PHCC CONNECT 2020
Expand Your Vision for Success

September 30–October 2 • Sheraton Dallas Hotel • Dallas, Texas

Set Your Sights on DALLAS & REGISTER TODAY!

Early Bird Discount Ends August 17, 2020
Register at PHCCWEB.ORG/CONNECT
800-533-7694
During times of uncertainty, it’s now more important than ever to reflect, recalibrate and expand your vision of best business practices in a world that is changing quickly. This is YOUR opportunity to learn from both industry experts, as well as your fellow p-h-c contractors and decision makers. This is the time to network with others, explore future possibilities, discover the latest trends and best practices, and learn how to achieve YOUR business goals today to ensure success tomorrow. By learning and working together, we will set our sights on and secure a bright future.

See You in DALLAS

- More than 20 education sessions on business management, leadership, emergency preparedness and planning, technology, workforce development, government relations, sales and marketing.
- Two high-caliber headliners: Lt. General Russel L. Honoré, USA (Ret.) who will address the qualities of resilient leadership and how to be successful in these changing times, and Nathan Gonzales, CNN Political Analyst and Editor and Publisher of Inside Elections with Nathan Gonzales, who will share insights on the upcoming election.
- Two days of Plumbing and HVACR Apprentice Contest action, where you can see the future of the industry unfold right before your eyes!
- Additional educational sessions for service and repair professionals, Powered by Quality Service Contractors (QSC), one of PHCC’s sought after Enhanced Service Groups.
- Special area for ongoing mentoring and one-on-one business coaching opportunities at the QSC Coaches’ Corner, Powered by QSC.
- Union-Affiliated Contractors (UAC) will host two Showcase Seminars open to all and its annual networking event and reception – a separate ticketed event.
- Plus, much more as you take in all “Big D” has to offer.
TARGETED EDUCATION SESSIONS

Expand your Vision for Success and Learn from Industry Experts!

Some of the industry’s top leaders and member contractors will shine the light on more than 20 education sessions you requested, including:

- Stay Open for Business - Disaster Preparation & Recovery
- Leading Through the Rain
- Legislative and Regulatory Landscape in a Time of Uncertainty
- Leadership Isn’t Magic
- 52 Weeks of Budget Planning
- Best Practices for Future Jobsite Health & Safety
- SOP’s (Systems) - The Blood of Your Company
- How to Talk with People When You Don’t Like Talking with People
- Field Process Playbook: 6 Winning Plays
- Why You Can’t Get Your Techs to Embrace Technology
- Lead Conversion & Engagement Boot Camp
- Keys to a Successful Business Exit
- Don’t Kill your Golden Goose – Protect & Perpetuate Your Business
- Get Heat Pumped Up!
- Closing the Loop: Move from CPL to CPA
- Developing Winning Business Strategies
- Project Management
- Build a Flow of Customers with These 3 Marketing Levers

ADDITIONAL LEARNING OPPORTUNITIES!

Back by popular demand - PHCC will offer audio recordings of select PHCCCONNECT2020 breakout sessions. You can catch the sessions you missed and listen to sessions you really enjoyed at a time that is convenient for you. This comprehensive package of valuable sessions is a great training tool and will be available free of charge to all full conference registration attendees.
Lt. General Russel L. Honoré, USA (Ret.)

Resilient Leadership: Prepare Today – Prevail Tomorrow

From global and domestic terrorist threats to natural disasters and public health crises, we face new risks to our individual, community and economic security each day. And while no one can predict what’s around the corner, we can prepare. Lt. Gen. Honoré believes that strong leadership, guided by clarity of purpose and practical tactics, are the keys to overcoming adversities by being better prepared and more resilient.

In this presentation, Gen. Honoré connects his 37 years of decorated military leadership—including the crucial role in managing New Orleans’ relief efforts post Hurricane Katrina. He uses the natural disasters and man-made tragedies dominating global headlines to reveal critical strategies. In the process, he transforms individuals and helps organizations prepare, react, and rebound effectively, so they can move forward with success.

Nathan Gonzales

CNN Political Analyst and an Elections Analyst for Roll Call newspaper

The November Elections and Beyond – Analysis and Predictions

Nathan Gonzales offers audiences an incredibly detailed, highly nuanced analysis of the current condition of electoral politics, covering presidential politics and the House, Senate, and gubernatorial campaigns. He has covered Washington for 15 years and takes a non-partisan approach to election forecasting. Gonzales’ aim is to describe what is happening on the ground in order to project the results. Each election cycle, he interviews nearly all the candidates personally, and using poll numbers, economic data, historical information, trends, demographics, and more, he analyzes the current environment and shares what you need to know about the races you didn’t even know about. Nathan Gonzales is a must-see analyst for those looking to genuinely understand upcoming elections.
PRODUCT & TECHNOLOGY SHOWCASE

At PHCC’s Product and Technology Showcase, you will be able to connect and network with key industry partners to advance your own business initiatives. In fact, a majority of past attendees agree that it’s an ideal setting to learn about specific resources and tools to improve business practices and your bottom line. Don’t miss this unique opportunity to learn about the latest products, technology and business strategies from leading industry experts.

PLUS, check out the Plumbing and HVACR Apprentice Contest to see the future taking shape right before your eyes...

PHCC NATIONAL AUXILIARY SCHEDULE

The PHCC-National Auxiliary promotes public awareness of the industry through education and communication. This year’s PHCCCONNECT2020 will mark the end of a year-long celebration of the Auxiliary’s 100th Anniversary! Join us as we celebrate this landmark event and discover how together we can make the second hundred years of volunteerism just as effective.

AUXILIARY EVENTS AT PHCCCONNECT2020:

<table>
<thead>
<tr>
<th>Wednesday, Sept. 30</th>
<th>Thursday, Oct. 1</th>
<th>Friday, Oct. 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>• PHCC Auxiliary Registration</td>
<td>• Opening Breakfast – Sponsored by Bradford White</td>
<td>• Workforce Breakfast – Sponsored by the PHCC Auxiliary and Educational Foundation</td>
</tr>
<tr>
<td>• Auxiliary Board of Directors Meeting</td>
<td>• PHCC Auxiliary Registration</td>
<td>• PHCC 2020 Awards Luncheon – Sponsored by InSinkErator</td>
</tr>
<tr>
<td>100th Anniversary Luncheon (for all members, sponsors, and special guests)</td>
<td>• Silent Auction</td>
<td>• Closing Event and Installation of Officers</td>
</tr>
<tr>
<td>• Auxiliary Annual Business Meeting</td>
<td>• Auxiliary Life Member Tea</td>
<td></td>
</tr>
</tbody>
</table>

Saturday, Oct. 3

Auxiliary Post Convention EO Meeting

Additional special events will be added to the above schedule. Please check phccweb.org/connect for the latest updates!

Register Now! Early bird discount ends August 17, 2020
Monday, Sept. 28
• PHCC Executive Committee Meeting
• Auxiliary Officers Meeting
• Zone Directors Meeting

Tuesday, Sept. 29
PHCC Board of Directors Meeting

Wednesday, Sept. 30
• PHCC Educational Foundation Board Meeting
• Education Sessions
• QSC Coaches’ Corner
• PHCC Educational Foundation Plumbing and HVAC Apprentice Contests - Day 1
• Auxiliary Board of Directors Meeting and Leadership Meeting
• First Timers Get Together
• Opening Reception – Sponsored by Bradford White & InSinkErator
• PHCC PAC Fundraising Event **

Thursday, Oct. 1
• Opening Breakfast – Sponsored by Bradford White
• Keynote Address: Lt. General Russel L. Honoré, USA (Ret.) – Sponsored by Viega
• Education Sessions
• QSC Coaches’ Corner
• PHCC Educational Foundation Plumbing and HVAC Apprentice Contests – Day 2
• Auxiliary Business Meeting
• Association Executives Roundtable
• Product and Technology Showcase, Showcase Lunch – Co-sponsored by Milwaukee Tool & Rheem Manufacturing
• Receptions

Friday, Oct. 2
• Workforce Breakfast – Sponsored by PHCC Auxiliary & PHCC Educational Foundation
• PHCC Annual Business Meeting and Voting
• Keynote Address: Nathan Gonzales of Roll Call – Sponsored by Kohler
• Awards Luncheon – Sponsored by InSinkErator
• Education Sessions
• QSC Coaches’ Corner
• PHCC Closing Event and Officer Installation – Sponsored by Federated Insurance

Saturday, October 3
Auxiliary Post Convention EO Meeting

See the full PHCCCONNECT2020 schedule at phccweb.org/CONNECT

** Pre-registration required
FOCUS ON EVERYTHING DALLAS HAS TO OFFER

When you are not busy learning how to position yourself as a leader in your hometown, experience all that our host city has to offer. Dallas is not only the center of some of the wealthiest and successful sports franchises in our country’s history, but is also celebrated for its food, culture, arts and museums, and its beautiful extensive park system.

**PHCCConnect2020** attendees will find it very easy to navigate the city. Our host hotel – the Sheraton Dallas Hotel – is nestled in the city’s downtown district so you can soak up much of the city’s rich history and diverse culture. Take the time to put on your walking shoes and explore Dallas!

**Sheraton Dallas Hotel**

Recently renovated and perfectly situated, the Sheraton Dallas Hotel is near American Airlines Center, Fair Park and the diverse Deep Ellum neighborhood. If you want to explore, this hotel places the energy of downtown Dallas right at your fingertips.

PHCC preferred rates will be available until September 6, 2020. To make your reservation, click on the hotel link at [phccweb.org/connect](http://phccweb.org/connect) or call 888-236-2427 and ask for the “PHCC” rate.

We are finalizing plans to offer additional networking opportunities and social events outside the classroom. There will also be a very exciting, very Texas experience planned for the always popular closing event. Check out those details and the latest updates at [phccweb.org/connect](http://phccweb.org/connect).

Register Today! [phccweb.org/connect](http://phccweb.org/connect)
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: PHCCCONNECT2020 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

<table>
<thead>
<tr>
<th>REGISTRATION FEES</th>
<th>QTY.</th>
<th>Through Aug. 17</th>
<th>Effective Aug. 18</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Member Registrant**</td>
<td></td>
<td>$540</td>
<td>$640</td>
<td>$</td>
</tr>
<tr>
<td>2nd Registrant (same company)</td>
<td></td>
<td>$490</td>
<td>$590</td>
<td>$</td>
</tr>
<tr>
<td>3 or more registrants (same company)</td>
<td></td>
<td>$440</td>
<td>$540</td>
<td>$</td>
</tr>
<tr>
<td>Non-Member Contractor Registrant</td>
<td></td>
<td>$640</td>
<td>$740</td>
<td>$</td>
</tr>
<tr>
<td>PHCC Association Manager</td>
<td></td>
<td>$440</td>
<td>$540</td>
<td>$</td>
</tr>
<tr>
<td>PHCC Auxiliary Member (non-contractors)</td>
<td></td>
<td>$340</td>
<td>$440</td>
<td>$</td>
</tr>
<tr>
<td>Guest/Spouse (non-contractors)</td>
<td></td>
<td>$340</td>
<td>$440</td>
<td>$</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ADD-ON OPPORTUNITIES</th>
<th>QTY.</th>
<th>Through Aug. 17</th>
<th>Effective Aug. 18</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHCC-PAC Event (Wednesday, Oct. 2: 7:00 pm–10:30 pm)</td>
<td></td>
<td>$155</td>
<td>$155</td>
<td>$</td>
</tr>
<tr>
<td>Union Affiliated Contractors Reception (Ticket Required) (Thursday, Oct. 3: 5:30 pm–7:30 pm)</td>
<td></td>
<td>$125</td>
<td>$125</td>
<td>$</td>
</tr>
</tbody>
</table>

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

**Note:** PHCC continues to monitor developments associated with COVID-19 that could affect any future PHCC meetings and are proceeding with plans for this fall event at this time. Please visit www.phccweb.org/connect for any updates on this status.

## 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 PHCCCONNECT2020, 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

**Sheraton Dallas Hotel / PHCC Rate: $169.**

To reserve a room, call 888-236-2427 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 7, 2020 will be charged a $35 processing fee.
With your generous support and belief in our mission, we are informing our industry’s needs, educating our workforce, and giving businesses the vision and tools to expand their future potential. Thank you!

DIAMOND

PLATINUM

GOLD

SILVER

BRONZE