrate their skills and knowledge.

Submit professional documentation of your disability with your application to help us determine the necessary testing arrangements. Thirty days’ advance notice is required for all special testing arrangements. There is no additional charge for these accommodations.

**ESL note.** If English is your second language, please note that a language barrier is not considered a disability.

**Rescheduling an exam appointment**

To avoid a rescheduling fee, you must contact Prometric at least **three full business days** (does not include weekends and holidays) before the day of your scheduled appointment. **Before you reschedule your exam**, refer to the following table to determine the **last day** you may reschedule without paying a \$40 rescheduling fee.

**Last day to reschedule with no fee**

If your exam is on:	Call by 9 p.m. (Eastern time) the previous:
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday	Monday

If you do not allow at least three full business days to reschedule your appointment, you must pay a \$40 rescheduling fee before choosing another appointment. To pay this fee by Visa or MasterCard and reschedule your appointment, call Prometric at 800.343.6001. You may also pay the rescheduling fee by mailing a cashier’s check, company check, money order or Visa or MasterCard information to Prometric.

### If absent or late for your appointment

If you miss your appointment or arrive late and are not allowed to test, you must pay a \$40 rescheduling fee before choosing another appointment. This fee will allow you to use your original exam registration.

If you are unable to attend your scheduled exam due to illness or emergency, call Prometric. Under certain circumstances, the fee to reschedule may be waived. Prometric reserves the right to request documentation to support any illness or emergency claim.

### Emergency closings

Severe weather or an emergency could require canceling scheduled exams. If this occurs, Prometric will attempt to contact you by phone or e-mail; however, you may check for testing site closures by calling Prometric. If the site is closed, your exam will be rescheduled without a rescheduling fee.

If a testing center is open for testing and you choose not to appear for your appointment, you must pay a \$40 rescheduling fee before choosing another appointment.

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## *Taking your exam*

Your exam will be given by computer at a Prometric testing center. You do not need any computer experience or typing skill to take your exam. Before you start the exam, you will receive a personalized introduction to the testing system. You can also take an introductory lesson on the computer.

**Arrival.** You should arrive at least **30 minutes before** your scheduled exam appointment. This allows time for you to sign in and for staff to verify your identification.

**Identification required.** You must present a valid form of identification before you can test. That identification document **must**:

- Be government-issued (e.g., driver's license, state-issued identification card, military identification card or passport).
- Contain **both** a current photo (or a physical description) and your signature.
- Have a name that exactly matches the name used to register for the exam (including designations such as "Jr." and "III").



**Important** Failure to provide appropriate identification at the time of the exam is considered a missed appointment.

If you cannot provide the identification listed above, contact Prometric **before** scheduling your appointment to arrange an alternative way to meet this requirement.

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## *Testing regulations*

To ensure that all candidates are tested under equally favorable conditions, the following regulations and procedures will be observed at each testing center. Failure to follow any of these security procedures may result in disqualification of your examination. Prometric reserves the right to audiotape and videotape any examination session.

### References

- Only approved references are allowed for open-book exams. Photocopies of reference materials may **not** be used. No handwritten or additional notes (letters, words, diagrams, etc.) are allowed in reference books. Highlighting and permanent tabbing added before your arrival at the test center are

acceptable. Post-it® notes are not considered permanent tabbing and will not be allowed.

- Reference materials will be checked at the exam site before and after the exams. Any reference material that has been written in during the exam will be confiscated.
- Sharing reference materials is not allowed.
- No other reference materials, papers or study materials are allowed at the test center. If you are found with these or any other aids, you will not be allowed to continue the exam and your answers will not be scored.

#### Calculators

- Only silent, handheld, solar or battery-operated, nonprogrammable calculators (without paper tape-printing capabilities or alphabetic keypads) may be used. Calculators will be available at the testing center.

#### Personal items

We recommend that you avoid bringing personal items to the testing center. Note the following:

- Electronic equipment—cameras, tape recorders, cell phones, PDAs, pagers, etc.—is not permitted in the testing area.
- Pocket items—keys, wallet, etc.—must remain in your pocket during testing.
- Other personal items—briefcases, backpacks, etc.—are not permitted in the testing area. **Note:** It is recommended that purses not be brought to the testing center as access to purses will not be allowed during testing.

#### Breaks

- If you leave the testing room while an exam is in progress, you must sign out/in on the roster and you will lose exam time.
- You are not allowed to use any electronic devices or phones during breaks.

#### Visitors

- No guests, visitors or family members are allowed in the testing area.

#### Misconduct or disruptive behavior

- Candidates who engage in any kind of misconduct or disruptive or offensive behavior may be dismissed from the examination. Examples are: giving or receiving help, sharing supplies, taking part in an act of impersonation, removing test materials or notes from the testing room, using rude or offensive language and behavior that delays or interrupts testing.

#### Weapons

- Weapons are not allowed at the testing center.



**Important** Before an exam begins, the test center administrator will inspect all briefcases, purses, and so on to ensure that candidates are not in violation of any of these rules. The administrator will collect any materials that violate the rules.

**Copyrighted questions.** All test questions are the copyrighted property of Prometric Inc. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these test questions by any means, in whole or in part, without our written permission. Doing so may subject you to severe civil and criminal penalties, including up to five years in prison and/or a \$250,000 fine for criminal violations.

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## *Your exam results*

At the end of your exam, your score will be shown on the screen and you will receive a printed score report. The report indicates your overall score and grade, including the numerical percentage of questions answered correctly and whether you passed or failed.

A score of 70 percent or above is required to pass each exam. Scores are based on the number of questions answered correctly. You will not be given credit for any question answered incorrectly, marked with more than one answer or left blank. There is no penalty for guessing, so be sure to mark an answer for each question.

**Release of score information.** Exam scores are released only with the candidate's written consent. The Examination Application form constitutes written authorization for Prometric to release exam scores to the Board.

**Passing score.** Once the exam scores have been released to the Board, the Board will mail a licensing application to candidates who pass the exam.

**Retake information.** Candidates who do not pass the exam must wait 14 days before retaking a failed exam. If a candidate fails to obtain a passing score during the 24 months after approval, the candidate must reapply through the state.

## **Appeals process**

Our goal is to provide a quality exam and a pleasant testing experience for every candidate. If you are dissatisfied with either and believe we can correct the problem, we would like to hear from you. We provide an opportunity for general comments at the end of your exam. Your comments will be reviewed by our personnel, but you will not receive a direct response.

If you are requesting a response about exam content, registration, scheduling or test administration (testing site procedures, equipment, personnel, etc.), please submit an appeal in writing. Your appeal letter must provide your name and Social Security number, the exam title, the date you tested and the details of your concern, including all relevant facts. Be sure to include your signature and return address. Mail your appeal letter to:

**Prometric**  
**ATTN: Appeals Committee**  
1260 Energy Lane  
St. Paul, MN 55108

The Appeals Committee will review your concern and send you a written response within 10 business days of receipt. **Faxed appeals are not accepted** because an original signature is required.

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## *Exam content outlines*

Following are the content outlines for the Maine propane and natural gas technician endorsement exams. These outlines are the basis of the exams and list all subjects covered by each exam.

Each outline indicates the total questions on the exam and the maximum time allowed. It also lists all topics covered in the exam and the percentage of questions asked about each topic. A score of 70 percent or above is required to pass each exam.

All exams are open book. They consist of multiple-choice questions, with all questions weighted equally. Some questions may refer to a figure, drawing, table or chart in the exam booklet.

**Exam reference.** Each outline lists references that were used to develop the exam, including references that are allowed in the exam room. For information on how to obtain exam references, please call toll-free 877.624.2562.

**Delivery Technician**  
Open Book, 50 questions, 2 hours

**Scope** – Delivery Technician means a person licensed by the Propane and Natural Gas Board with the Delivery Technician endorsement. This person is permitted to perform the following tasks: (1) Inspect and maintain propane delivery vehicles; (2) Fill propane containers and cargo tanks on bulk delivery trucks; and (3) Make propane deliveries of either cylinders or bulk propane to customer locations.

Exam Topic	Percentage
General Knowledge	20
Propane Storage Containers	25
Delivery of Cylinders	10
Filling Portable Tanks and Trucks	20
Bulk Delivery and Bulk Delivery Vehicles	20
Parking, Garaging and Routing	5

**References allowed during the exam**

- 1 *Maine Propane and Natural Gas Board Laws and Rules*, 2008, Maine Office of Licensing and Registration, 35 State House Station, Augusta, ME 04333-0035, [www.maine.gov/pfr/professionallicensing](http://www.maine.gov/pfr/professionallicensing).
- 2 *NFPA 58 – Standard for the Storage and Handling of Liquefied Petroleum Gases*, 2001 Edition, National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101, [www.nfpa.org](http://www.nfpa.org).
- 3 *NFPA Pocket Guide to Fuel Gas Storage and Use*, 2004, National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101, [www.nfpa.org](http://www.nfpa.org).

**Plant Operator**  
Open Book, 50 questions, 2 hours

**Scope** – Plant Operator means a person licensed by the Propane and Natural Gas Board with the Plant Operator endorsement. This person is permitted to perform the following tasks: (1) Fill and remove propane from railroad cars, tractor trailers, trucks, transports or bobtails as required; (2) Fill and remove propane from storage containers, and repair propane storage containers as need including valves and gauges; and (3) Perform requalification testing on storage tanks as necessary.

Exam Topic	Percentage
General Knowledge	20
Installing Gauges and Valves	15
Propane Tank and Cylinder Removal	15
Inspect, Maintain and Filling Tanks	19
Unload Transports and Rail Cars	14
Evacuating Tanks	7
Requalifying Tanks	10

**References allowed during the exam**

- 1 *Maine Propane and Natural Gas Board Laws and Rules*, 2008, Maine Office of Licensing and Registration, 35 State House Station, Augusta, ME 04333-0035, [www.maine.gov/pfr/professionallicensing](http://www.maine.gov/pfr/professionallicensing).
- 2 *NFPA 58 – Standard for the Storage and Handling of Liquefied Petroleum Gases*, 2001 Edition, National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101, [www.nfpa.org](http://www.nfpa.org).
- 3 *NFPA Pocket Guide to Fuel Gas Storage and Use*, 2004, National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101, [www.nfpa.org](http://www.nfpa.org).

**Tank Setter and Outside Piping Technician**  
Open Book, 50 questions, 2 hours

**Scope** – Tank Setter and Outside Piping Technician means a person licensed by the Propane and Natural Gas Board with the Tank Setter and Outside Piping Technician endorsement. This person is permitted to perform the following tasks: (1) Determine the correct location of and set above or below ground Propane Tanks; (2) Install and maintain pumps or vaporizers associated with product delivery on an end users site; (3) Install or repair underground or above ground piping, risers, valves, regulators or other fittings up to the outlet of the valve, meter, or second stage regulator based on whichever is closest to the customer owned piping; and (4) Transport propane for the purpose of setting a tank.

Exam Topic	Percentage
General Knowledge	20
Installation Practices and Procedures	20
Vapor and Liquid Distribution Systems	10
Storage Tanks	20
Inspecting and Pressure Testing	10
Pipe, Fittings, Valves and Gauges	15
Regulators and Meters	5

**References allowed during the exam**

- 1 *Maine Propane and Natural Gas Board Laws and Rules*, 2008, Maine Office of Licensing and Registration, 35 State House Station, Augusta, ME 04333-0035, [www.maine.gov/pfr/professionallicensing](http://www.maine.gov/pfr/professionallicensing).
- 2 *NFPA 58 – Standard for the Storage and Handling of Liquefied Petroleum Gases*, 2001 Edition, National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101, [www.nfpa.org](http://www.nfpa.org).
- 3 *NFPA Pocket Guide to Fuel Gas Storage and Use*, 2004, National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101, [www.nfpa.org](http://www.nfpa.org).

**Appliance Connection and Service Technician**

**Open Book, 50 questions, 2 hours**

**Scope** – Appliance Connection and Service Technician means a person licensed by the Propane and Natural Gas Board with the Appliance Connection and Service Technician endorsement. This person is permitted to perform the following tasks: (1) Install and repair all inside or outside piping that is attached to the building, from the outlet of the valve, meter, or second stage regulator based upon whichever is closest to the customer piping, to the gas utilization equipment; and (2) Install, adjust and repair all customer owned gas utilization equipment including the fuel train, electrical systems, and venting systems that are associated with the correct operation of the equipment.

Exam Topic	Percentage
General Knowledge	20
Installation Practices and Procedures	20
Pipe, Fittings and Valves	10
Principles of Venting and Ventilation	15
Vent Sizing	15
Pressure Testing and Leak Checking	10
Pipe Sizing	10

**References allowed during the exam**

- 1 *Maine Propane and Natural Gas Board Laws and Rules*, 2008, Maine Office of Licensing and Registration, 35 State House Station, Augusta, ME 04333-0035, [www.maine.gov/pfr/professionallicensing](http://www.maine.gov/pfr/professionallicensing).
- 2 *NFPA 54 National Fuel Gas Code*, 2002 Edition, National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101, [www.nfpa.org](http://www.nfpa.org).

**References allowed during the exam**

- 3 *NFPA 58 – Standard for the Storage and Handling of Liquefied Petroleum Gases*, 2001 Edition, National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101, [www.nfpa.org](http://www.nfpa.org).
- 4 *NFPA Pocket Guide to Fuel Gas Storage and Use*, 2004, National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101, [www.nfpa.org](http://www.nfpa.org).

**Large Equipment Installation and Service Technician**

**Open Book, 25 questions, 1 hour**

**Scope** – Large Equipment Installation and Service Technician means a person licensed by the Propane and Natural Gas Board with the Large Equipment Connection and Service Technician endorsement to install and service propane and natural gas appliances and indoor piping over 500,000 BTUs per appliance.

Exam Topic	Percentage
General Knowledge	20
Installation Practices and Procedures	20
Fuel Trains	20
Controls	30
Burners and Boilers	10

**References allowed during the exam**

- 1 *Maine Propane and Natural Gas Board Laws and Rules*, 2008, Maine Office of Licensing and Registration, 35 State House Station, Augusta, ME 04333-0035, [www.maine.gov/pfr/professionallicensing](http://www.maine.gov/pfr/professionallicensing).
- 2 *NFPA 54 – National Fuel Gas Code*, 2002 Edition, National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101, [www.nfpa.org](http://www.nfpa.org).
- 3 *NFPA Pocket Guide to Fuel Gas Storage and Use*, 2004, National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101, [www.nfpa.org](http://www.nfpa.org).
- 4 *ASME CSD-1-2002 Controls and Safety Devices for Automatically Fired Boilers*, 2002, American Society of Mechanical Engineers (ASME), 22 Law Drive, P.O. Box 2350, Fairfield, NJ 07007-2350, [www.asme.org](http://www.asme.org).