

PHCCCONNECT2019

OCTOBER 2-4 | THE WESTIN INDIANAPOLIS AND INDIANA CONVENTION CENTER
INDIANAPOLIS, INDIANA

Ready, Set,
CONNECT!

Early bird discount ends **Aug. 31**

REGISTER NOW!
phccweb.org/connect
800-533-7694



**PLUMBING-HEATING-COOLING
CONTRACTORS ASSOCIATION®**
Best People. Best Practices.®

CO-LOCATED WITH

**2019 RSES
CONFERENCE**
& **HVACR** TECHNOLOGY EXPO



Start Your Engines!

It's easy to lose sight of the long road ahead when you're focused more on what's right around the bend ... but get ready for a shift in perspective, because PHCCCONNECT2019 is ready to equip you with the know-how you need to strengthen your business today.

Targeted specifically for p-h-c contractors and managers, PHCCCONNECT2019 will deliver:

More than 20 education sessions you asked for on business management, leadership, technology, workforce development, government relations, sales and marketing.

Two high-caliber headliners: Richard Trethewey of "This Old House" and, back by popular demand, economist Connor Lokar on trends that will drive your future success through 2020 and beyond.





A cutting-edge Product & Technology Showcase, with bonus exhibits by the Refrigeration Service Engineers Society (RSES) and the Radiant Professionals Alliance (RPA).

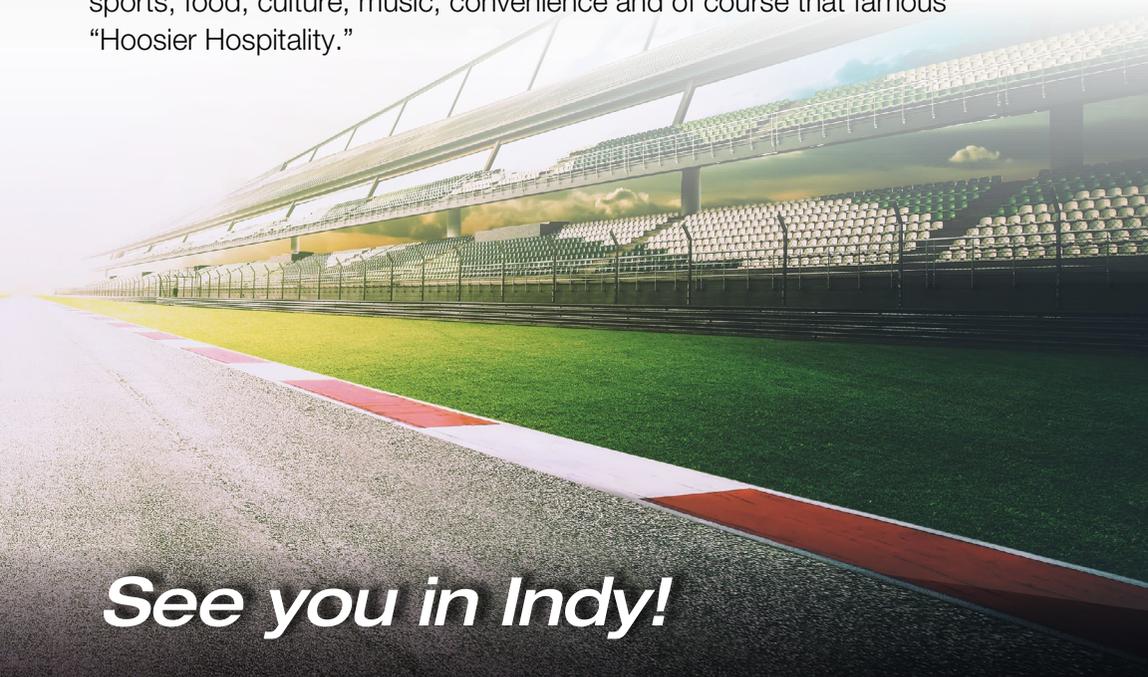
Valuable industry tours with PHCC professional partners and at facilities located right in our host city of Indianapolis.

Two days of Plumbing and HVAC Apprentice Contest action, where you can watch your industry's future take the wheel!

Additional education, tour and networking opportunities for service and repair contractors **powered by Quality Service Contractors (QSC).**

Union Affiliated Contractors (UAC) Thursday showcase seminars, Trustee meeting and reception (separate ticketed event).

Plus much more as you make a lap around the city known for its sports, food, culture, music, convenience and of course that famous "Hoosier Hospitality."



See you in Indy!

TARGETED EDUCATION SESSIONS

Learn from those steering the p-h-c industry forward!

The industry's top experts and member contractors will position you on the inside track to success with more than 20 education sessions on the topics you requested, including:

- Multigenerational Management: The Ins and Outs of Managing 4 Generations in the Workplace
- Why Does Price Win 66% of the Time?
- Safeguard Your Business from Employee Theft
- Preparing for the Refrigerants of the Future: Regulations and Innovations
- How to Keep Your Techs 'Tech Savvy' and Improve Your Bottom Line
- Strategy Matters! Build It. Execute It. Measure It
- How Government Regulations Impact HVAC and Plumbing Contractors
- Screening, Hiring and Retaining the Best Employees
- Legionella: It's More Than Just a Bacteria – *UAC Showcase Seminar*
- Creating an Innovation Culture
- Succession Planning – *UAC Showcase Seminar*
- What You Need to Know to Value and Sell Your Business
- Why Should I Work for You? The Myth of Our Industry's Manpower and Talent Shortage"

NEW THIS YEAR!

Take a Piece of PHCCCONNECT2019 Home With You

For the first time, PHCC is proud to offer recorded sessions, helping you make the most of your conference experience through **PHCC's Live Learning Center**. Available to full conference registrants, these sessions will provide you with a comprehensive information recap and help you catch up on sessions you didn't have time to attend at PHCCCONNECT2019. Plus, they make great training tools for you and your colleagues!

HIGH-CALIBER HEADLINERS

They've got the formula for your success.

Talking Tech in a Non-Tech World



Richard Trethewey
"This Old House"

For more than 40 years, **Richard Trethewey** has been teaching America about the thing they know little about – the mysterious world of plumbing and heating. Now he's sharing his unique (and funny!) insights with his fellow professionals at PHCCCONNECT2019. As the plumbing and heating expert from the Emmy Award-winning home improvement show "This Old House" and its spin-offs, Trethewey will reveal his tricks for "talking tech" in what many consider a "non-tech world," share why he calls himself a "certified PHCC brat" (growing up in a fourth-generation family business), and explain how he landed on "This Old House" at the age of 23 after his dad (a long-time PHCC supporter) relinquished the role. ("He got so nervous, it nearly killed him," Trethewey says.) Don't miss this fun and fast-moving session from one of our own! **Trethewey will deliver the opening keynote address on Thursday, Oct. 3.**

Back By Popular Demand!

Managing in an Uncertain Economy



Connor Lokar
ITR Economics

Consumers drove the economy to where it is today; where are they heading tomorrow? In this can't miss session, well-respected economist **Connor Lokar** is back to share the trends that will drive your future through 2020 and beyond. Specializing in economic analysis and forecasting for both short- and long-term strategic business planning – primarily in the construction industry – Lokar of ITR Economics™ will supply you with a methodology that your company can use to take advantage of today's economic environment. Using rate-of-change calculations, you can learn where you are in the business cycle, identify key leading indicators that will steer your critical business decisions, and apply strategic objectives to prepare you for the future! **Lokar will deliver the keynote address on Friday, Oct. 4.**

PRODUCT & TECHNOLOGY SHOWCASE

Shift your business into high gear with cutting-edge technologies and business strategies from a vast range of leading industry partners.

See why past PHCCCONNECT2019 attendees consider this event the best opportunity they have all year for product and service solutions.

"It gives you the drive and that 'fire in the belly' to learn about new technologies, new systems and new ways of doing things that are more efficient or better. It's sharpening the ax ... taking the time to work on your business but have a lot of fun, too!"

- DAN CALLIES, OAK CREEK PLUMBING, INC.

2019 RSES CONFERENCE & HVACR TECHNOLOGY EXPO

Your Fast Pass to More!

Sharing PHCCCONNECT2019 with the RSES Conference & HVACR Technology Expo means more opportunities for you to collaborate with other business owners and technicians, get answers to your most pressing questions, and discover how both new and proven products and technologies will help you increase productivity ... and your bottom line. rses.org



The Inside Track! Learn about the latest hydronic and radiant heating and cooling technologies during a special education track hosted by the Radiant Professionals Alliance. radiantprofessionalsalliance.org

PLUS, watch as the industry's future takes the wheel ...

during two days of Plumbing and HVAC Apprentice Contest action!

(Contest area is located adjacent to the Product & Technology Showcase.)



PRELIMINARY SCHEDULE HIGHLIGHTS

Tuesday, Oct. 1

Industry Tours

QSC Behind-the-Scenes Tour of the Indiana University Natatorium (QSC members only)

PHCC Board of Directors Meeting

PHCC Executive Committee Meeting

Wednesday, Oct. 2

Education Sessions

Service Contractors Central – **Powered by QSC**

PHCC Educational Foundation Board Meeting

PHCC Educational Foundation HVAC and Plumbing Apprentice Contest – DAY 1

PHCC National Auxiliary Board of Directors Meeting, Business Meeting and “Sip and See” Event

Association Executives Council Board Meeting

First-Timers Get Together

Opening Reception – *Sponsored by Bradford White & InSinkErator*

PHCC PAC Event**

Thursday, Oct. 3

Opening Breakfast – *Sponsored by Bradford White*

PHCC Educational Foundation HVAC and Plumbing Apprentice Contest – DAY 2

Keynote Address – *Sponsored by Viega*

Product and Technology Showcase & Lunch – *Sponsored by Milwaukee Tool & Rheem*

Service Contractors Central – **Powered by QSC**

Education Sessions

PHCC National Auxiliary Silent Auction

Union Affiliated Contractors (UAC) Showcase Seminars

Union-Affiliated Contractors (UAC) Reception

Receptions

Friday, Oct. 4

Workforce Breakfast – *Sponsored by PHCC National Auxiliary & PHCC Educational Foundation*

Service Contractors Central – **Powered by QSC**

PHCC Annual Business Meeting and Voting

Keynote Address – *Sponsored by Kohler*

2019 Awards Luncheon – *Sponsored by InSinkErator*

Education Sessions

PHCC Installation and Closing Event – *Sponsored by Federated Insurance;*
Ride Along – *Sponsored by NIBCO*

**Pre-registration is required.



GEARING UP FOR INDIANAPOLIS

Convenience at the Crossroads of America

While you're busy putting your business on the inside track to success at PHCCCONNECT2019, be sure to explore our host city, known not only for the Indy 500 — one of the largest sporting events in the world — but also for its food, culture, music, convenience and, of course, that famous “Hoosier Hospitality.”

Indianapolis may be called the Crossroads of America because it's the hub of several major interstate highways that criss-cross Indiana, but PHCCCONNECT2019 attendees will find navigating the city itself very convenient as well, with our host hotel — the Westin Indianapolis — connected via a skywalk to the Indiana Convention Center.

All PHCCCONNECT2019 events, including the Product & Technology Showcase, will be located in these two venues.



The Westin Indianapolis

From start to finish, The Westin Indianapolis ensures you'll have a peaceful and productive experience at PHCCCONNECT2019. Located in the heart of downtown Indianapolis, the city's top attractions surround the hotel ... and a skywalk connects hotel guests to Circle Centre Mall for upscale restaurants, shopping and nightlife.

PHCC preferred rates will be available until September 8, 2019. To make your reservation, click on the hotel link at phccweb.org/connect or call 800-228-3000 and ask for the “PHCC” rate.



The Indiana Convention Center

Not only is the Indiana Convention Center easily accessible via a skywalk to The Westin Indianapolis, but — thanks to a dramatic 2010 expansion — it is also joined via a walkway to Lucas Oil Stadium (home of the NFL's Indianapolis Colts), making the linked structures one of the nation's largest convention facilities. (Public tours of Lucas Oil Stadium are available on Tuesdays and Wednesdays, last roughly one hour, and include visits to the playing field, a locker room, Lucas Oil Plaza, the stadium's press box, and more.)

INDUSTRY TOURS

Tuesday, Oct. 1

1:30 p.m. – 5:30 p.m.

DELTA DESIGN CENTER TOUR

Join Delta for an interactive experience at their global headquarters in Indianapolis. Immerse yourself in their culture and collaborate with the passionate teams who shape Delta's Brizo®, Delta®, and Peerless® brands. Experience the research and development practices behind their innovative design and technologies and leave with a richer knowledge of all that inspires them to continually surpass your expectations. *110-person limit.*

1:30 p.m. – 4:00 p.m.

CHEMOURS SUPPORT CENTER TOUR & TRAINING SESSION

Join Chemours on a tour of their newly opened Training and Technical Support Center in Indy! Catch 2 hours of educational sessions facilitated by Chemours' Commercial Aftermarket Professional, Jamey Hale, CMS. Can't miss sessions on "The Practical Application of Interim R-22 Replacements and Introduction to HC's and HFO Refrigerants." *This class is NATE CEH eligible. 45-person limit.*

PHCC INSTALLATION AND CLOSING EVENT AT THE INDY 500 SPEEDWAY

This Indy icon is opening its doors and tracks to PHCC to put a great finish to your week! Welcome your new PHCC leadership for the 2019/2020 year, roam the floors of the famous Pagoda, enjoy your favorite cocktails and local food and of course take a lap around the infamous 2 ½ mile track.

Plus ...the return of the Milwaukee Tool Shed Band! This is your opportunity to cross the finish line and kiss the bricks at the famous Indianapolis Motor Speedway.

Sponsored by **Federated Insurance**
Ride Along Sponsored by **NIBCO**



Register Today!
phccweb.org/connect



**PLUMBING-HEATING-COOLING
CONTRACTORS – NATIONAL AUXILIARY**

PHCC NATIONAL AUXILIARY SCHEDULE

The PHCC—National Auxiliary promotes public awareness of the industry through education and communication.

Among the special Auxiliary events at PHCCCONNECT2019:

Wednesday, Oct. 2

PHCC Auxiliary Registration

Auxiliary Board of Directors Meeting

Auxiliary Business Meeting

Thursday, Oct. 3

PHCC Auxiliary Registration

Opening Breakfast – *Sponsored by Bradford White*

Auxiliary Silent Auction

Auxiliary-sponsored “Sip-and-See” to honor Life Members (all spouses/guests invited)

Friday, Oct. 4

Workforce Breakfast – *Sponsored by PHCC Auxiliary and Educational Foundation*

PHCC 2019 Awards Luncheon – *Sponsored by InSinkErator*

Saturday, Oct. 5

Auxiliary Post-Convention Executive Officers Meeting

Register NOW!

Early bird discount
ends **Aug. 31st.**



QSC @ CONNECT

Sponsors:



Service Contractors Central will be your hub for all QSC activity during PHCCCONNECT2019 featuring education, networking and relationship-building opportunities.

Featuring

OCT. 1

■ QSC Behind the Scenes Tour of the Indiana University Natatorium

This premier competition pool, completed in 1982, has been recognized as one of the fastest pools in the world with world and American records set by athletes from many countries. Located on the campus of Indiana University Purdue University at Indianapolis (IUPUI), this facility has been host to numerous other swim events including the 1982 National Sports Festival, the 1987 Pan American Games, the 2001 World Police and Fire Games, NCAA Championships, USA Swimming National Championships, and the BIG Ten Championships.

OCT. 2

■ QSC Service Performance Roundtable Discussions and QSC Education Sessions

Sponsored by A.O. Smith

These solution-focused and interactive discussions will be led by QSC coaches and staff and will highlight training tips needed to facilitate tricky or uncomfortable conversations. Learn from these experts and your peers while vetting, discussing and exploring the tools that will enable you to engage with and deliver information to even the most challenging individuals. Additional QSC education sessions will also be offered as well — stay tuned for upcoming program developments.

OCT. 2

■ **QSC Lunch and Update – Make the Most of QSC Membership**

Sponsored by Scorpion

QSC Program Director Dave Chic will share valuable information with current and future QSC members. This update and information-sharing exchange will focus on the value of QSC membership, the current products and services included in this Enhanced Service Group's benefits, and provide details on how to use the many resources at the fingertips of these service contractor professionals.

OCT. 2 and 3

■ **Service Contractors Solutions Pavilion and Scavenger Hunt – Powered by QSC**

Make the most of your time in the exhibit hall by stopping by the Service Contractors Solutions Pavilion, filled with the best products and services for Service Contractors. Bringing together the top suppliers with the solutions you need, this hub is sure to be your #1 destination in the PHCCCONNECT2019 Product & Technology Showcase!

OCT. 2 and 3

■ **Service Contractors Central – Powered by QSC**

Don't miss out on this opportunity to network, have fun, learn and connect with current and soon-to-be friends. Service Contractors Central will provide the perfect venue for you to interact and spend quality time with fellow contractors. Be sure to take advantage of all that this featured area will have available! Open to all service and repair contractors.

OCT. 3

■ **Service Contractors Happy Hour – Powered by QSC**

Sponsored by Bradford White

This networking and prize-filled function is quickly becoming a connect favorite. Hear all about QSC products and services and enjoy food and libations, all while give-away prizes are being awarded. Open to all service and repair contractors.

QSC SCHEDULE HIGHLIGHTS

Monday, Sept. 30

QSC Board of Trustees Meeting and Dinner

Tuesday, Oct. 1

QSC Behind-the-Scenes Tour of the Indianapolis University Natatorium

Wednesday, Oct. 2

Continental Breakfast

QSC Service Performance Roundtable/Education Discussions – *Sponsored by A.O. Smith*

QSC Lunch and Update – Make the Most of QSC Membership – *Sponsored by Scorpion*

Networking in Service Contractors Central – **Powered by QSC**

Service Contractors Solutions Pavilion and Scavenger Hunt – **Powered by QSC**

Thursday, Oct. 3

Service Contractors Central – **Powered by QSC**

Service Contractors Solutions Pavilion and Scavenger Hunt – **Powered by QSC**

Networking in Service Contractors Central – **Powered by QSC**

Service Contractor Happy Hour (open event) – *Sponsored by Bradford White*



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PHCCCONNECT2019

OCT. 2-4, 2019 •

INDIANA CONVENTION CENTER
AND WESTIN INDIANAPOLIS

REGISTRATION FORM & INFORMATION*

REGISTRANT INFORMATION

REGISTRANT 1: _____

TITLE: _____

COMPANY: _____

BADGE NICKNAME: _____ SPECIAL PROMO CODE: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE: _____ FAX: _____

E-MAIL: _____

ADDITIONAL ATTENDEES

GUEST/SPOUSE NAME: _____

TITLE: _____

BADGE NICKNAME: _____ EMAIL: _____

REGISTRANT 2 NAME (SAME COMPANY): _____

TITLE: _____

BADGE NICKNAME: _____ EMAIL: _____

REGISTRANT 3 NAME (SAME COMPANY): _____

TITLE: _____

BADGE NICKNAME: _____ EMAIL: _____

REGISTRANT 4 NAME (SAME COMPANY): _____

TITLE: _____

BADGE NICKNAME: _____ EMAIL: _____

Check all that apply:

- Air Conditioning Heating Plumbing Radiant Heat Solar Heat Sewer & Drain Cleaning
- Residential Service & Repair Residential Remodel Residential New Construction Commercial Service & Repair/Remodel
- Commercial Remodel Commercial New Construction Institutional Industrial
- I am a first-time attendee
- I have accessibility or dietary restrictions. (Please attach a written description of your needs.)

*PHCC Eligibility Policy: PHCCCONNECT2019 and the Product & Technology Showcase are open to all p-h-c contractors, their employees and spouses. Associate Members/industry partners who are not exhibitors are ineligible to attend.

REGISTRATION FEES

REGISTRATION FEES	QTY.	Through Aug. 31	Effective Sept. 1	TOTAL
Full Member Registrant**		\$535	\$635	\$
2nd Registrant (same company)		\$485	\$585	\$
3d Registrant or more (same company)		\$435	\$535	\$
Non-Member Contractor Registrant		\$635	\$735	\$
PHCC Association Manager		\$435	\$535	\$
PHCC Auxiliary Member (non-contractors)		\$335	\$435	\$
Guest/Spouse (non-contractors)		\$335	\$435	\$

ADD-ON OPPORTUNITIES	QTY.	Through Aug. 31	Effective Sept. 1	TOTAL
QSC Behind-the-Scenes Tour of the Indiana University Natatorium – QSC members only (Tuesday, Oct. 1: 8:00 am–12:00 pm)		Included in Registration	Included in Registration	\$
Service Contractors Central – Powered by QSC (Wednesday – Friday, Oct. 2-4: 8:00 am–5:00 pm)		Included in Registration	Included in Registration	\$
PHCC-PAC Event (Wednesday, Oct. 2: 7:00 pm–10:30 pm)		\$150	\$150	\$
Union Affiliated Contractors Reception (Ticket Required) (Thursday, Oct. 3: 5:30 pm–7:30 pm)		\$125	\$125	\$

INDUSTRY TOURS		Member	Non-Mbr	
Chemours Support Center Tour & Training Session (Tuesday, Oct. 1: 1:30 pm–4:00 pm) <i>Limited to 45 attendees</i>		\$45	\$55	\$
Delta Design Center Tour (Tuesday, Oct. 1: 1:30 pm–5:30 pm) <i>Limited to 110 attendees</i>		\$45	\$55	\$

**Group reservations can be made by contacting Customer Care at 800-533-7694 or customer care@naphcc.org.

TOTAL: \$

PAYMENT INFORMATION

CHECK – Make payable to **PHCC** and mail to P.O. Box 601804 • Charlotte, NC 28260-1804

CHARGE – Please charge my: VISA MC AMEX

CARD NUMBER: _____ EXP. DATE: _____

NAME ON CARD: _____ CVC CODE: _____

BILLING ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

By registering for PHCCCONNECT2019, I understand that I may be contacted by Product & Technology Showcase exhibitors and that photos taken of me during the event may be used in PHCC promotional materials.

Check here to opt out of exhibitor communications.

HOTEL INFORMATION

The Westin Indianapolis / PHCC Rate: \$199.

To reserve a room, call 800-228-3000 and reference “Plumbing Heating Cooling Contractors.”

CALL: (800) 533-7694 • FAX: 703-237-7442

REGISTER ONLINE: phccweb.org/CONNECT • EMAIL: connect@naphcc.org

All registration cancellations must be in writing.

Refunds for cancellations made after September 5, 2019 will be charged a \$35 processing fee.

OUR **PHCCCONNECT**2019 SPONSORS

With your generous support, we're navigating our industry's needs, fueling our future workforce, and giving businesses a strong lead.

Thank you!

DIAMOND



Connected in quality.

PLATINUM



The new degree of comfort.™

GOLD



SILVER



BRONZE



REGISTER: phccweb.org/CONNECT

LIKE: @PHCCNational (Facebook)

FOLLOW: @phccnatl and #PHCCCONNECT (Twitter)

FIND US: in.linkedin.com/company/phccnational

TELEPHONE: (800) 533-7694

FAX: (703) 237-7442

E-MAIL: connect@naphcc.org

WEBSITE: www.phccweb.org



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