Ready, Set, CONNECT!

Early bird discount ends Aug. 31

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

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

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.

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.

See the full schedule at phccweb.org/CONNECT
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
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

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**Register NOW!**
Early bird discount ends **Aug. 31st.**
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!

**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*
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: PHCCCCONNECT2019 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.

– continued
REGISTRATION FEES

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<th>Through Aug. 31</th>
<th>Effective Sept. 1</th>
<th>TOTAL</th>
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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

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

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

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

Thank you!

**DIAMOND**

**PLATINUM**

**GOLD**

**SILVER**

**BRONZE**

**TELEPHONE:** (800) 533-7694  
**FAX:** (703) 237-7442  
**E-MAIL:** connect@naphcc.org  
**WEBSITE:** www.phccweb.org