

# PHCC Solutions

PHCC PICKS! MEMBERS SHARE THEIR FAVORITE LEADERSHIP BOOKS

THE OFFICIAL PUBLICATION OF THE PLUMBING-HEATING-COOLING CONTRACTORS—NATIONAL ASSOCIATION | VOLUME 6, ISSUE 4

[www.phccweb.org](http://www.phccweb.org)

FALL 2022  
CONFERENCE  
ISSUE



## Constructive Collaboration



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

Working Together at Our Motorsports  
The Most Desirable Skill of Leaders Today  
Tech Savvy Communications Solutions



A BELFOR  COMPANY

## THIS IS A PLUMBING FRANCHISE

**Which means you get all the perks of a franchise group:**

- Established & proven business model
- In-house training & support
- Professional branding & brand recognition
- Built-in network of franchisees & sister brands

## BUILT BY PLUMBERS

We were established by a licensed master plumber, we have plumbers on our leadership team, and our in-house training staff have decades of combined experience in the plumbing industry.

**We've created a system that addresses the challenges independent plumbing companies typically face.**

## AND MADE FOR PLUMBERS



*Scan Me!*

**Z PLUMBERZ is here to help you succeed.**

- Specialize in plumbing, drain & sewer cleaning, and trenchless technologies
- Benefit from business coaching & on-the-job mentoring
- Access commercial work & large projects
- Achieve sustainable growth & profitability

**If you're a current plumbing professional looking to grow, there's a place for you in the Z PLUMBERZ family.**

Interested? Let's have a conversation!  
Call **866.861.7767** or visit **[zplumberzfranchise.com/PHCC9](https://zplumberzfranchise.com/PHCC9)** to learn more.



**NEW**



**EQUIPMENT  
SYSTEM™**

**POWER  
MORE  
ON DEMAND**

**PORTABLE  
POWER  
ANYWHERE**

**MORE  
EFFICIENT  
POWER**

**MX FUEL™ CARRY-ON™  
3600W/1800W POWER SUPPLY  
MXF002-2XC**

**LEARN MORE**



or visit <https://qr.mke.tl/2s9et>



**ALL MX FUEL™ BATTERIES FIT  
ALL MX FUEL™ EQUIPMENT**

**Combination Method**

**Homerun Method**

**Branch & Tee Method**

**Radiant Ceiling**

**Suspended Panels**

**Suspended Gypsum**

**Retro Panels**

**Slab Installation**

# Complete Heating & Plumbing Systems

## NOW OFFERING POTABLE PEXa!

We are known for our very flexible and durable MrPEX® Barrier Pipe for Radiant and Snowmelt Systems, but we now also offer a complete PEXa plumbing system with the same great product, providing some real advantages as compared to conventional copper pipe systems.

The MrPEX® Potable PEXa tubing is offered in red, white & blue, and in coils or sticks, with complete accessories and tools! The fitting system utilizes Lead Free Brass and PPSU for F1807, F2159 PEX Press Fittings & F1960 Expansion fittings.

### Complete System Offerings

- Red, White, & Blue PEX-a Tubing
- Lead Free Brass ASTM F1807 & F1960 Fittings
- PPSU ASTM F2159 & F1960 Plastic Fittings
- Manifolds & Multiport Tee's
- Tools & Accessories

## COMPLETE RADIANT SYSTEMS

Complete Radiant Heating and Cooling Systems for Residential & Commercial Applications

- PEXa Tubing
- Radiant Floor Heating & Cooling Systems
- Snow Melting Systems
- PEX-AL-PEX Pipe & Fittings
- HVAC Smart Controls
- Design Software



 **MrPEX**  
SYSTEMS

[mrpexsystems.com](http://mrpexsystems.com)  
(800) 716-3406





# PHCC Solutions

THE OFFICIAL PUBLICATION OF THE PLUMBING-HEATING-COOLING CONTRACTORS—NATIONAL ASSOCIATION | VOLUME 6, ISSUE 4

[www.phccweb.org](http://www.phccweb.org)



## DEPARTMENTS

- 6 President's Message**  
Start Small. Win Big.
- 9 Message from the Chief Executive Officer**  
Connect to Collaborate.  
Collaborate at CONNECT!
- 10 Editor's Note**  
1883: The Cornerstone of  
Collaboration, Then and Now
- 37 Legislative Report**  
What Will a Republican Majority  
Do For Our Industry?
- 39 Regulatory Report**  
Changes Proposed for Gas Products
- 41 Foundation Source**  
Celebrating 35 Years
- 45 Member Benefits Spotlight**  
Let's Get to Know You Better  
(It Will Save You Money!)
- 46 PHCC National Membership Benefits**  
What You Need to Know
- 49 Chapter Excellence**  
Working Together (and Playing  
Together!) for Common Good
- 52 PHCC Calendar of Events**
- 53 Index of Advertisers**

PHCC Solutions Copyright 2022 is the official magazine of the Plumbing-Heating-Cooling Contractors – National Association. PHCC members receive four issues a year as part of their membership dues. Non-member annual subscriptions are available for \$30. Visit [www.phccweb.org/store](http://www.phccweb.org/store) to subscribe. Comments/permissions: [communications@naphcc.org](mailto:communications@naphcc.org)



PHCC Solutions is published for the Plumbing-Heating-Cooling Contractors – National Association. 180 S. Washington St. – Suite 100 – Falls, VA 22046. Phone: (800) 533-7694. **PHCC Editor-in-Chief:** Charlotte Perham, Vice President of Communications & Marketing

Published by: **NAYLOR** 550 SW 2nd Avenue, Gainesville, FL 32601; Phone: (800) 369-6220; [www.naylor.com](http://www.naylor.com).

**Account Manager:** Heather Greyling, **Project Manager:** Adam Lingenfelter, **Content Strategist:** Adam Turner, **Project Administrator:** Cindy Samons,

**Marketing:** Courtney Stec, **Publication Leader:** Rick Jones, **Advertising Sales:** Adam Firestone, Ken Kepler, Chris Zabel, Jason Zawada

**Layout & Design:** Deb Churchill, **Cover:** Provided by Our Motorsports

©2022 Naylor, LLC. All rights reserved. The contents of this publication may not be reproduced by any means, in whole or in part, without the prior written consent of the publisher

PUBLISHED SEPTEMBER 2022/HCC-Q0322/3790

## FEATURES

- 12 Our Motorsports, Our Family**  
The PHCCCONNECT2022 Keynote Speaker Shares How His Passion for Racing Fueled His Chance at Running a Second Family-owned Business.
- 16 Constructive Collaboration**  
How New Construction P-H-C Contractors Communicate With Others on the Job.
- 21 The Most Desirable Skill of Leaders Today**  
Emotional Intelligence Gives You the Power to Resolve Conflicts, Motivate Others, and More.
- 25 Tech Savvy Communications Solutions**  
Collaborative Technology Tools Manage Customer Relationships, Streamline Business Operations, and Provide Valuable Data.
- 30 PHCC Picks!**  
Members Across the Country Share The Books That Have Helped Them Become Better Leaders.



Look for this symbol throughout this edition, and discover how you can learn more during PHCCCONNECT2022, Oct. 5-7, in Charlotte, North Carolina!



# START SMALL. WIN BIG.

BY JOEL LONG  
PHCC—NATIONAL PRESIDENT

**T**he feeling was in the air at PHCCCONNECT2021 in Kansas City, Missouri, last fall. Whether it was with fist bumps or hugs, we greeted each other with excitement that we had survived the pandemic and with hope that we were moving our businesses forward with a positive leadership approach.

Coming in as your president, I appreciated the “big win” that PHCC—National effectively had guided us through COVID with countless resources on everything from safety protocols to explanations on how to obtain a PPP loan. I always say that – with PHCC – you’re not alone, and members felt that more than ever.

I also believe in the *smaller* victories because the successes that happen at the state and local level help us *all* win. Whether we copy some efforts for our own benefit, or adapt others to meet our specific needs, what we learn from each other makes us *all* better.

## PHCC Rocks

That really was the inspiration behind the PHCC Rocks podcast series that we began hosting last fall. I often see PHCC as a clearinghouse for best ideas and best practices; what I’ve learned from others truly has transformed my business and my relationships with people. I hope you, too, have benefitted from the lessons learned during the more than 20 episodes we’ve aired this year.

We’ve chatted with chapter executive directors and secretaries, Auxiliary leaders, representatives from PHCC—National, and many others. We’ve shared positive stories on getting statewide licensing approved, tips for hosting fun chapter events that attract the next generation and benefit our local communities, and suggestions

on growing our apprenticeship programs. And we’ve witnessed countless (and very specific) offers from members helping other members!

## On the Move

With travel restrictions easing this year, PHCC representatives were able to get back on the road and roll up their sleeves on issues that impact – or *will* impact – all of us. We successfully voiced our opposition to the natural gas bans in New York and have partnered with many other states as this issue spreads. A main mission this year was to introduce our new CEO, Mark Ingrao, to as many members as possible, and Mark and the Executive Committee have traveled from one corner to the other. We treated this mission as a “listening tour” for him and our board and hope this came across as we traveled. The views of our members from all over the country drive us to be a better organization. In addition, PHCC participated in several important code body meetings this year, representing your interests in future code updates.

And when we couldn’t meet in person, we *still* made a big impact across the country, whether it was assisting members in areas impacted by devastating weather events or partnering with chapters to place social media ads promoting their conferences and membership efforts.

## A Hybrid Success

We’ve made a lot of progress in the past year pushing back against natural gas bans, burdensome employer mandates, and increased regulatory action in Washington, D.C., and one of our biggest platforms in doing that was our annual Legislative Conference on Capitol Hill. I was thrilled to see 20 *new* attendees this

past May during our hybrid event, joining others to participate in 74 meetings – some face-to-face and some virtual – with our lawmakers. I can’t say it enough ... it’s so important for us to talk to our legislators because they don’t know the impact of the decisions they’re making unless those of us on the front lines tell our stories!

## Intelligence for Your Business

Some of the most valuable resources coming to you from PHCC this year were those from our new Business Intelligence department. I hope you’re reading those *PHCC Insta-Intel* emails and *PHCC Competitive Edge* reports, because they are full of trends, best practices, and forecasts that are already helping members better manage and predict costs, prepare more accurate bids, and better allocate resources and manage operations.

## Show Me the Money!

Of course, we’re all looking to improve efficiency and our bottom lines, and PHCC—National offered three new member discount programs this year that do just that. Be sure to visit [phccweb.org/discounts](http://phccweb.org/discounts) for exciting new offers from U.S. Bank, The Home Depot, and Pink Callers.

If hosting the podcast series has taught me anything this year, it’s that our *members who are involved* get a lot more out of their membership than they put into it. I challenge you to find out for yourself. You’ll discover that when you help the industry and not just your business, along the way, you help your business. Let’s help *each other* win at a higher level! ●

*PHCC—National Association President  
Joel Long is co-owner of GSM Services, a third-generation family business in Gastonia, North Carolina.*



# THANKS TO YOU!

Visit us at  
**PHCC  
CONNECT  
2022**  
Booth #700

## After 30 Years, Our Commitment to the Pro Is Stronger Than Ever.

In 1992, we made a pledge to the wholesale distribution and professional installation of our products. Many said we'd fail, but thanks to you, our professional contractors, we are still going strong!

To further support you, our loyal contractor customers, we will continue to invest in your success by expanding our For The Pro® resources from helpful business information to training, to installation and troubleshooting videos, and more. And of course, we will continue to invest in the innovation and manufacturing of products that are quite simply Built to be the Best®.

To learn more about our commitment to you, the professional, please visit [bwfortheapro.com](http://bwfortheapro.com).



# WHERE THE PROS GO.



It's a simple equation: we work hard because you do. You need a partner that's as dedicated, efficient and reliable as you are, and we're the best at that job. We anticipate your needs and listen to your feedback, because our goal is to help you to get the job done. Turn to us for must-have services like same day and next day delivery, Pro Pick-Up, online ordering via our mobile app and more. You can count on us to work as hard as you do, every day.

SAVE TIME, GET OUR APP TODAY







# CONNECT TO COLLABORATE. COLLABORATE AT CONNECT!

BY MARK S. INGRAO, CCP, CAE  
PHCC CHIEF EXECUTIVE OFFICER

I recently was asked by PHCC Corporate Partner Federated Insurance to participate in a video interview highlighting PHCC as an organization, including its partnership with Federated. For most of us, it can be a little scary to put yourself out there – in front of a camera – but during the interview I knew I was among friends, which helped put me at ease.

Fortunately, I quickly became so comfortable that I truly began speaking *from the heart*, especially when talking about PHCC's Core Values: Professionalism, Leadership, Member-Focus, and Collaboration. In my opinion, this last one – Collaboration – impacts everything else we do. In fact, "Paving the Way for Constructive Collaboration" is the theme of PHCCCONNECT2022 coming up in Charlotte, North Carolina. While we will be recognizing and thanking current PHCC President Joel Long for his positive leadership this year, we will welcome President-Elect Dave Frame and his message of constructive collaboration.

In my first year here at PHCC, I have seen many examples of collaboration at work. Some include:

- As a federation, we collaborate with our chapters to provide the best member experience.
- We collaborate with legislators at all levels of government to ensure laws are passed that will help our members best serve their respective communities.
- We collaborate with our corporate partners, like Federated, to advance the missions of both organizations.

- We also collaborate with other associations to ensure the voice of the contractor is heard.

## Making Collaboration Work

In reality, we are all moving toward the same goals, and we need each other to achieve them. Many times, that means leaving one's personal agendas at the door and connecting with others by getting to know them, learning and understanding their pain points (many of which may be the same as ours!), communicating regularly, and building trust. By working together and helping *each other* win, we end up doing what is best for the *industry*.

As testament to that, PHCC has realized many successes on your behalf, several of which are listed in the President's Message on page 6. We're excited to implement PHCC's *new* five-year Strategic Plan, with initiatives centered around Membership, Public Awareness, HVAC and Plumbing Resources, Workforce, and Organizational Readiness.

As you look toward 2023, think about how you can implement more collaborative efforts in your own business plan. For example, are there ways you can work more effectively with your sales reps, partner with your wholesalers, or tap into manufacturer education? Also consider how to make the most of your PHCC member benefits and services, all designed to make you the "contractor of choice" in your area.

## Providing Value

Throughout my life and career, I have made so many valuable connections, and

I am grateful for each one. Through these partnerships, I have grown as a person and a professional. My interview with Federated is a case in point; I discovered how strengthening our knowledge of each other as partners ends up advancing both our organizations.

From the time I interviewed for the PHCC CEO position, I have been struck by how committed PHCC leadership, chapter executives, and members are to doing what is good for the association ... staff at National supporting local initiatives, chapters learning from other chapters, young professionals stepping into leadership roles, the list goes on. In building and maintaining those valuable connections, I'm confident we'll continue to realize success at every level of this federation ... and for every member business.

I encourage each of you to experience this positive, constructive collaboration firsthand by attending PHCCCONNECT2022. Make it a point to push out of your comfort zone and reach out to at least one person you have never met. Build that valuable connection, and begin a new collaboration that will strengthen your business, the industry, and our association. ●

*Mark S. Ingrao, CCP, CAE, is Chief Executive Officer of PHCC—National Association. With decades of executive-level association management experience – particularly in the construction industry – Ingrao and his team work to ensure that PHCC contractors are the best choice for professionalism, reliable products and knowledgeable service.*



1883:

## THE CORNERSTONE OF COLLABORATION, THEN AND NOW

BY CHARLOTTE R. PERHAM

PHCC CHIEF EDITOR AND VICE PRESIDENT OF COMMUNICATIONS &amp; MARKETING

**A**s a fan of the “Yellowstone” television series, my husband and I were intrigued to watch the precursor to the show: “1883.” I not only wanted to learn about the origin of the Dutton family but also get a better sense of what was occurring in our country in 1883, the year PHCC’s ancestors established what we know today as the Plumbing-Heating-Cooling Contractors—National Association.

Granted, a wagon train full of pioneers setting off for the west is not the same scenario as the 125 frock-coated Victorians taking their seats at the Old Masonic Temple in New York City for the first convention of master plumbers. But I thought a combination of my imagination and this storytelling would give me a better idea than a history book of what people were actually like in those days, what they experienced, and what would make them come together for a long, treacherous trip.

**A Common Goal**

What I discovered was the people of that day had a diverse mixture of backgrounds and goals that sometimes led to conflict ... and even death. They were *united*, however, by a common purpose of heading west for a new life. They knew they had to make that journey together to reach their destination safely. Sure, they faced turmoil, disease, and challenges (plus arrows and gunfire!) along the way, but the survivors protected themselves and their camp, and they moved on with a shared goal of reaching the new frontier and embracing new beginnings.

At the same time, our PHCC forefathers were banding together to protect the trade, knowing “it would be necessary to seek the cooperation of the trade throughout the country” to overcome an endangered



future. They knew that – to protect the public – it was their responsibility to provide a safe and sanitary plumbing system. Together, they aimed to educate those in the trade, fostering sanitary codes, and upgrading contractors’ professional and business methods. Gradually, as the interests of the members broadened to include heating and cooling, the organization would expand to embrace those pursuits as well.

History would show that this example of constructive collaboration in New York City and on trails heading west was not unique for 1883 but remains true today. PHCC members continue to prove that they are *stronger together* than alone. Just take a look at some of the examples in this issue of *Solutions*.

**Stories to Help You Succeed**

On page 16, your fellow members in new construction share how they’re effectively collaborating with others on the job site – from builders, developers, and the general contractor to *other tradespeople* on the project. And those in service and repair talk about how they’ve partnered with companies providing collaborative technology tools (all of them PHCC Associate Members!) to better

manage customer relationships, streamline business operations, and provide valuable data (page 25).

Neighboring PHCC *chapters* are helping each other win, not only in providing members with valuable safety, recruitment, and apprenticeship programs, but also in making *fun* part of the mix with an annual competition of games. Learn more about the Zone 2A Challenge on page 49!

If you’ve listened to any of the PHCC Rocks podcasts hosted by Joel Long, you know that our PHCC National president – a big believer in the power of positive leadership – often invites guests to share their favorite books. On page 30, we give you a glimpse of some of the top picks that have helped your peers become better leaders.

And in our cover story on page 12, you’ll meet Chris Our, who cut his professional teeth at his father’s construction company and now owns a professional stock car racing team that competes in the NASCAR Xfinity Series. Chris and others from Our Motorsports will deliver the keynote address at PHCCCONNECT2022, in Charlotte, North Carolina, sharing how constructive collaboration has helped them win in *both* arenas.

Together, we’ll accomplish more in Charlotte than you could ever realize alone ... building stronger relationships that will help you build a stronger business and a secure future. I hope you’re planning to join us where it all comes together – PHCCCONNECT2022 – the Cornerstone of Collaboration.

See you there! ●

*Charlotte R. Perham is Vice President of Communications & Marketing for PHCC—National Association. She specializes in strategic communication of news, trends and events in the construction industry.*





## Welcome to Charlotte, NC

At Charlotte Pipe, a proud 121-year-old company, we wear our heart on our sleeve. We understand a strong military and economy are both essential to the success of our great country. That's why Charlotte Pipe is committed to making and selling products right here in the U.S.A.

[charlottepipe.com](http://charlottepipe.com)

**CHARLOTTE**  
PIPE AND FOUNDRY COMPANY

You can't beat the system.®

# OUR MOTORSPORTS, OUR FAMILY



PHOTOS PROVIDED BY OUR MOTORSPORTS

**WITH A BACKGROUND IN CONSTRUCTION, THE PHCCCONNECT2022 KEYNOTE SPEAKER SHARES HOW HIS PASSION FOR RACING FUELED HIS CHANCE AT RUNNING A *SECOND* FAMILY-OWNED BUSINESS.**

BY ADAM TURNER, NAYLOR ASSOCIATION SOLUTIONS

**When Chris Our was a young boy**, his father, Robert B. Our, would bring Chris to the office of his site and utility construction company after school and on weekends. And for a young Chris, a construction site filled with trucks and tractors excited him to no end, so he took any opportunity he could to work there, building a passion from an early age for the company he and his siblings would one day inherit.





Chris and Mary Our.

Chris and his siblings eventually inherited Robert B. Our Co. from their father, and *their* children eventually took over the company from Chris's generation, making them the third generation of the family to run the business, located in Harwich, Massachusetts.

### Catching the Bug to Race

But the construction business was not Chris' only passion. When he was in his early teenage years, Chris would go with his father to a dirt racetrack where the local dune buggy racing association would host events on weekends; Robert B. Our Co. would bring machines to grate and water the tracks.

"That's where my brother and I would always be on the weekends, and of course, we caught the bug to race," Chris says. "Then over the years, we got into it and did it."

Over the next few decades, Chris continued to work for his father while racing cars on the side, and he only took breaks from racing when outside events, like starting a family or the economic downturn of the 1990s, demanded his time and resources.

And then, in 2010, Chris started racing in an open-wheel series – a style of races similar to the European F1 model – in New England for four years. Chris's team had multiple drivers at this time, and they would participate in the whole series, which gave Chris and his team several wins under their belts.

### Stepping Up to the Big Leagues

But Chris had his eyes set on the big tracks, which prompted him to move from the open wheel series to the Auto Racing Club of America (ARCA) series. His team participated in large national races taking place at iconic tracks like the Daytona International Speedway in Florida and the Talladega Superspeedway in Alabama. The team performed well in the ARCA series, so Chris decided to step up to the big leagues by competing in the NASCAR Xfinity Series.

In 2020, he created his NASCAR Xfinity Series team, Our Motorsports, which brought his passion for racing to the national stage for the first time. Unlike the open wheel and ARCA series where Our's team participated in every race, Chris had to carefully choose the races in which Our Motorsports competed. "To be competitive, to market yourself and to give exposure for partners, you can't just pick a race here and there," he says. "You have to commit to it and run it, or don't do it."

Now in its third year of running in the Xfinity Series, Our Motorsports has steadily increased its presence in the races. In its first year, the team committed to running a single car driven by Brett Moffitt, the 2019 Camping World Truck Series champion.

Then in each of the following years, Our Motorsports added another car to its team, and in 2022, the team is racing three cars with 23-year-old Anthony Alfredo

running car no. 23, and 29-year-old Jeb Burton, son of former NASCAR champion Ward Burton, running car no. 27.

"Running three cars this year was probably a little aggressive," Chris says. "But we learn a lot faster because our notebook grows faster with our three different teams with three different crew chiefs. Even so, it has been a tremendous undertaking to go from two to three cars."

### Running a Family Business

With the added pressure of a third car, Our saw the opportunity to make Our Motorsports a family business, just like Robert B. Our Co., by welcoming his 18-year-old daughter Mary as the co-owner of car no. 2, Our Motorsports' car driven by Brett Moffitt. Mary has made history as the youngest female owner in NASCAR history, and her interest in the sport came directly from her father, Chris.

"We would go with [Chris] on the weekends to watch him race modifieds, and it was very fun," Mary says. "I had tried working at the construction company one summer, but it was not for me. And then last season, he took me to some more races with just the two of us, and when I saw the business side of it, I was really intrigued by it."

Chris and Mary's shared love of racing has brought the two of them closer as they travel to races together and discuss



**“Running a family business is something you do together, and you grow together and try to take it to another level.”**

~ Chris Our

how best to improve the team. But Mary is still young, Chris says, and is learning the ropes of the business and partner sides of racing as she finishes school.

And even though her time is split between school and the team, Mary

has taken a role in managing their social media accounts alongside Our Motorsports' marketing partner, Surge. She works with Surge's team to prepare the social media content before each race, and they post before and after each

race to garner more attention to the team's accounts.

Chris says that, due to Mary's age, some sponsors are hesitant to work with someone “untested,” and this is especially an issue with alcohol sponsors. But Mary is proving herself through her social media work and how open she has been to learning the ins-and-outs of the team. And with Mary taking on increasingly larger roles within the team, it has become a true family enterprise, just like Robert B. Our Co.

“Running a family business is something you do together, and you grow together and try to take it to another level,” Chris says. “I’m 61 years old, and Mary is 18, so we have different ways of thinking of things. Even with my sons in the business, we’ve groomed them to where they are, but they still have their own opinion on how things should be done, and we can talk about it.”

“It’s been very enjoyable, and it has got me locked in pretty solidly. I always could’ve done something different with this,” he adds, laughing, “but now it’s almost got me in a pickle.” ●

*Adam Turner is a Digital Content Strategist at Naylor Association Solutions. He helps trade associations in the construction, healthcare, and financial sectors develop content for member communications.*



## Hear From Chris Our at PHCCONNECT2022!

Chris Our and others from his team will deliver the keynote address on Thursday, Oct. 6. Hear more about his experiences in racing and the vital importance of collaboration in making a construction company or NASCAR team work like a well-oiled machine. Chris also will discuss how his team uses data to improve its performance at Our Motorsports.

**resideo**



# COMPLETE POTABLE WATER SOLUTIONS

PRESSURE REGULATING VALVES | MIXING VALVES | LEAK DETECTION | WATER HEATER GAS VALVES | WATER CARE



**Visit [Resideo.com/pro/water](https://Resideo.com/pro/water)**



## A family of water treatment products with brands to fit every business.

Water treatment is a great way to diversify your business. Our trusted wholesale distribution partners are there to help you grow with our family of brands!

The variety of product offerings is just the beginning. We also provide additional technical, marketing, and educational support to everyone that chooses our brands for their business.

**Visit one of our great product lines to find your fit with A. O. Smith!**



[Water-Right.com](http://Water-Right.com)



[AOSmith.com/wholesale](http://AOSmith.com/wholesale)



[MasterWater.com](http://MasterWater.com)

**Come See Us At  
PHCC Connect!**

**Booth #915**  
October 5-7, 2022  
Charlotte, NC



Now Offering:  
**CONTRACTOR  
REWARDS**  
On Select Products

INNOVATION • INTEGRITY • SUPPORT • PARTNERSHIP

# CONSTRUCTIVE COLLABORATION

## HOW NEW CONSTRUCTION P-H-C CONTRACTORS COMMUNICATE WITH BUILDERS, DEVELOPERS, GENERAL CONTRACTORS, AND OTHER TRADESPEOPLE ON THE JOB

BY JEAN FEINGOLD

### Plumbing-heating-cooling contractors

working in new construction know all about the importance of teamwork. They're coordinating with general contractors or homebuilders and others involved with the project, including owners, developers, architects, and *other tradespeople*. Everyone must work together to get the job completed, and that requires effective communication.



Dave Jones Inc. plumbing and fire protection foremen go over the blueprints for a large apartment building.

At Madison, Wisconsin-based PHCC member company Dave Jones, Inc. (DJI), commercial construction is headed by Andy Wagner, with residential construction under the direction of Paula Bowers. Both say careful scheduling with all construction partners is necessary to get jobs done on time and on budget.

### Communication is Key

Communication, Wagner says, is the most important thing in construction, starting before the project begins and continuing after it ends. "In our bid proposals, we lay out the inclusions and the exclusions for our work as clearly as possible to help define the scope of work," he adds. In the design phase, it is essential to hold coordination meetings

PHOTO PROVIDED BY DAVE JONES INC.



so the HVAC and plumbing will fit with the work of the other trades without conflict.

“Once work begins, successful projects have regularly scheduled weekly meetings with our people, the GC, and affected subcontractors,” he says. “Everyone can voice their concerns about the schedule. When a project is awarded, you get an estimated timeframe. As it proceeds, unexpected things happen. There may be staffing or weather delays that could require ramping up later to get back on schedule.”

DJI streamlines its communications on commercial jobs with GCs by performing up to four trades internally and collaborating in-house. This reduces the number of contacts needed. During the pre-construction process, DJI likes working directly with architects and owners to fast track answers.

### **Facilitating Communication**

In working with homebuilders, Bowers says they prefer having their project managers go to the homebuilder’s construction manager for all information. “We have many standard operating procedures in play to make us as efficient as possible, and we share those with our homebuilders to make sure the process goes as smoothly as it can,” she says. At the same time, DJI workers talk daily with other subcontractors, including excavators, concrete, drywall, countertop companies, cabinet companies, trim carpenters, and other mechanical trades.

“The most common challenge is with scheduling,” says Bowers. “Even with constant communication, there are always things that come up in construction – weather delays or other trade partners being ahead or behind.” DJI works closely with homebuilders as each year begins to learn their projections for the upcoming year to evaluate how many crews DJI has and how much work they can take on. The goal is to be honest with homebuilders on potential struggles and work toward a resolution.

For custom home projects, DJI may work with homeowners, architects, or interior designers. “We have a showroom consultant who meets with homeowners

to help them select plumbing fixtures while helping them stay in budget,” Bowers says. “This comes with its own set of challenges, as homeowners might have limited experience with how a project comes together.”

Construction projects of all types currently are suffering from material delivery delays. By communicating about what is on back order and how that affects the project, solutions to reduce return trips can be discovered, Bowers notes.

### **The Worst Type of Communication**

“The biggest issue with communication is no communication,” says Bowers. “This rarely happens, but when it does, a simple conversation about the importance of letting us know the status of the job, whether it’s when the job is going to start or an update on what phase the job is in, is essential. We constantly want feedback, so we know how we are doing. Everyone at DJI is open to change and updating processes, but we may have to make them work for everyone involved.”

Commercial jobs can have the same problem. “At the front of a project, there can be delays in excavation or concrete, and we aren’t told something is delaying the schedule,” Wagner says. “Or they may say they are a few weeks late on framing but won’t explain how that will affect the rest of the schedule.” Sometimes other workers damage work done by DJI but don’t report it when it happens. Discovering damage at the finish requires more rework than if it had been pointed out in a timely way. Or the GC may not agree to change order costs or contract language, or there could be code issues.

### **Building Relationships Beyond the Job Site**

Effective communication does not rely solely on talking about the project. People prefer doing business with others they know, like, and trust. That’s true, too, when p-h-c contractors work with GCs, homebuilders, and subs. DJI fosters these communication-enhancing personal relationships by sponsoring fun events.

“To get to know our construction partners, we find out what they like to do and then do it together,” Wagner says. This could include going out to dinner, or outings to ball games or fishing or hunting trips. Sometimes GCs sponsor a barbecue at the job site, or DJI buys pizza. These activities are good ways to encourage conversation. “Sometimes it’s just talking while on the job site, to get to know how they operate,” he adds.

Bowers agrees, saying, “We want to know them personally, and that helps us get to know their business as well. Creating those relationships is key to our business and helps make the job fun. Getting to know other subcontractors who will be onsite and reaching out to them directly helps create those relationships. More importantly, if we can do each other favors to make the construction processes easier, we will do it. Construction doesn’t always go smoothly, but it’s important to have strong relationships to figure it out together rather than pointing fingers.”

### **Technology Helps**

DJI uses technology to enhance internal communication. “Every DJI employee, both residential and commercial, receives a smart phone their first day they show up for orientation,” Bowers says. “They use it to clock in, find job locations, use our intranet called Dave’s Den, receive emails, and more,” she adds.

“In addition, every crew leader receives a tablet. These are used primarily to fill out forms through GoFormz, giving the project manager information about obstacles they may run into on the job, report tasks they weren’t able to complete, and share pictures. They can also use this to bring up house plans and specs,” Bowers says. “Dave’s Den has helped improve communication between the field and office immensely. Crews go here to find information without having to reach out to a project manager, or to find other resources, such as HR or company events.”

Wagner’s team likes using project management software, which assists in job planning before work begins and gives field foremen instant access to up-to-date

# Get the REWARDS YOU DESERVE

Earn Merchandise  
and Travel Rewards for  
Yourself or Your Crew



Points are easily accrued with qualified purchases from any of these building product manufacturers



## It's Easy and Fun!

Get 500 bonus points when you scan  
this QR code to enroll or login!

Enroll at [ContractorRewards.com](https://ContractorRewards.com)

SCAN CODE FOR MORE INFO



Visit us at Booth #802 at PHCC Connect 2022 for more bonus point opportunities!

plans during construction. He says they also benefit from 3D design coordination tools.

### Communication Never Stops

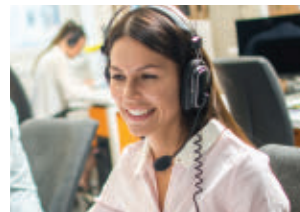
Building completion does not mean communication between DJI and their construction partners ends. After project completion, the company often holds a roundtable meeting with the GCs to discuss how the job went, or they circulate surveys to get the same information. Since they do so much repeat business with the same GCs and owners, this meeting improves relationships for projects down the road. Says Wagner, "We want to know what worked for us, what worked for them, and what didn't work." Continuing communication results in constructive collaborations ... now and in the future. ●

*Jean Feingold is a freelance writer who has written for trade magazines in the construction, energy, marketing, insurance, restaurant, banking, trucking, and other industries for more than 25 years.*

**SUPPLY SMART®**

PLUMBING • HVAC • TOOLS

## DEDICATED SERVICE FOR THE PROFESSIONAL.



✓ Same-Day Shipping    ✓ Brands You Trust    ✓ Dedicated Service



Sign up for our FREE Promotional Flyer & SAVE on the supplies you need!



### Pick-Pack-Ship = Fast Service.

At Supply Smart, we understand the challenges of ensuring your inventory is stocked with what you need, when you need it. With (5) STRATEGICALLY LOCATED distribution centers, we're always ready to PICK - PACK - SHIP your order fast. It's smart doing business with a supplier that's in your corner from day one.

**Come see us at PHCC Connect, Booth 515!**

**Order Online: [SupplySmart.com](http://SupplySmart.com)**

Sign up online or speak with a Dedicated Account Manager at (800) 631-7793.



## Build Your Own Relationships!

Just like those at Dave Jones, Inc., realize the power of constructive collaboration for yourself! Roll up your sleeves at PHCCCONNECT2022 with industry experts and contractor peers. Share best practices; participate in more than 20 in-depth educational sessions tailored to your specific needs; find the solution to your latest challenge at the Product & Technology Showcase ... the list goes on. See you in Charlotte, North Carolina!



# Shh...

## Plumbing's Best Kept Secret for Estimating & Design

Cloud-Based
Change Order Management
Executive Dashboard
Built-In Digital Takeoff



Learn More About the #1 Estimating Software for Plumbing Contractors

[mccormicksys.com](http://mccormicksys.com) | (866) 571-0978





# Certified Class-Leading Efficiency!



007e®  
Install it, forget it



0015e3®  
3 easy settings



VR1816  
Infinitely variable  
fixed speed &  
6 pressure presets



0018e®  
Mobile app-connected  
for superior system  
efficiency & control

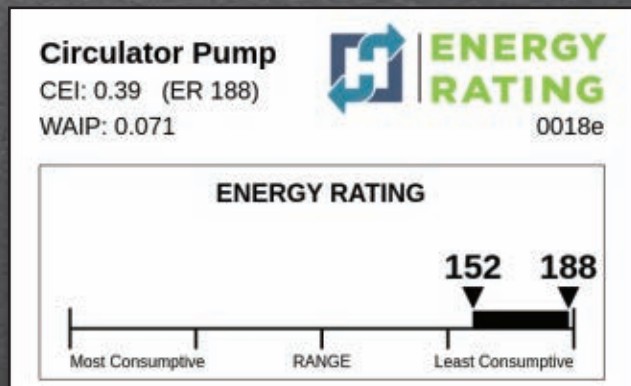


VT2218  
Delta-T for maximum  
system efficiency

## Bring class-leading efficiency to every job with Taco's 000e series ECM High-Efficiency Circulators

Taco made ECM easy to install and easy to program. Now, finding the most efficient ECM circulator is easier than ever with the new Hydraulic Institute (HI) Energy Rating label.

HI Energy Rating labels provide a clear and easy way to identify energy efficient circulators – the higher the rating, the greater the savings! HI Energy Ratings offer trusted performance data, tested to industry standards through certified and audited test labs.



Scan here to view  
the HI Energy Rating  
circulator database:



**Taco**  
**Comfort Solutions®**  
A Taco Family Company

[www.TacoComfort.com](http://www.TacoComfort.com)



# THE MOST DESIRABLE SKILL OF LEADERS TODAY

EMOTIONAL INTELLIGENCE GIVES YOU THE POWER TO MANAGE STRESS, RESOLVE CONFLICTS, MOTIVATE OTHERS, AND BUILD A SAFE COMPANY CULTURE.



ISTOCK.COM/IVELINRADKOV

BY BETH A. DOBKIN, DIRECTOR OF QSC BUSINESS COACHING

**As a business coach,** I spend a lot of time with teams that struggle to communicate effectively. Survey results regarding company opportunities tend to reflect common feedback that communication should be a core focus. The expectation is that everyone will work together toward a common goal, yet little time is spent teaching the communication skills necessary to collaborate. Emotional intelligence (EQ) competency is the foundation of effective communication and the core ingredient for collaboration success.

Before going any further, let's define EQ. EQ is the ability to understand and express one's emotions and to show sincere empathy and understanding when communicating with others. Your emotions drive how you think and react to events around you. Have you ever been in a situation where someone else's behavior has made you react strongly? Most believe that our reaction is a response to an event that is outside of our control. What really happens is

an event takes place, you experience thoughts, feelings, and emotions related to the event, and you *respond* in a way that reflects your thoughts, emotions, and feelings.

Daniel Goldman, author of the best-selling book on this topic (see page 34), says EQ is "the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships."

**You might think this is not important, but organizations that operate at a high level of EQ are rewarded with greater trust from employees, sustained motivation, improved teamwork and collaboration, easier adaptation to change, high quality execution, and increased profits.**

## For Pros Looking to Save Money and Time

Join our **TRADEMASTER** Program for FREE.

 [www.supplyhouse.com/tm](http://www.supplyhouse.com/tm) 



### Free Shipping

Your shipping costs are always on the house.



### Free Returns

We cover all return costs and fees.



### Lower Prices

Get a competitive advantage with discounts on every order.



### Exclusive Gear

Get free TradeMaster merchandise with select orders.



### Dedicated Line

Receive fast and friendly phone, live chat, and SMS service exclusively for pros.

Call (888) 551-7600 with any questions.

**TRADEMASTER**  
PROGRAM FOR THE PROS

Start your  
application here!



### EQ and IQ: What's the Difference?

Unlike IQ, EQ scores are flexible and can be improved. There are five competencies of EQ that require mastery to communicate and collaborate effectively. These five competencies include self-awareness, self-regulation, self-motivation, social awareness, and relationship management.

Understanding and managing our emotions and recognizing the emotions of others helps us to be more successful in both our professional and personal life.

On a personal level, EQ gives us the tools to have difficult conversations without destroying relationships. At work, EQ gives us the power to resolve conflicts, manage our emotions under stress, coach and motivate others, collaborate, and build a safe environment or company culture.

### Improving You Improves Your Business

You might think this is not important, but organizations that operate at a high level of EQ are rewarded with greater trust from employees, sustained motivation, improved teamwork and collaboration, easier adaptation to change, high quality execution, and increased profits. Does any of this interest you? Let's look at each competency a little closer.

Self-awareness is the foundation of EQ. It is an understanding of your own thoughts and how they affect you. It is the process of knowing how your actions will affect those around you. In the workplace, it is especially important to focus on competency, integrity, and healthy workplace interactions, as these are typically the triggers that can cause emotional roadblocks.



Self-awareness promotes healthy and productive conversations, allowing people to collaborate without fear. Imagine a boss that has no self-awareness. He might blame everyone else when results are poor. However, someone in the same role with a high EQ might share their own experiences to improve the situation. A highly self-aware individual always considers the ripple effect of their emotions.

Competency two is self-regulation. This is the ability to manage negative impulses and emotions – thinking before you act. This competency is all about keeping yourself up when things go wrong, managing expectations, persistence, making intentions clear, and seeing the good in others. Self-regulation begins with mastering your own thoughts. By controlling what you think, you can control what you do.

Self-motivation – competency three – can be very challenging. It is the internal state that helps us start, continue, or end a behavior. For example, one might be motivated to eat when they are hungry. If you are dieting, you must control your internal motivation to change the behavior you have adopted. All behavior originates from self-motivation. It is what all individuals use to find purpose. A person with higher EQ in this area usually pursues and achieves their goals with confidence.

### Dealing with Others

The first three EQ competencies revolve around the individual management and understanding of one's own emotions. The last two competencies are focused on how one deals with the emotions of *others*. Social competency is important because it determines one's effectiveness in their role.

Social awareness is the ability to read the emotions of the room and respond effectively using empathy – just the right tone, matching pace, choosing the right volume, and placing the proper emphasis on the content of the message. It is communication at its best. And it is not just verbal. Most people are sensory listeners. *That means they will remember the way the conversation made them feel more than the conversation itself.* Most people will respond based on how they feel after quickly assessing whatever is happening. Tuning in to the emotions of others as you interact with them will help to prevent misunderstandings and provide an accurate point of reference.

The final competency for EQ is relationship management, and it can only be mastered by applying all the other emotional intelligence competencies. It is one's ability to form and maintain healthy, positive relationships. Remember how much effort you put into dating? Most people cannot maintain that level of commitment long term. When the honeymoon is over, the real work begins. This is true of any relationship. Too often an emotionally charged situation ends up with disastrous results. And no one is innocent. Relationship management is not about being perfect; it's about forgiveness and learning how to respond to mistakes in a way that allows the relationship to thrive.

Emotional intelligence is the most sought-out skill of leaders today. Improved communication, cooperation, collaborative problem solving, improved efficiency, less attrition, less workplace conflict, and higher profits are just a few of the benefits you will experience when your team practices emotional intelligence in the workplace. ●

Beth A. Dobkin is the director of coaching services for Quality Service Contractors (QSC), a PHCC Enhanced Service Group geared for service and repair contractors.

## QSC Talks!

**New This Year:** Beth Dobkin will lead Quality Service Contractors' (QSC's) own version of "TED Talks" right on the trade show floor at PHCCCONNECT2022. Stop by the QSC booth on Thursday, Oct. 6, for this "QSC Talks" series of five 15-minute interactive discussions focusing on emotional intelligence in the workplace, including a variety of resourceful tips for doing business more effectively. Come and make the most of your PHCC experience!



# TO THE EXTREME

## CLEAN REAM EXTREME® PLASTIC PIPE FITTING REAMERS

- Provides super-smooth fitting clean out for tough-to-reach PVC, CPVC and ABS fittings.
- Reduce labor time and materials costs by reusing fittings.



PPR300



PPR200



PIPE TOOLS & VISES  
SINCE 1896

Reed Manufacturing • Erie, PA USA  
800-666-3691 • [www.reedmfgco.com](http://www.reedmfgco.com)



# Compact. Quiet.

## The **NEW** Model 406

### Drain Pump



- Small compact size
- Fits in tight areas
- Quiet performance
- Upper and lower inlets
- Attractive appliance-style design

# Liberty Pumps®

A Family and Employee Owned Company

**800-543-2550 - [LibertyPumps.com](http://LibertyPumps.com)**

Copyright © Liberty Pumps, Inc. 2021 All rights reserved.



**Perfect for mounting in cabinets**

# TECH SAVVY COMMUNICATIONS SOLUTIONS

**COLLABORATIVE TECHNOLOGY TOOLS MANAGE CUSTOMER RELATIONSHIPS, STREAMLINE BUSINESS OPERATIONS, AND PROVIDE VALUABLE DATA.**



PHOTOS PROVIDED BY SCHULER SERVICE, INC.

Schuler Service, Inc. technician Jason Sabin (r) uses a tablet to show a customer the work needed on her home.

**BY SHERYL S. JACKSON**

**When Schuler Service, Inc. began almost 100 years ago,** communication was face-to-face, marketing was word-of-mouth, and work and financial records were all on paper.

Today, face-to-face communication among all team members is still important, as evidenced by the weekly all-company meetings, says Joe Mrochko, vice president of inside operations and marketing of the PHCC member company located in

Allentown, Pennsylvania. While in-person meetings “build camaraderie” and will never be replaced by technology, he adds that technology “helps everyone stay connected while working and has improved our ability to schedule, invoice, and market.”

Texting via a network provided by PHCC Associate Member ServiceTitan, which the company uses to manage customer relationships, is heavily used among company team members and between the company and customers, says Mrochko. “About six months ago,



**BrassCraft®**

**PRESS WITH  
CONFIDENCE.  
PRESS ON  
BRASSCRAFT.**



Committing to press connect installations is an investment in your craft. You expect every product in this system to perform flawlessly. BrassCraft® Press Connect Water Stops are designed with quality and efficiency in mind so you can install press confidently all the way down to the water stop on the stub out. Trust BrassCraft water stops every time.

Visit [BrassCraft.com/WaterStops](https://www.BrassCraft.com/WaterStops)

©2022 BrassCraft Manufacturing Company

**NEW**





Schuler Service, Inc. service team.

we rolled out Microsoft Teams to use for video, phone, and text communication among employees, but we didn't push its use, so it floundered at first," he says. "We may have found a way to encourage its use, however." That encouragement came in the form of new tablets – android tablets with Teams installed – to replace existing iPad tablets. "Now that Facetime is no longer available, technicians are using the video available through Teams to contact supervisors if they need help diagnosing a problem."

Technicians can also communicate clearly with *customers* using their tablets. Not only does technology enable them to create multiple options quickly and easily for service, but techs can show customers what a repair might look like. "We have YouTube videos of previous work we've done, so a customer can see how we restore the yard if we have to excavate," Mrochko gives as an example. These videos are helpful in explaining what a customer can expect so there are no surprises, he adds.

### **Making It Easy for the Customer**

Schedule Engine is another tool Schuler uses to schedule appointments. "We saw an immediate benefit when customers could schedule their appointments through our website," says Mrochko of the PHCC Associate Member. "We monitor social media and review sites, and the most common comment is that we've made it easy to schedule appointments." In addition to the online appointment option, which allows customers to schedule appointments when the office is not open, a 24/7 live chat feature provides extra information customers may need, he says. "I did have to write some questions and answers specific to our pricing and services, but it was not an overwhelming process to set up chat."

Another beneficial tool with the online scheduling is a diagram of the house that the customer can use to identify the problem and even upload photos, says Mrochko. "This information goes into the job file created for the appointment, along with any chat dialogue, so the technician can use the extra information to gather the right supplies."

### **Reducing the Touch Points**

When Billy Stevens, CEO of Sera Systems first entered the plumbing, heating, and cooling business in the

## **What is the Future of Booking Appointments?**

According to research conducted by Schedule Engine and ServiceTitan, the future of home service scheduling is online. Key findings include:

1. A majority of home service providers believe that more than 30% of their jobs will be booked through an online scheduling tool over the next three years.
2. More than two-thirds of home service providers plan on investing in online booking technology within the next year.
3. Schedule Engine's customers book on average three to four times more jobs online than other online scheduling tools.
4. Over the last two years, ServiceTitan customers have already seen the percentage of jobs booked online by their customers more than double.
5. In the majority of home services sectors, more than half of all consumers start their search online before scheduling a service appointment.



**“Whatever [technology] you choose, be sure you can commit the time to making sure that people understand why it’s important and how to use it, then make sure it is used. You spend too much time, energy, and money investing in new technology, so invest in promoting it and training people, or your deployment won’t be successful.”**

~ Joe Mrochko, Schuler Service, Inc.

mid-1990s, all record-keeping and scheduling was done with pen and paper. Even without technology, his focus was on an efficient, lean, and well-organized business – the success of which led to him partnering with a private equity firm to acquire other companies.

“I retired in my 40s, took five years off to travel and spend time with my family, then decided to build software that can help other service companies run their businesses as efficiently as I did mine,” says Stevens of his field service management software company, another PHCC Associate Member.

Removing inefficiencies means reducing the approximately 28 touches in multiple areas of the company required to schedule a service call, he explains. “Technology that recognizes the customer as a high-value account, schedules a same-day appointment while shifting other lower-value appointments, and identifies the availability of technicians eliminates multiple phone calls from CSRs to dispatchers to technicians and schedules the customer in minutes.”

To develop and test the software, Stevens started another company, billyGO. “We reach our fourth anniversary in January 2023, and we’ve grown from zero customers at billyGO when we started to over \$10 million in revenue,” he says. In addition to streamlined scheduling and dispatch, Stevens points out that service businesses need a way to capture information about customers, services performed, invoices and payments, employee sales, and service performance and costs. “Software should be able to help an owner run the business efficiently and eliminate unnecessary operational costs.”

One of the most significant benefits of today’s communication and collaboration technology is the automatic data collection from multiple sources, said Chris Hunter of ServiceTitan. He remembers the early days in his own p-h-c business, when he and one other person in his office spent hours going through invoices with another person in his office, scouring them for information about sales, time spent on calls, and other metrics. “We were collecting information

# Innovation

We never stop improving.

We invented tankless electric water heaters nearly 100 years ago. Our latest generation of robust and trouble-free electric tankless water heaters offer extraordinary new benefits and keep those you’re accustomed to from Stiebel Eltron.

- › The lowest failure rate in the industry
- › Self-cleaning for superior limescale resistance and longevity
- › Fast heat-up and response
- › Low 0.26 GPM activation rate
- › Flow sensor, microprocessor control, and patented air-detection prevent dry-fire
- › Safety high-limit and manual reset



**DIRECT COIL™ POINT-OF-USE**  
from the industry’s smallest, 1.8 kW, to the largest, 14.4 kW.  
Plus whole house from 12 kW to 36 kW  
& 3-phase commercial/industrial to 144 kW.



The world leader in advanced water technology... **since 1924.**

We make the ones that work.

## STIEBEL ELTRON

Simply the Best

800.582.8423  
www.StiebelEltron.us



but would not know until the end of the month how we were doing,” he says. “We were not able to identify any issues in real-time, so we could not quickly pivot to make changes in scheduling, routing, or anything else to address problems.”

As a principal industry adviser for ServiceTitan and a business consultant with his own firm, Hunter advises business owners about the opportunities to grow a business with the right technology as well as how to choose from the myriad of options available.

“The first step is to look at your goals for the business,” says Hunter. “If you are a small- to medium-sized company, look for technology that you can scale as your business grows.” This is important to evaluate upfront so there is no need to invest in another software or platform down the road, he adds.

Talk to other p-h-c contractors who are using the different technologies being evaluated, suggests Hunter. “Ask them

why they choose what they did, and find out if it is working as they expected.”

When asked for his advice on choosing a technology to improve communication and collaboration within the business, Mrochko says, “Whatever you choose, be sure you can commit the time to making sure that people understand why it’s important and how to use it, then make sure it is used. You spend too much time, energy, and money investing in new technology, so invest in promoting it and training people, or your deployment won’t be successful.” He adds, “When we deployed Microsoft Teams, my colleague and I agreed it was a good fit for us, but at first, we were the only ones using it, so we had to regroup and re-introduce it when we purchased new tablets!” ●

*Sheryl S. Jackson is a freelance writer and editor who specializes in education, leadership, and legislative topics for several industries, including construction.*



## Discover the Solution That Works for You!

Want to know more about the technologies that can improve your efficiency ... and your profitability? PHCCCONNECT2022 will offer more than 20 educational sessions covering business best practices, finance solutions, safety, inventory control, customer service, marketing, and more. Plus, get one-on-one with more than 100 exhibitors at our Product & Technology Showcase!



## BUILT FOR THE PROS SOLD THROUGH THE PROS



### SWS50V1-10 FEATURES

- PSC continuous duty rated motor
- Single Mechanical carbon ceramic seal
- Rugged cast iron construction
- Vortex, thermoplastic impeller
- 2" discharge
- Handles 2" solids



### SPV33 FEATURES

- PSC continuous duty rated motor
- Upper and lower ball bearing design
- Rugged cast iron construction
- Vortex, thermoplastic impeller
- 1-1/2" discharge

For more information on Ashland's Sumps and Sewage Pumps  
go to [ashlandpump.com](http://ashlandpump.com) or call 855 281-6830

**WHOLESALE ONLY**

*Honest, Professional, Dependable*

1899 Cottage St. ■ Ashland, OH 44805 ■ 855 281-6830 ■ [ashlandpump.com](http://ashlandpump.com)

# PHCC PICKS!

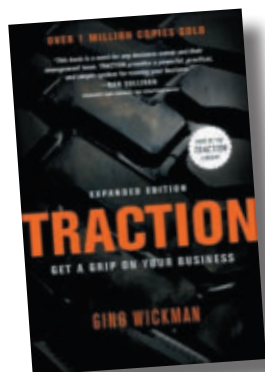
## MEMBERS ACROSS THE COUNTRY SHARE THE BOOKS THAT HAVE HELPED THEM BECOME BETTER LEADERS.

If you've listened to any of the PHCC Rocks podcasts hosted by Joel Long, you know that our PHCC—National president is a big believer in reading. "Books have changed my life," says Long, adding that they help him "settle in my mind what I'm doing right or not doing."

With a focus this year on positive leadership, Long has invited guests on the PHCC podcast series to share their favorite books and then offers up what he's currently reading and how it has impacted him personally and professionally. Books have given him "better perspective" and helped him "be more open to change," he says. "I think it's really important that leaders read."

Here are some of the top picks from both Long and his PHCC Rocks guests:

### #1 PICK!



#### ***Traction: Get a Grip on Your Business***

BY GINO WICKMAN

Offering powerful ways to run your company that will give you and your team more focus, more growth, and more enjoyment, this is the book that gets mentioned on PHCC Rocks time and time again! PHCC of Washington Dennis Hamon reveals that his business has implemented the book's

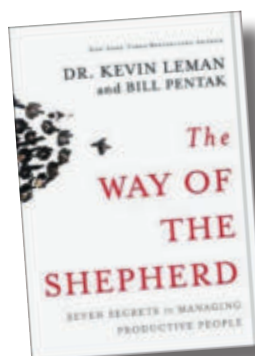
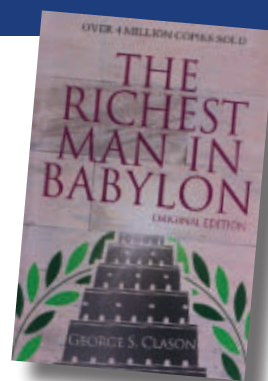
Entrepreneurial Operating System, and Long shares that his company started applying the system – which claims to *not* be "complicated or theoretical" – about three years ago. "We lead every meeting with it," says Long. "It will change how you look at meetings and how you try to organize future plans."

### Dennis recommends ...

#### ***The Richest Man in Babylon***

BY GEORGE S. CLASON

Hailed as the greatest of all inspirational works on the subject of thrift, financial planning, and personal wealth, this is another recommendation by Hamon. It's "our trade book," he says; it's about a tradesman – a chariot builder – who is struggling, "and he sees his old classmate, who is the richest man in Babylon, and he wonders what the difference is." Revealed inside are the secrets to acquiring money, keeping money, and making money earn more money. "It's simple," says Hamon. "You can read it in one night."



#### ***The Way of the Shepherd: Seven Secrets to Managing Productive People***

BY DR. KEVIN LEMAN AND WILLIAM PENTAK

When William Pentak had the once-in-a-lifetime opportunity to interview Ted McBride, one of the most respected CEOs in America, he was shocked by what McBride was willing to share. McBride taught him the seven secrets he inherited long ago from his mentor – an eccentric but brilliant professor who passed on these time-tested management principles that, while ancient in their origin, are still applicable in today's fast-paced, high-tech world.

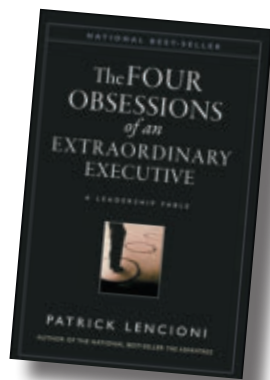
It's a leadership book about someone who knew what to do technically but was intimidated about how to manage other people, says Long. "These lessons teach him how to lead his flock and build trust," he adds.

## Jerome suggests ...

### ***The Four Obsessions of an Extraordinary Executive: A Leadership Fable***

BY PATRICK LENCIONI

PHCC of Georgia President Jerome Sabol recommends this find from his involvement in a PHCC Quality Service Contractors (QSC) peer group. Readers are treated to this fictional story of corporate intrigue as the frustrated head of one consulting firm faces a leadership challenge so great that it threatens to topple his company, his career, and everything he holds true about leadership itself. In the story's telling, the author helps readers understand the simplicity and power of creating organizational health and reveals four key disciplines they can follow to achieve it.

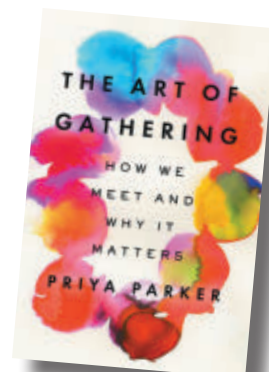


## Beth's pick!

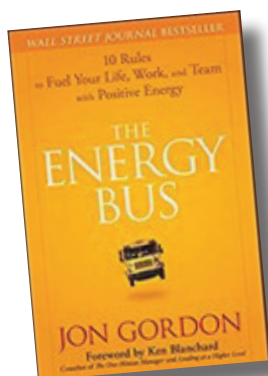
### ***The Art of Gathering: How We Meet and Why It Matters***

BY PRIYA PARKER

Author Priya Parker argues that the gatherings in our lives are lackluster and unproductive, saying we rely too much on routine and the conventions of gathering when we should focus on distinctiveness and the people involved. PHCC of Tennessee Executive Director Beth Killen admits she wants to get better at meetings and is leaning on the expertise of this author, herself a facilitator of high-powered gatherings, who explains what works, what doesn't, and why. "It's amazing," Killen says of the book. "If you don't have a purpose [for a meeting], you shouldn't be there."



## Joel is a fan!



### ***The Energy Bus***

BY JON GORDON

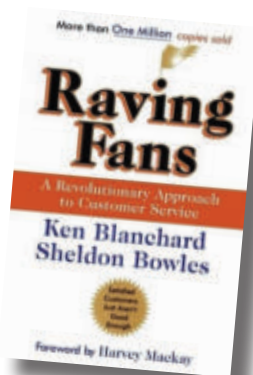
"I'm a big fan of Jon Gordon," says Long of the best-selling author and keynote speaker at PHCCCONNECT2021 in Kansas City, Missouri. In *The Energy Bus*, Gordon takes readers on an inspiring ride that reveals 10 secrets for approaching life and work with the kind of positive, forward thinking that leads to true accomplishment at work and at home.

"It's an easy read and tells a great story about a guy who has a lot of self-doubt and about how somebody he met on a bus really changed his future," says Long.

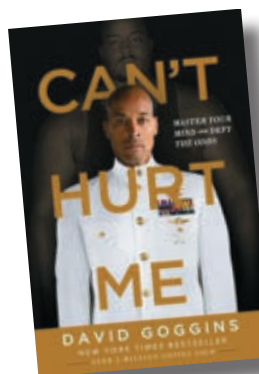
### ***Raving Fans: A Revolutionary Approach to Customer Service***

BY KEN BLANCHARD AND SHELDON BOWLES

Are your customers satisfied only because no one else is doing better? Just having satisfied customers isn't good enough anymore. If you really want a booming business, you have to create Raving Fans. Long admits he's *re-reading* this book to help his company improve its focus on customer service. "It's frustrating because it's such a simple thought process on how to get more connected internally and externally." Let it be a reminder to you on how to turn your customers into raving, spending fans!



## Jason recommends ...



### ***Can't Hurt Me: Master Your Mind and Defy the Odds***

BY DAVID GOGGINS

"It inspires people," says PHCC—National Zone 3A Director Jason Pritchard of *Can't Hurt Me*, a story of David Goggins whose childhood of poverty, prejudice, and physical abuse was a nightmare. Through self-discipline, mental toughness, and hard work, however, Goggins transformed himself from a depressed, overweight young man with no future into a U.S. Armed Forces icon and one of the world's top endurance athletes. Let it inspire you!



# ECCO

EQUIPMENT CONTROLS COMPANY

## Gas Pressure Regulators for Today's High Efficiency Demands



### GOVERNOR Line Pressure Regulators

- CSA certified for indoor and outdoor applications
- Horizontal and vertical mounting positions
- Integral vent limiter
- External vent limiter – no vent line required\*
- Filter included in all models
- 500:1 turndown

\*As approved by local codes and standards



### PF 400 Line Pressure Regulators

- CSA certified external vent limiter option for indoor installations\*
- Both vertical and horizontal installation positions
- Up to 400 CFH capacity\*\*

\*As approved by local codes and standards

\*\*Up to 140 CFH single appliance



**PHCCONNECT2022**

Where Collaboration is the  
Cornerstone for Success.

The Heart of the Industry  
Oct. 5-7, 2022  
Charlotte, NC



**PHCCONNECT2022—October 5-7 | Visit us at Booth 503**

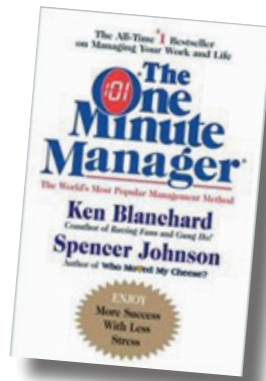
**Safe. Reliable. High Performance.**

[sales@linepressureregulator.com](mailto:sales@linepressureregulator.com) | [linepressureregulator.com](http://linepressureregulator.com)

## Larry's choice!

### ***The One Minute Manager*** BY KEN BLANCHARD AND SPENCER JOHNSON

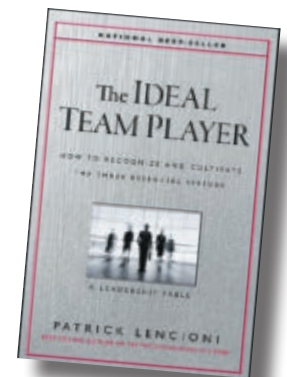
PHCC of Pennsylvania President Larry Shoemaker is reading *The One Minute Manager* for a third time ... and with good reason, as this timeless business classic has helped millions achieve more successful professional and personal lives. The best seller tells a story, recounting three techniques of an effective manager: one-minute goals, one-minute praises, and one-minute reprimands. Each of these takes only a minute but has lasting benefit!



## Eric suggests ...

### ***The Ideal Team Player: How to Recognize and Cultivate the Three Essential Virtues*** BY PATRICK LENCIONI

QSC Advisory Council Member Eric Maxon recommends this story of Jeff Shanley, a leader desperate to save his uncle's company by restoring its cultural commitment to teamwork. Jeff must crack the code on the virtues that real team players possess, and then build a culture of hiring and development around those virtues. "Not everyone can be the CEO ... not everyone can be the apprentice," says Maxon. "This is about the different types of employees, different personality traits, and different roles," he adds, "and creating a culture around teamwork."



### ***It's Your Ship: Management Techniques from the Best Damn Ship in the Navy***

BY CAPT. D. MICHAEL ABRASHOFF

When Captain Abrashoff took over as commander of the USS *Benfold*, it was like a business that had all the latest technology but only some of the productivity. Knowing that responsibility for improving performance rested with him, he realized he had to improve his own leadership skills before he could improve his ship. Within months, he created a crew of confident and inspired problem-solvers eager to take the initiative and responsibility for their actions. "I just love that thought process on the journey," says Long. "Also knowing what's at stake ... those lives of other people that are with us matter to the same extent."



### ***Good Strategy. Bad Strategy. The Difference and Why It Matters***

BY RICHARD RUMELT

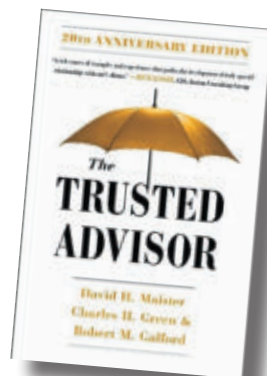
Developing and implementing a strategy is *the* central task of a leader, and this book has resonated with Long as a business leader. "There's a chapter about chain link systems, and all of our teams are only as good as the weakest link, and it just struck a chord with me," he says. "We spend all this time building

these teams and trying to get better and better in our businesses and our associations, but then there's that one weak link, and many times we ignore that weak link because maybe it's a difficult conversation or maybe we don't know how to handle it," he adds. This offers eye-opening yet pragmatic tools that easily can be implemented. "If you get a chance, read this book!"

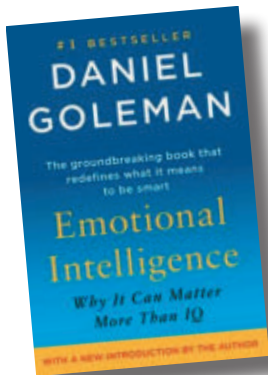
## Dave's favorite!

### ***The Trusted Advisor*** BY DAVID H. MAISTER, CHARLES H. GREEN AND ROBERT M. GALFORD

"My all-time favorite and I recommend this to anybody is *The Trusted Adviser*," says Dave Chic, program director for PHCC's QSC and CCA (Construction Contractors' Alliance). In this 20<sup>th</sup> anniversary edition, the authors illustrate how to be effective communicators in a digital world and detail five distinct steps you must take to create a trust-based relationship. "It spoke to me because it's all about working with people who trust you," says Chic. "Because trust is earned, you know when they've picked you to do something, even if there are problems, they are trusting you to fix it and make things right."



## Thumbs Up from Russell and Crystal!



### **Emotional Intelligence: Why It Can Matter More Than IQ** BY DANIEL GOLEMAN

Both Russell Robillard and Crystal Carter from PHCC of Louisiana praise this best seller – considered by the press as a “wake-up all to organizations and corporations”– that delineates the five crucial skills of emotional intelligence (EI) and how they help determine success in relationships, work, and even physical well-being. We spend so much of our

time online; more and more jobs are becoming automated and digitized; and our children are picking up new technology faster than we ever imagined. This latest edition could not come at a better time, preparing readers, now more than ever, to reach their fullest potential and stand out from the pack with the help of EI.

### **The Simple Truths of Service** BY KENNETH BLANCHARD AND BARBARA A. GLANZ

“It’s a simple story about how important it is to deliver good service and have a great attitude and do what’s best for your customers ... and with energy,” says Long. “I need to be reminded a lot about how to build loyalty with being positive, because it’s hard in today’s world.” This customer service classic is an unforgettable true story about a very special young man living with Down Syndrome who takes a chance and changes the culture of a grocery store by being creative and giving the customers more than they expect. “I just love it,” says Long. ●



## CONSERVE

*Water conservation  
that puts you in control*

**Specify with Confidence  
Install with Pride**

- Can Service up to 30 Drains With One Unit
- Can Be Integrated Into a Buildings EMS
- Resilient to most Water Conditions
- ASSE 1044 and UPC Certified
- Lead Free - NSF/ANSI 372
- Easily Adjustable Timer
- Capable of Serving Most Applications
- PPP Revit Library Available

Manufactured proudly in the United States  
at our factory in Portland, Oregon.  
Come see us at the 2022 PHCC CONNECT  
OCT. 5<sup>th</sup>- 7<sup>th</sup> in Charlotte, NC. Booth #320



**Mini-Prime™ and Prime-Time™  
Series Electronic Trap Primers**



All parts are 100% tested. ~ [www.pppinc.net](http://www.pppinc.net)





**WHEN YOU  
NEED AN  
EXTRA HAND**

## The Power-Vee®



When a drain cleaning job puts you in a tight spot, using the Power-Vee is like having an extra hand. Just squeeze the feed lever and the Flexicore® cable spins into the line at up to 16 feet per minute. Retracting the cable is just as easy.

An indispensable tool for any Pro, the Power-Vee, with its quick-change cable cartridge system, durable metal and Dyna-thrust bearings, easily clears sinks, tubs and laundry drains.

Upgrade from manual feed machines. Have a Power-Vee ready for your next tight spot. It puts power in the palm of your hand.

Call the Drain Brains® at 800-245-6200, or visit [www.drainbrain.com/powervee](http://www.drainbrain.com/powervee)



MADE IN USA © 2022 General Wire Spring

**The toughest tools down the line.™** *General*  
**PIPE CLEANERS**

# LegendPress®

## SIMPLY THE BEST



With a short lever handle and 1/4-turn operation, the R-670PNL provides a smooth operating experience and assures positive shutoff. This ball-type boiler drain can help extend the life of boiler systems by draining excess water, sediment, and other unwanted residues.

LegendPress products combine the latest design innovations with expert engineering. Deeper tube sockets enhance stability during installation, saving you time, labor, and callbacks.







# WHAT WILL A REPUBLICAN MAJORITY DO FOR OUR INDUSTRY?

BY MARK VALENTINI  
PHCC DIRECTOR OF LEGISLATIVE AFFAIRS

**M**id-term elections are historically an opportunity for the party opposite of the president to make major gains in Congress. It is a trend that has been particularly pronounced since 1994 when the “Republican Revolution” led by then-Rep. Newt Gingrich (R-GA) made extraordinary gains in the legislature that laid the foundation for a long-lasting Republican majority in Congress with only short-lived intervals of Democrat party rule of both houses from 2007-2011 and the two congressional sessions since 2019.

With President Biden struggling to implement his agenda, a poor economic outlook, and a Republican minority in Congress that has proven formidable against a Democrat majority (especially in the Senate), Republicans can expect to take back the House of Representatives with a 20-30 seat majority in the worst-case scenario. In the best-case scenario, Republicans take the House by at least 30 seats and regain control of the Senate by 1-2 seats.

## The Factors at Play

What are the trends we need to pay attention to this cycle? The economy is first and foremost in any election at any time. When the economy performs well (or if there is a perception that the economy performs well), combined with low unemployment, and voters are generally content with the state of American affairs, the party in charge remains in charge. We know that this is not the case this cycle. Inflation is expected to top 11% (*eleven percent!*) by the end of the year; we’ve had two consecutive quarters of negative growth indicating a recession is nigh; and consumer confidence is in the doldrums. Adding to Democrats’ political woes is an exodus of moderate House Democrats in red districts that are either resigning or getting primaried from the left.

The suburbs will be key for either party. Rural areas are undeniably Republican, while urban areas remain reliably Democrat. The suburbs are the last frontier and can swing either way. Virginia Governor Glenn Youngkin seems to have the secret sauce for suburban victory, focusing on education and the economy, which gave the governor’s mansion to a Republican for the first time since 2010 in a state that hasn’t voted for a Republican president since 2004 or a Republican senator since 2002.

Furthermore, New York’s governor race may not be an easy win for Democrat Governor Kathy Hochul. After an attempted assault on New York Republican gubernatorial nominee Lee Zeldin, the state’s no-cash bail law is in the spotlight. The offender was

released from custody not six hours after the attack, which Zeldin used as an example of what’s wrong with the no-cash bail policy and laying the blame squarely at Governor Hochul’s feet. Zeldin may be on to something. In deep-blue California, San Francisco’s Democrat district attorney was recalled, and Los Angeles’ DA is barely clinging to his job, because of their soft-on-crime stances, including support of no-cash bail. Zeldin could very well ride a national wave into the governor’s mansion in Albany on this very issue.

## So, what are the implications for PHCC?

A Republican takeover of Congress would freeze the President’s agenda, meaning we would continue to enjoy the favorable tax environment under the Tax Cuts and Jobs Act passed during the Trump administration. Any movement on the environment and energy side would occur exclusively by executive order or through federal agencies, which can be slowed or deterred through the federal courts.

Even if Sen. Chuck Schumer (D-NY) retains his slim majority in the Senate, a Republican House is just enough to deter any major Biden administration priorities. The upside for PHCC is that this will be a major setback for Democrats as they seek to eliminate the use of fossil fuels, especially natural gas. If Zeldin wins the governor’s race, that will stop the Empire State’s rush to ban natural gas dead in its tracks, which means the legislature could try to force the issue during lame duck.

The downside of a Republican takeover is that Republicans may seek to water down registered apprenticeship in the workforce in favor of certifications; while certifications may benefit other segments of the economy, it would be detrimental to building a skilled plumbing workforce. However, PHCC has secured exemptions for the building trades under Republican leadership that preserves registered apprenticeship for plumbing, and we are poised to do it again should we need to.

Election Day is November 8. Be sure to contact your state or local election board to confirm your registration. ●

*Mark Valentini is the Director of Legislative Affairs for PHCC—National Association. A seasoned professional with more than 20 years of experience on Capitol Hill and with several national trade associations, Valentini applies his expertise in public policy, workforce and training, and insurance and tax matters to advocate on behalf of all PHCC members.*



# What If Water Heaters Had Tinder® Profiles?



Intellihot

The only tankless water heating system designed and built for commercial work.

[Intellihot.com](http://Intellihot.com)





# CHANGES PROPOSED FOR GAS PRODUCTS

BY CHUCK WHITE

PHCC VICE PRESIDENT OF REGULATORY AFFAIRS

**A**s many of you know, PHCC works to follow activities of the federal government. Most folks think of that as following one large entity, and while that is true, that entity has many parts. The PHCC Regulatory Affairs Department deals with the sections of the Executive Branch known as the Agencies. These Agencies are many in number, but of particular interest to members are the Department of Labor (DOL) and its subsidiary OSHA, the Department of Transportation (DOT), the Environmental Protection Agency (EPA), the Internal Revenue Service (IRS), and the Department of Energy (DOE).

These Agencies put forth regulations – regulations that are really interpretations of laws promulgated by Congress and signed by the president. By statutory authority, these departments create the rules to live by, many times with significant impact on businesses and consumers. The Agencies have significant power; they can propose and implement rules in relatively non-transparent processes, take and decide how to value public comment, and ultimately only be challenged through the courts.

## Significant Changes

Today, our examples are actions from the Department of Energy. DOE is charged with establishing and reviewing product efficiency standards for numerous products. Two current rulemakings will make significant changes to commercial gas fired water heaters and residential gas fired furnaces. Both of these product classes are long overdue for their respective reviews, more than six years for water heaters and around 10 years for furnaces.

As proposed, DOE will establish the minimum efficiency rating for commercial gas fired storage water heaters at 95%, gas fired instantaneous water heaters and hot water supply boilers at 96%, and residential duty commercial gas fired water heaters at a condensing level UEF rating (high draw pattern). All these levels use condensing type venting products. Non-condensing natural draft products that could use existing masonry chimneys or typical double wall metal venting systems would be eliminated from the market.

Similarly, the second rule affects residential non-weatherized gas furnaces and mobile home gas furnaces. These products would have to meet a minimum efficiency standard (AFUE) of 95%. As above in the commercial water heater rule, this standard could only be met with condensing type products. Furnace products

that use natural draft venting through masonry chimneys or double wall metallic vent systems would be eliminated from the market.

## Speaking Up for You ... and Your Customers

PHCC has followed these activities for several years and has filed comments with the DOE challenging their assumptions. The rules must be technologically feasible and economically justified. While the technology exists, PHCC believes the economic aspects of the rules are in error and is on record to that effect. You see, the Department has never installed these products nor surveyed the vast amount of building stock (all with unique aspects) that affect the individual installations. DOE has not gone to basements to see installations nor laid hands-on installations that pose significant venting problems.

Instead, DOE assigns an insignificant factor to problem installations, which minimizes the impact to their model. Product costs and assumed labor rates are pre-COVID at best, perhaps pre-21<sup>st</sup> century is more accurate. PHCC has again made comments to reflect these and many other concerns, in some respects, also speaking up for its members' clients. Consumers are the un-represented voice in this; most clients will first find out about these changes when they are given a quote or bill for work to be done.

Lastly, one has to wonder why this has taken so long. DOE admits they are well behind schedule; perhaps some blame lies with the last administration's opposition to regulations, but some of these issues are older than that. These rules have been argued for a long time; the economic numbers would not work before, and the problems were considered real.

If the rationale were a slam dunk, this would have been done long ago. Product and material prices have not gone down; labor costs have not gone down; and, over the last 10+ years (with the exception of recent global volatility), energy prices have been relatively stable. The factors that support the economic model have not changed for the better; the only thing that *has* changed is the goal of the administration.

And, by the way, while not on an official docket yet, residential gas water heater rules are next. ●

*Charles "Chuck" R. White serves as Vice President of Regulatory Affairs for PHCC—National Association. White works closely with government regulatory bodies, such as the DOE, and serves on a number of councils and coalitions including NSPC, PERC, ABPA and IAPMO as a representative of PHCC's contractors.*



# CLEAN AND COAT MINI MILLER & MINI COATING PUMP

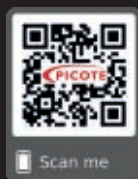
Drains | Sewers | Waterpipes | Heat, A/C ducts and more!



VISIT US AT BOOTH 1002!



- ✓ CLEAN 2 - 4" PIPES & COAT 2- 6" PIPES
- ✓ EXTEND PIPE LIFE
- ✓ SEAL CRACKS
- ✓ PREVENT ROOT INTRUSION
- ✓ CREATE CORROSION BARRIER
- ✓ MAXI COATING SYSTEM AVAILABLE FOR 3-12" PIPES



Scan me



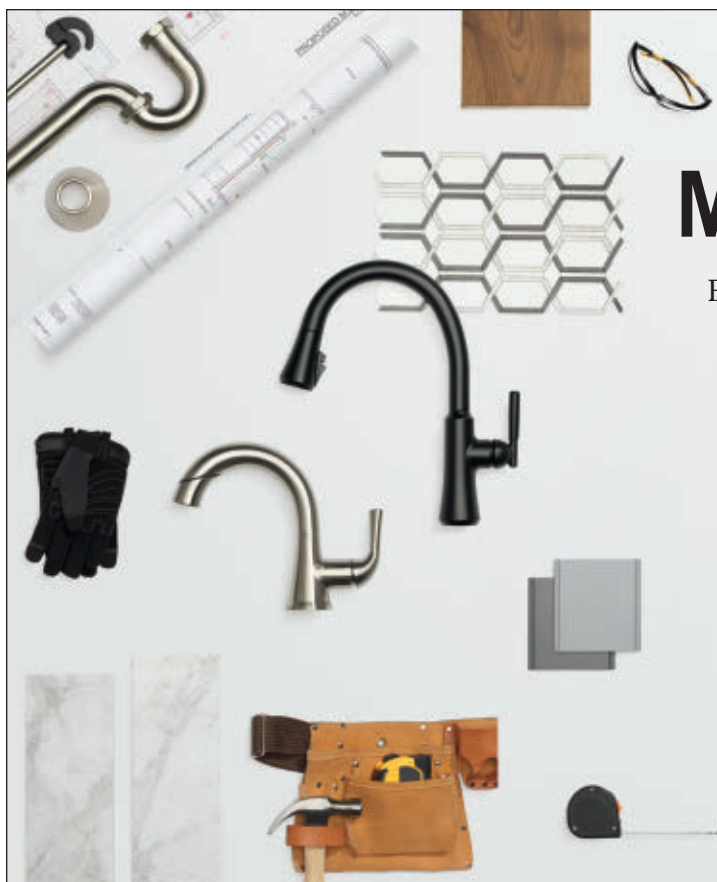
**TRAIN WITH  
PICOTE  
TO OFFER A  
10 YEAR  
WARRANTY!**



864-940-0088 | sales@picotesolutions.com

PICOTEGROUP.COM/RESELLERS

PICOTEINSTITUTE.COM



## MADE for TRADE

Find a product for every project's **BUDGET**.

You're called a trade professional for a reason—you are dedicated to your craft and will meet your customer's design and budget expectations, no matter what.

With Delta, there's a product for every project. The Coranto™ Kitchen Collection and the Kayra™ Bath Collection are the perfect combination of innovation and value to work with any budget—because they're Made for Trade.

SCAN TO EXPLORE  
OUR TRADE EXCLUSIVE  
COLLECTIONS.



Connect directly at [ProExperience@deltafaucet.com](mailto:ProExperience@deltafaucet.com)





# CELEBRATING 35 YEARS

BY JOHN ZINK  
FOUNDATION VICE PRESIDENT OF  
DEVELOPMENT AND COMMUNICATIONS

**THE PHCC EDUCATIONAL FOUNDATION DELIVERS ON THE VISION AND MISSION OF ITS FOUNDERS MORE THAN THREE DECADES AGO ... AND BUILDS ON ITS REPUTATION FOR STAYING RELEVANT AND ANTICIPATING THE CAREER NEEDS OF GENERATIONS TO COME.**



It was 1987 when a group of PHCC contractor leaders got together to build the new Educational Foundation. With the help of manufacturer partners, they rolled up their sleeves to raise funds and develop resources focused on business management, marketing, and finance topics. In time, they added workforce development projects, apprentice education, technical training, and scholarships.

That group realized then what we still know today – that “we can accomplish so much more *together* than as individuals,” says Craig Lewis, president of R.E.C. Industries in Texas and past chairman of the PHCC Educational Foundation.

And in the 35 years since, countless Foundation donors, staff, volunteers, sponsors, and other partners have rallied together to successfully carry out the mission of providing innovative educational training to enhance the success of the plumbing and HVACR workforce.

“Our industry exists to provide clean water, sanitary plumbing systems, and environmentally safe and economical air conditioning systems to the American people,” says Lewis. “The Foundation plays a vital role in providing training programs that enable the workforce and the contractors to meet those goals.”

## Launching Careers

Recognizing that protecting the industry starts with building the careers of promising p-h-c professionals, the Educational Foundation has been a long-time sponsor of the SkillsUSA Plumbing Championship, as well as host of its own National Plumbing and HVAC Contests. Lewis credits the success of these events to the generous donations of time, materials, and

money from manufacturers, as well as meticulous planning by our contractor members, Foundation staff, and industry partners. “Success is achieved when you see so many young people passionately competing at a high level during these contests,” says Lewis.

## Anticipating Needs

With brilliant vision – and the power of constructive collaboration – the Foundation began to focus on online training and launched its PHCC Academy management system in 2017 during the time of Lewis’ term as chairman. “Our Foundation staff, all the members on our Foundation Board, and the great collaboration with our PHCC—National association ... all of these players brought ideas forward,” says Lewis. “These ideas were debated, and then a plan was agreed upon and put in place. Everyone worked together for the betterment of our industry and adapted to the changes that were placed in front of us.”

Of course, these moves were quite prophetic, as the Foundation was well-positioned to continue delivering educational content when the COVID-19 pandemic hit in 2020. Closure of many brick-and-mortar apprenticeship schools greatly accelerated adoption of the Foundation’s online training offerings.

## Building Relationships

Lewis is quick to credit Foundation staff with effectively collaborating with PHCC state chapters and contractor members on how the Foundation can best meet their needs.

**“If this industry has taken care of you and you care about the future of the plumbing and HVACR profession, you have an obligation to plant the seeds for the next generation. Whatever you can give in time or money, you will be rewarded many times over. It sounds cliché, but it’s true.”**

~ Craig Lewis

For example, he says, when the Foundation was aiming to launch its online apprenticeship program, its staff initiated and engaged in considerable dialogue with contractor members and state executives, addressing questions and concerns such as how the program would be funded and how the scoring would be completed. The Foundation also suggested that each company have a mentor to monitor

the progress of the students to ensure they were successful. *Today, the Foundation has trained more than 4,500 students and professionals through an expanded program of online opportunities!*

### **Continuing to Meet the Challenge**

In 2020, the Foundation signed the Pledge to America’s Workers at The White House, committing to expand programs that educate, train, and reskill American workers. It set a goal of training 75,000 apprentices in the following five years through the Foundation’s curriculum, textbooks, and PHCC chapter training partners.

“I think the Foundation’s biggest accomplishments in meeting the workforce challenge are providing tools that contractors can use locally to encourage high schools to implement training programs as well as to establish their own plumbing and HVAC apprenticeship programs,” says Lewis.

“The Foundation has developed and updated our DOL-approved plumbing and HVAC programs every year for many years,” he adds, “and is currently in the process of completely rewriting the HVAC curriculum.” He explains that – in recent years – the Foundation has added several programs, including a Fast Track to Service Plumbing course, a new Plumbing Pre-Apprentice training course, and Plumbing Assessment Tests that employers can use to gauge the plumbing knowledge of



## **QSC is ALL About ... COLLABORATION**



**|** QSC Power Meeting 2022 Sand-Sculpting Contest Winning Team

**QSC provides PHCC members numerous opportunities for collaborative interaction and the exchange of service and repair best practices.**

Combined with the community feel that QSC provides, the QSC Power Meeting 2022 “Under the Sea” Sand-Sculpting Contest champions will attest that none of them could have created their winning masterpiece by themselves. Collaboration was key to their bringing home the gold (and bragging rights)!

**Plan to collaborate with PHCC and QSC cohorts at Power Meeting 2023 in the “Heart of the Bluegrass,” Lexington, Kentucky, March 28-31, and take advantage of many more peer-to-peer interactions.**

**QUESTIONS?** Contact Dave Chic, QSC Program Director, Quality Service Contractors (QSC), at [chic@anaphcc.org](mailto:chic@anaphcc.org).

prospective employees or improve a current employee's skillset by identifying areas where they have knowledge gaps.

Lewis praises Kevin Tindall, the Foundation's current chairman, and the Foundation Board with "anticipating what programs need to be provided so our contractors and their employees can be successful ...and then *funding* those programs." He adds: "We have to continue to stay ahead of the curve by asking our contractor members, our manufacturers, and other industry leaders what challenges they foresee and how we can provide training solutions for those challenges."

### Paying It Forward

"I have realized personal satisfaction from seeing men and women develop a skill that enables them to take pride in their work and provide a good means to take care of their family and give back to society," Lewis says. "This industry has provided so many blessings to my family and me, and the small part that I have been able to contribute has helped me to pay it forward to others in our industry."

His message to potential Foundation donors and volunteers: "If this industry has taken care of you and you care about the future of the plumbing and HVACR profession, you have an obligation to plant the seeds for the next generation. Whatever you can give in time or money, you will be rewarded many times over. It sounds cliché, but it's true." ●

*John Zink is Vice President of Development and Communications with the PHCC Educational Foundation. In addition, he organizes the Foundation's management workshops, scholarship program and PHCC chapter seminar partnerships. For 25 years at PHCC, he has enjoyed helping business owners, employees and apprentices improve their skills and find their path to success.*

## Get Involved. It Feels Good!



We at the PHCC Educational Foundation can't wait to see you at CONNECT, Oct. 5-7, in Charlotte, North Carolina.

- **Attend Our Foundation Board Meeting.** PHCC members are welcome to sit in and learn about the Foundation's current and upcoming programs.
- **Cheer on Our Apprentices!** Come see the nation's best plumbing and HVAC apprentices compete for top honors during our National Apprentice Contests on the tradeshow floor.
- **Make a Gift.** During CONNECT, we'll be making a final push to reach our goal for our 2022 Invest in Your Future Campaign. Make a donation from your phone during our awards luncheon or visit [phccfoundation.org/invest](https://phccfoundation.org/invest) today. Thank you!



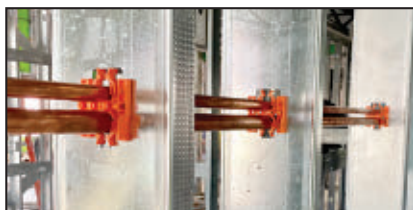
### Pro Plumbers Use the DA-Quick Clip in Two Sizes:

the double clip to hold 1/2"-3/4" pipe and  
the single clip to hold a pipe 3/4"-1"

The **QC Bracket** integrates with both size clips for multiple installations.



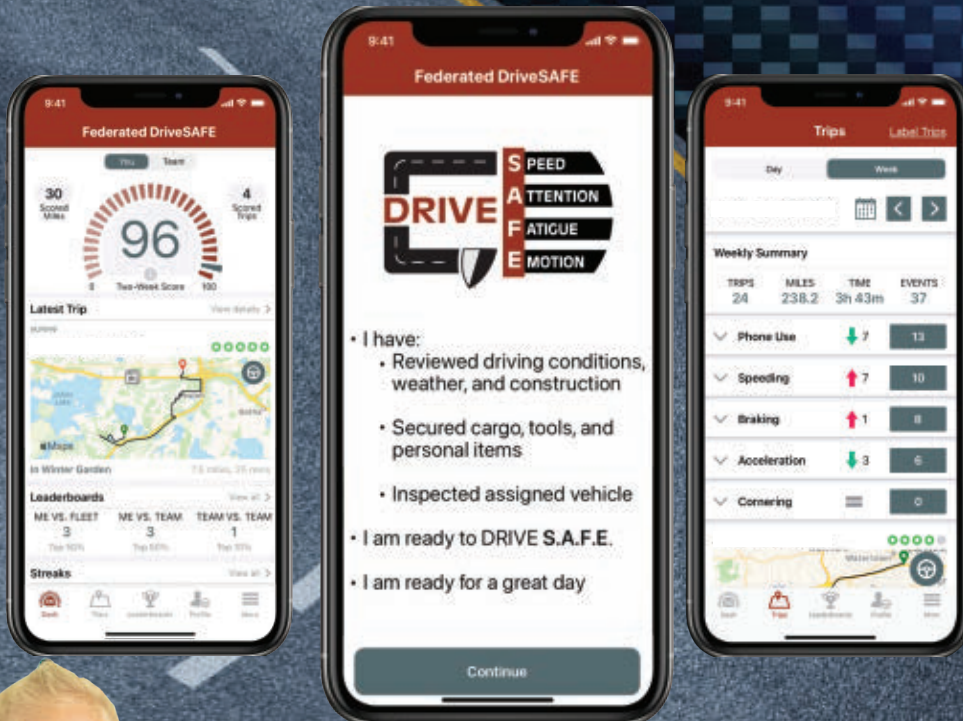
 [www.daclipllc.com](https://www.daclipllc.com) • 810-623-3181





# Partnering with You to DriveSAFE

Federated DriveSAFE<sup>SM</sup> leverages technology to give you and your company drivers consistent meaningful feedback about their driving habits.



CORPORATE PARTNER



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

It's Our Business to Protect Yours<sup>®</sup>

Scan to learn more about  
Federated DriveSAFE<sup>SM</sup>



Commercial Insurance Property & Casualty | Life & Disability Income | Workers Compensation | Business Succession and Estate Planning | Bonding

Federated Mutual Insurance Company and its subsidiaries\*\* | federatedinsurance.com

22.01 Ed. 8/22 \*View A.M. Best Rating Guide information at [www.ambest.com](http://www.ambest.com). \*\*Not licensed in all states. © 2022 Federated Mutual Insurance Company



# LET'S GET TO KNOW YOU BETTER (IT WILL SAVE YOU MONEY!)



ISTOCK.COM/SIGOSETTE

**Y**ou've likely noticed that PHCC—National recently asked members to go online and update your **PHCC**

**Membership Profile.** Several hundred members have taken a minute to do that, while others with good intentions set aside the task until later (and then it likely doesn't happen). So, why care about this request at all?

PHCC's vision is that "PHCC will become so relevant that PHCC contractors are the best choice for professionalism, reliable products, and knowledgeable service." Collecting and maintaining accurate membership profiles is all about getting to know you better ... to better serve you with relevant and timely products, services, and business intelligence that save your

company money and drive you to thrive. Comparing and contrasting your business demographics allows PHCC to benchmark collective results against industry best practices to answer age-old questions like "how am I doing compared to my competition?" and "what can I do better?"

*Rest assured that any findings from PHCC profiles or surveys that are shared – and any reports that are run – are performed in aggregate, and no contractor's individual data is ever shared or identified.*

## **Rightsizing Costs for Your Business**

Mark Twain once wrote that, "It ain't what you don't know that gets you into trouble. It's what you know for sure that just ain't so." Members are

eager to assess their own allocation of assets against their peer network to ensure they are minimizing costs and maximizing quality, safety, and on-time performance while achieving the highest profits. Given the current economic, legislative, and regulatory environment that is only adding costs of doing business, PHCC can provide analysis of PHCC member-fed business demographics that offer general context and best practices for potentially right-sizing costs for your business.

By increasing the number of updated membership profiles, PHCC contractors can, for example, compare themselves to key performance indicators (KPIs) like annual sales volume by region, number of employees, and annual sales

*continued on page 48*

# PHCC National Membership Benefits

## Here's what you need to know.

Whether you hold membership through our Federation model (local, state and national) or if you are a direct member of PHCC–National, we offer everything you need to strengthen your business and educate your employees. PHCC has 39 state chapters\* and 127 local chapters throughout the United States. *Engagement opportunities are here for you — just plug in!*



### ADVOCACY

- Federal legislative and regulatory representation
- State and local legislative and regulatory assistance
- State legislative and regulatory online tracking tool
- Representation on code bodies and industry coalitions
- Reinforcement of industry standards that protect public health and safety
- Annual legislative conference
- Alerts on laws, regulations and code changes
- Grassroots network
- PAC activities



### WORKFORCE & PROFESSIONAL DEVELOPMENT TRAINING

- Free monthly webinars for members
- PHCCCONNECT annual conference and tradeshow offering tailored P-H-C education
- Face-to-face learning opportunities
- PHCC career center and job board
- Career and job fair materials



### BROUGHT TO YOU BY THE PHCC EDUCATIONAL FOUNDATION

- Plumbing and HVACR apprentice training
- Plumbing and HVACR Workforce Readiness course
- Plumbing Pre-Apprentice course
- Fast Track to Service Plumbing course
- Foremen workshop
- Assessment tests
- Essentials of Project Management class
- Plumbing and HVAC apprentice contest
- Scholarships



### BEST PRACTICES, COMMUNICATION & NETWORKING

- PHCCCONNECT annual conference and tradeshow
- Safety and risk management tools
- Access to subject matter experts
- PHCC water supply calculator app
- Monthly electronic newsletters
- Award winning magazine *Solutions*
- PHCC contractor online directory
- PHCC Online Buyer's Guide
- Online member communities
- State and local chapter events, education, publications and engagement



### SAVINGS & DISCOUNTS

- PHCC industry partnerships with manufacturers and product providers to the P-H-C trade
- PHCC Labor Unit Database subscription
- Members-only discounts on programs, events and services



### BUSINESS INTELLIGENCE

- Regular PHCC members-only business intelligence reports and insights, forward-facing statistics
- Monthly *Insta-Intel* report
- Quarterly *Competitive Edge* report



### CONSUMER AWARENESS

- Find A Contractor online directory
- Branded PHCC outreach



### ENHANCED SERVICE GROUPS (ESG)

- **Quality Service Contractors (QSC)**
  - » Offers guidance, education and the resources needed to operate your business more efficiently. Business coaching, custom designed training and networking opportunities bring PHC service and repair professionals together.
  - » Annual Power Meeting
- **Construction Contractors' Alliance (CCA)**
  - » Provides contractors with a means to find solutions to the many issues new construction contractors face. CCA serves PHCC's plumbing and mechanical contractors specializing in residential, industrial, commercial and institutional new construction.
- **Union-Affiliated Contractors (UAC)**
  - » Resource for PHCC members who operate under a union, this group is focused on providing online resources and communities to offer greater assistance and communication with each other.
- **PHCC–National Auxiliary**
  - » Women and men with the purpose of working in partnership with the plumbing, heating and cooling industry through scholarships, education, and industry support. They are comprised of individuals who have a wide variety of backgrounds. The common denominator, however, is an interest in the P-H-C industry.

### PHCC MEMBERS

Ask a colleague to join PHCC!

**FALL SPECIALS on PHCC membership  
AVAILABLE NOW!**

[phccweb.org/membership](http://phccweb.org/membership)



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

\*States with no PHCC chapter receive direct benefits from PHCC National only.



# PHCC membership pays for itself. *Just plug in!*

## Member Savings and Discounts

- **Aramark:** 25% discount on uniforms.
- **Code Books:** Discounts vary by chapter.
- **ConsensusDocs:** 20% discount on subscriptions to standard construction contracts.
- **Exxon/Mobil:** 5 cent savings per gallon of gas using Fleet National card.
- **Home Depot Pro and HD Supply:** Two "Preferred Partner" programs with substantial savings for PHCC members: Home Depot Pro for retail and Home Depot Supply for wholesale.
- **Labor Unit Database:** 30-day free trial and \$100 discount off subscription renewal.
- **Market Hardware:** Free consultation and discount on web sites and marketing services.
- **Monthly Webinars:** \$360 value (\$35/ea. for non-members).
- **PHCCCONNECT Conference and Tradeshow:** \$100 discount off each member registration.
- **Solutions** magazine subscription: \$30 value
- **Time Communications:** Discounted monthly rate on call management systems.
- **Pink Callers:** Access to an administrative support solution that assigns customer service reps to support home service business remotely.
- **Plumbing and HVACR Apprentice eLearning Programs:** Discounts vary by chapter.
- **Plumbing and HVACR Textbooks:** Up to 25% discount through your chapter.
- **US Bank:** Eligible for a 15-minute consultation to discuss how your business expenses can become opportunities to increase cash flow, lengthen operating cycle, and earn more rewards.
- **Who's Who Directory:** Contact information for your fellow PHCC members across the nation. Free to PHCC members; \$75 non-member

## Resources for Members



**Plumbing and HVACR Workforce Readiness:** Online course provides individuals with an introduction to working in the plumbing-heating-cooling industry.



**TechLine:** Expert advice on code questions and clarifications.



**Safety Program Builder:** Available from Federated Insurance, allows contractors to customize efforts that illustrate your commitment to ensuring safety in your workplace.



**Overhead and Profit Calculator:** This simple software tool helps business owners calculate their real costs and find the right selling price for their company.



**PHCC Water Supply Calculator App:** Offers a single resource to determine water supply fixture units and minimum fixture branch sizes for common plumbing fixtures, typical pressure drops in water meters, equivalent lengths of fittings, and more.



**Multi-Employer 401(k) Retirement Program:** PHCC members can choose among several 401(k) retirement program options offered by Lincoln Financial Group through Certified Financial Services.



**Publications:** Members receive *Solutions* magazine, *PHCC Online* and the *PHCC Advocate* newsletter, chock full of valuable news and information to help run your business and stay current on industry legislation and regulations.

## PHCC National Membership Options:

**Contractor:** A plumbing, heating, cooling/refrigeration business seeking to access the Best People and Best Practices in the industry. Plug into a powerful network of great people, valuable resources, best practices, advocacy, and education and training.

State and local dues are collected at the state level for active state PHCC chapters. This is a federation model membership organization. If not state chapter, this is the only amount you owe annually. Visit [phccweb.org/chapters/](http://phccweb.org/chapters/) to find your state chapter.

**\$538 annually**

**\$269 annually** (new member, 1st year\*)

**\$403.50 annually** (new member, 2nd year\*)

*Note: State and local dues where applicable. You must be a member of PHCC National to belong to any state or local PHCC.*

**Industry Associate:** Business that support the plumbing, heating, cooling/refrigeration contracting industry. Gain visibility among leading p-h-c contractors around the country. Membership, advertising and sponsorship opportunities will be offered to access the decision makers in our industry. Manufacturers, distributors and vendors encompass this membership group.

**\$2,000 annually\*\***

**Educational Associate:** An instructor teaching in a plumbing and/or HVACR program.

**\$29 annually\*\***

**Quality Service Contractor:**

**\$10,200 annually** (Premium Coaching)

**\$4,200 annually** (Pro Coaching)

**\$4,052 annually** (Associate)

*An active PHCC national Contractor or Associate membership is required.*

**Union-Affiliated Contractors:**

**\$240 annually\*\***

**National Auxiliary:**

**\$100 annually\*\***

**\$50 annually** (Senior 65+)

**Retired:** \$33 annually\*\*

**Student/Apprentice:** Actively enrolled in a plumbing and/or HVACR program/school. Free

*\*First-time PHCC member.*

*\*\*PHCC National membership only.*



If joining online, use source code FALL2022.  
Offer expires 12/31/2022.

**CONTACT US:** 800-533-7694 | [membership@naphcc.org](mailto:membership@naphcc.org) | [phccweb.org](http://phccweb.org) | [phccfoundation.org](http://phccfoundation.org)



@phccnatl



@PHCCNational



naphcc



NationalIPHCC



Plumbing-Heating-Cooling Contractors-National Association

Additional benefits and savings available through PHCC's state and local chapters.

per technician – as reported by fellow PHCC plumbing and HVAC contractors – and know the data is valid (accurate) and reliable (reproducible). PHCC members can then challenge current assumptions about what is working for them by benchmarking against up-to-date data, talking to customers and employees, comparing the organization against competitors, talking to accounting experts, and then determining the changes needed now to ensure continued success.

More targeted PHCC surveys will be sent eventually from the PHCC Business Intelligence Team to collect data about other KPIs like wage, benefit, and health insurance costs among PHCC plumbing and HVAC contractors in various parts of the country; employer costs per employee; and average service recalls and warranty claims, to name a few, and compare that information to member demographics to determine opportunities to share best practices. Check out some of those

industry benchmarks that were provided in the 1<sup>st</sup> edition of PHCC's *Competitive Edge Quarterly Report* this spring.

### Ensuring You Have a 'Trusted Source'

More than 92% of PHCC members agree that "PHCC is a trusted source for the news, information, and resources I need." For PHCC to identify shifting industry patterns that can cause a redistribution of market share, it will, in part, need PHCC membership profiles to be updated regularly. Real-time demographic data will strengthen PHCC's value to members by providing relevant and timely research, industry and economic trends, and regular forecasts to help members stay ahead of their competitors, and thereby position them as the Contractor-of-Choice in an ever-changing and highly competitive built environment.

It's a bit of a cliché, but it's true – *you can help us help you!* And in doing so, as

John F. Kennedy once noted, "a rising tide lifts all boats." ●



For more information about the **PHCC Business Intelligence Team**, check out [phccweb.org/business-intelligence](http://phccweb.org/business-intelligence).

## Take the Time

Please take a moment to "Log In" to [phccweb.org](http://phccweb.org) (found in the upper left-hand corner of the home page) and click on "My PHCC Profile" to update your confidential company information. If you need help, please reach out to [customercare@naphcc.org](mailto:customercare@naphcc.org) or call (800) 533-7694.



## T&S IS HERE >

Contractors know how important it is to have the right resources in place — and so does T&S. That's why we offer a vast selection of high-quality plumbing products for a wide range of markets and applications, delivering world-class innovation and reliability when it matters most.

Learn more at [tsbrass.com/markets](http://tsbrass.com/markets).



EDUCATION



PUBLIC VENUES



HEALTHCARE



COMMERCIAL OFFICES

For T&S plumbing products, contact us at 800-476-4103 or [customerservice@tsbrass.com](mailto:customerservice@tsbrass.com).

# PHCC CHAPTERS WORKING TOGETHER (AND PLAYING TOGETHER!) FOR COMMON GOOD



PHCC of Tennessee President Gordy Noe (owner of Pioneer Heating & Air in Knoxville) and other axe-throwing champions from the state pose with the Zone 2A Challenge trophy at the 2020 competition, hosted by PHCC of Georgia.

**T**here's some friendly debate among the chapters in PHCC's "Zone 2A" about which state in the south is "the best." These states – Tennessee, Georgia, North Carolina, and South Carolina – are big on bragging rights, and currently, Tennessee is the reigning "Zone 2A Champion" (a trophy awarded to the winner of the group's annual Challenge), thanks in part to some stellar axe throwing skills by PHCC of Tennessee President Gordy Noe!

All kidding (and games) aside, though, these chapters are each other's biggest supporters – personally and professionally – and their collaborative efforts have resulted in valuable resources and benefits for their respective members.

## A Decade of Collaboration

PHCC of Tennessee Executive Director Beth Killen says the chapter's close connection with its neighboring state chapters started in 2012, when the first sub-zone meeting was held in Chattanooga after the then Zone Director (PHCC—National Past President Chip Greene) and the Tennessee Chapter's board members thought it would be a good idea to network, collaborate, and expand the collective knowledge of the state chapters and their executives within the Zone.

Since then, this annual event rotates among the chapters. "The planning is a cooperative process," says Killen, with the host state executive working out details

for lodging, events, sponsors, and more.

"The Zone director approves the agenda, which includes a group education and sharing session, sponsor sessions, and a meeting specifically for the state executive directors."

**"In my opinion, the  
'Power of the PHCC'  
is in the people that  
are involved and your  
interactions with them."**

~ Beth Killen



GO WITH MAXLINER

# INSTALLING CONFIDENCE.



Liners and CalTubes®  
manufactured by the global leader

All Liners Light-Cure Compatible!



Be more than prepared  
on every job site with the  
right lateral equipment,  
materials and support.

**Why would you buy CIPP lateral  
materials from anyone else?**

877.426.5948 | MAXLINERUSA.COM



While the pandemic prohibited the Zone 2A Challenge in 2021, PHCC of Tennessee claimed victory in 2020 and again this year. “We will have the trophy engraved with ‘2022 – Tennessee AGAIN!’,” says Executive Director Beth Killen.

In addition, this group holds monthly Zoom meetings set up by the executive director of the current Zone director’s state.

## The Zone 2A Challenge

Knowing that PHCC’s members are so passionate about what they do professionally, Killen says it’s important to make “fun” part of the mix! With that, the Zone’s annual meeting also includes the “Zone 2A Challenge,” offering a range of Olympic-style contests that have included clay shooting, adult Jenga, trivia contests, bowling, laser tag, archery, axe throwing, and ping pong. “The competition is fierce, along with the bragging rights,” says Killen. While the pandemic prohibited an event in 2021, Tennessee proudly hoisted the trophy this year.

## Professional Wins

Big believers in sharing lessons learned and successful programs with other PHCC chapters, PHCC of Tennessee not only has grown its own Ride and Decide program – which pairs students ages 16 and up with contractors to get a “taste of the trades” while working a paid position during their summer breaks – but has helped other chapters start similar programs, in addition to presenting on the program at PHCC’s annual CONNECT conference.

Likewise, PHCC of Georgia has launched a safety recognition program – R.O.P.E.S. – which not only recognizes member companies’ exemplary safety procedures but helps members create, develop, and improve their safety culture. Georgia



Michael Vance, PHCC of Tennessee member and owner of Advanced Heat Pump Systems in Johnson City, tries to correct his bad move and win the Jenga competition during the Zone 2A Challenge.

is in the second year of recognizing contractors, and its safety committee actively works with business owners on improving safety standards within their companies. In the spirit of sharing, Georgia has encouraged other chapters in its Zone to adopt the program, and both Georgia and PHCC of North Carolina already are receiving positive feedback and using the program as a member benefit.

Among its other accomplishments, PHCC of Tennessee has grown a highly successful hybrid apprenticeship program, fulfilling its vision of running four-year, DOL-certified programs out of its own brick-and-mortar school with a lab and classrooms, as well as offering online options. While this is a Tennessee program, the chapter has shared its progress and components – including a mobile trailer with teaching labs and hands-on activities – with the other states in its Zone. “Lessons learned are always shared, whether in person at an event or with a simple phone call,” says Killen.

Of course, as Killen explains, so many of the benefits of the constructive collaboration among these chapters are “indirect.” For example, when she was searching for a “new idea” for her

annual trade show, communication with fellow Executive Director Ellen Whitaker from PHCC of Georgia resulted in a successful outdoor tailgate event instead of Tennessee’s traditional indoor booth event. “You never know until you meet what type of information will be shared,” says Killen. “When we have the golden opportunity to combine the annual event with our individual state board meetings, the knowledge and networking at the events is priceless among the attendees.”

### The Power of PHCC

“In my opinion, the ‘Power of the PHCC’ is in the people that are involved and your interactions with them,” adds Killen. She encourages other PHCC Zones to collaborate with each other and offers that any of the chapter executives in her Zone would be “more than willing to share our process” and help members share this worthwhile experience.

“Whether it be a Zone meeting, chapter meeting, or board meeting, the relationships that are built can’t be

duplicated and are the essence of why the association matters and will always be singular and essential,” she says. ●



## Chapter Executives: See You at CONNECT!

What better place than at PHCCCONNECT2022 for you to network with other chapter executives – especially those from your neighboring states – and discuss how you, too, can collaborate on resources and events for mutual benefit? We can’t wait to see you, Oct. 5-7, in Charlotte, North Carolina!

## Service Roundtable

### 20 Years of Helping Contractors Achieve Success



# STILL ONLY \$50 / MONTH GETS YOU MORE

- ✓ Customers
- ✓ Sales
- ✓ Processes
- ✓ Profit
- ✓ Happy Team
- ✓ Free Time
- ✓ Peace of Mind

Get the answers at  
 **SERVICE ROUNDTABLE**  
[ServiceRoundtable.com](http://ServiceRoundtable.com)  
 877.262.3341



# CALENDAR OF KEY PHCC EVENTS

(as of July 25, 2022)

## **PHCCCONNECT2022**

Oct. 5 - 7, 2022  
Charlotte, North Carolina

## **QSC Power Meeting 2023**

March 28 - 31, 2023  
Lexington, Kentucky

## **PHCC Legislative Conference**

May 23 - 24, 2023  
Washington, D.C.

## **PHCCCONNECT2023**

Oct. 25 - 27, 2023  
Cleveland, Ohio

FOR THE FULL LIST OF EVENTS AND STATUS, VISIT [www.phccweb.org/events](http://www.phccweb.org/events)



# PHCCCONNECT2023

# *Cleveland*

**People.  
Passion.  
Purpose.**

Oct. 25-27, 2023  
Cleveland, Ohio



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

# SAVE THE DATE



**BRASS BALL VALVES**  
BrassCraft Manufacturing Co.....26  
www.brasscraft.com

**BUSINESS FRANCHISE OPPORTUNITIES**  
Z PLUMBERZ.....Inside Front Cover  
www.zplumberz.com

**CIRCULATORS**  
Taco Comfort Solutions.....20  
www.tacomfort.com

**CROSSLINKED POLYETHYLENE**  
MrPEX Systems.....4  
www.mrpexsystems.com

**DISTRIBUTORS**  
Ferguson Enterprises .....8  
www.ferguson.com  
Supply Smart.....19  
www.supplysmart.com  
SupplyHouse.com.....22  
www.supplyhouse.com

**DRAIN CLEANING**  
BrassCraft Manufacturing Co.....26  
www.brasscraft.com  
General Pipe Cleaners  
div of General Wire Spring Co.....35  
www.drainbrain.com  
Picote Solutions, Inc.....40  
www.picotesolutions.com

**FAUCET REPAIR PRODUCTS & ACCESSORIES**  
BrassCraft Manufacturing Co.....26  
www.brasscraft.com

**FAUCETS**  
Supply Smart.....19  
www.supplysmart.com  
T & S Brass & Bronze Works.....48  
www.tsbrass.com

**FITTINGS**  
Supply Smart.....19  
www.supplysmart.com

**FITTINGS, COPPER/PVC**  
BrassCraft Manufacturing Co.....26  
www.brasscraft.com

**GAS PIPING, FLEXIBLE**  
Supply Smart.....19  
www.supplysmart.com

**HANGERS & CLAMPS – PIPE/TUBE/HOSE**  
DA-Quick Clip .....43  
www.daciplc.com

**HEAT PUMP WATER HEATERS**  
Stiebel Eltron, Inc. ....28  
www.stiebel-eltron-usa.com

**HOT & COLD WATER PLUMBING SYSTEMS**  
MrPEX Systems.....4  
www.mrpexsystems.com

**HOT WATER ON DEMAND, RE-CIRCULATING SYSTEMS**  
IntelliHot.....38  
www.intellihot.com  
Taco Comfort Solutions.....20  
www.tacomfort.com

**HVAC CONTROL VALVES**  
Taco Comfort Solutions.....20  
www.tacomfort.com

**HVAC/EQUIPMENT MANUFACTURERS**  
Resideo.....14  
www.resideo.com

**HYDRONIC HEATING PRODUCTS**  
MrPEX Systems.....4  
www.mrpexsystems.com  
Resideo.....14  
www.resideo.com

**HYDRONIC SYSTEMS**  
MrPEX Systems.....4  
www.mrpexsystems.com  
Taco Comfort Solutions.....20  
www.tacomfort.com

**INSURANCE**  
Federated Insurance.....44  
www.federatedinsurance.com

**LATERAL LINING REHABILITATION SYSTEMS**  
MaxLiner U.S.A. ....50  
www.maxlinerusa.com  
Picote Solutions, Inc.....40  
www.picotesolutions.com

**LEAK DETECTION EQUIPMENT/FLUIDS**  
FloLogic, Inc. ....54  
www.filogic.com  
Taco Comfort Solutions.....20  
www.tacomfort.com

**MAINLINING REPAIR (CIPP)**  
Picote Solutions, Inc. ....40  
www.picotesolutions.com

**MARKETING**  
CMG Local Solutions .....53  
www.cmglocalsolutions.com  
ServiceRoundtable .....51  
www.servicroundtable.com

**PIPE & FITTINGS, CPVC**  
Charlotte Pipe and Foundry Company.....11  
www.charlottepipe.com



While they were busy taking care of clients, **we were busy getting them new ones.**

*All traffic to the client's site "increased by more than 250% as a result of the campaigns we ran with CMG Local Solutions."*  
- Atlanta HVAC Client

Reach out to us for a free digital audit,  
**PLUS** learn 3 actionable steps you can take to  
elevate your business. **What do you have to lose?**

**LET'S CONNECT**

Text or Call **262-720-5550** OR  
E-mail [cmglocalsolutionsinfo@cmg.com](mailto:cmglocalsolutionsinfo@cmg.com)

[cmglocalsolutions.com](http://cmglocalsolutions.com)

**CMG** Local Solutions

**PIPE TOOLS & VISES**

Reed Manufacturing Co.....23  
[www.reedmfgco.com](http://www.reedmfgco.com)
**PLUMBING & HEATING SYSTEMS**

MrPEX Systems.....4  
[www.mrpexsystems.com](http://www.mrpexsystems.com)
**PLUMBING FIXTURES & PRODUCTS**

BrassCraft Manufacturing Co.....26  
[www.brasscraft.com](http://www.brasscraft.com)  
Delta Faucet Company.....40  
[www.deltafaucet.com/pro](http://www.deltafaucet.com/pro)  
Precision Plumbing Products.....34  
[www.pppinc.net](http://www.pppinc.net)
**PLUMBING PRODUCTS**

Resideo.....14  
[www.resideo.com](http://www.resideo.com)  
Supply Smart.....19  
[www.supplysmart.com](http://www.supplysmart.com)
**PROFESSIONAL NETWORKS**

Quality Service Contractors - QSC/PHCC.....42  
[www.phccweb.org/connect](http://www.phccweb.org/connect)
**PUMPS**

Ashland Pump.....29  
[www.ashlandpump.com](http://www.ashlandpump.com)
**PUMPS, EFFLUENT**

Liberty Pumps.....24  
[www.libertypumps.com](http://www.libertypumps.com)
**PUMPS, SEWAGE**

Liberty Pumps.....24  
[www.libertypumps.com](http://www.libertypumps.com)
**PUMPS, SUMP**

Liberty Pumps.....24  
[www.libertypumps.com](http://www.libertypumps.com)
**RADIANT FLOOR HEATING/CEILING HEAT/ SNOW MELTING**

MrPEX Systems.....4  
[www.mrpexsystems.com](http://www.mrpexsystems.com)  
Taco Comfort Solutions.....20  
[www.tacomfort.com](http://www.tacomfort.com)
**REGULATORS**

Equipment Controls Company.....32  
[www.equipmentcontrols.com](http://www.equipmentcontrols.com)
**REWARDS PROGRAMS**

BI Worldwide.....18  
[www.biworldwide.com](http://www.biworldwide.com)
**ROOT CONTROL**

Picote Solutions, Inc.....40  
[www.picotesolutions.com](http://www.picotesolutions.com)
**SEWER/DRAIN CLEANING EQUIPMENT & ACCESSORIES**

General Pipe Cleaners  
div of General Wire Spring Co.....35  
[www.drainbrain.com](http://www.drainbrain.com)
**SOFTWARE**

McCormick Systems, Inc.....19  
[www.mccormicksys.com](http://www.mccormicksys.com)
**TANKS, EXPANSION, HYDRONIC HEATING SYSTEMS**

Taco Comfort Solutions.....20  
[www.tacomfort.com](http://www.tacomfort.com)
**TOILET REPAIR**

Supply Smart.....19  
[www.supplysmart.com](http://www.supplysmart.com)
**TOOLS**

Milwaukee Tool.....3  
[www.milwaukeetool.com](http://www.milwaukeetool.com)
**TRUCK BODIES**

Adrian Steel Company.....Inside Back Cover  
[www.adriansteel.com](http://www.adriansteel.com)
**TUBING, PLUMBING & HEATING**

MrPEX Systems.....4  
[www.mrpexsystems.com](http://www.mrpexsystems.com)
**VALVES**

BrassCraft Manufacturing Co.....26  
[www.brasscraft.com](http://www.brasscraft.com)  
Legend Valve & Fitting, Inc.....36  
[www.legendvalve.com](http://www.legendvalve.com)  
Supply Smart.....19  
[www.supplysmart.com](http://www.supplysmart.com)
**VALVES, ZONE CONTROL**

Taco Comfort Solutions.....20  
[www.tacomfort.com](http://www.tacomfort.com)
**VIDEO PIPE INSPECTION**

General Pipe Cleaners  
div of General Wire Spring Co.....35  
[www.drainbrain.com](http://www.drainbrain.com)
**WATER FILTRATION PRODUCTS**

Water-Right, Inc.....15  
[www.water-rightgroup.com](http://www.water-rightgroup.com)
**WATER HEATERS**

Bradford White Corporation.....7  
<https://www.bradfordwhite.com>  
Navien, Inc.....Outside Back Cover  
[navieninc.com](http://navieninc.com)
**WATER HEATERS, ELECTRIC TANKLESS**

Bradford White Corporation.....7  
<https://www.bradfordwhite.com>  
Stiebel Eltron, Inc.....28  
[www.stiebel-eltron-usa.com](http://www.stiebel-eltron-usa.com)
**WATER JETS**

General Pipe Cleaners  
div of General Wire Spring Co.....35  
[www.drainbrain.com](http://www.drainbrain.com)

*Leak control technology so comprehensive, it even protects your bottom line.*



Sell your customers proven, premium leak control technology. Only FloLogic has EverWatch™ flow-sensing, which constantly monitors for the tiniest of leaks anywhere. If one is detected, it automatically sends an alert and shuts off the water. Smarter water technology is also smarter for your business, providing higher margins with every sale and install.

Available in 1", 1.5" and 2" valves.

*Learn about the best by visiting [flologic.com](http://flologic.com)*

*Or call 877-356-5644*

**FloLogic**  
Smarter Water Control®



© 2022 FloLogic, Inc.





# YOU DESERVE THIS RAISE.

## ALL NEW PROLIFT™ RACK.

Raise your bottom line and protect your people. The ProLift™ uses unique patent pending mechanical advantages and high-performance spring assist struts to raise and lower ladders with 50% less effort, saving you time and energy while also reducing back and shoulder injuries. Learn more about ProLift™ and our Profile™ rack system at [adriansteel.com](http://adriansteel.com)



Shown:  
Max-Drop ProLift™ Rack





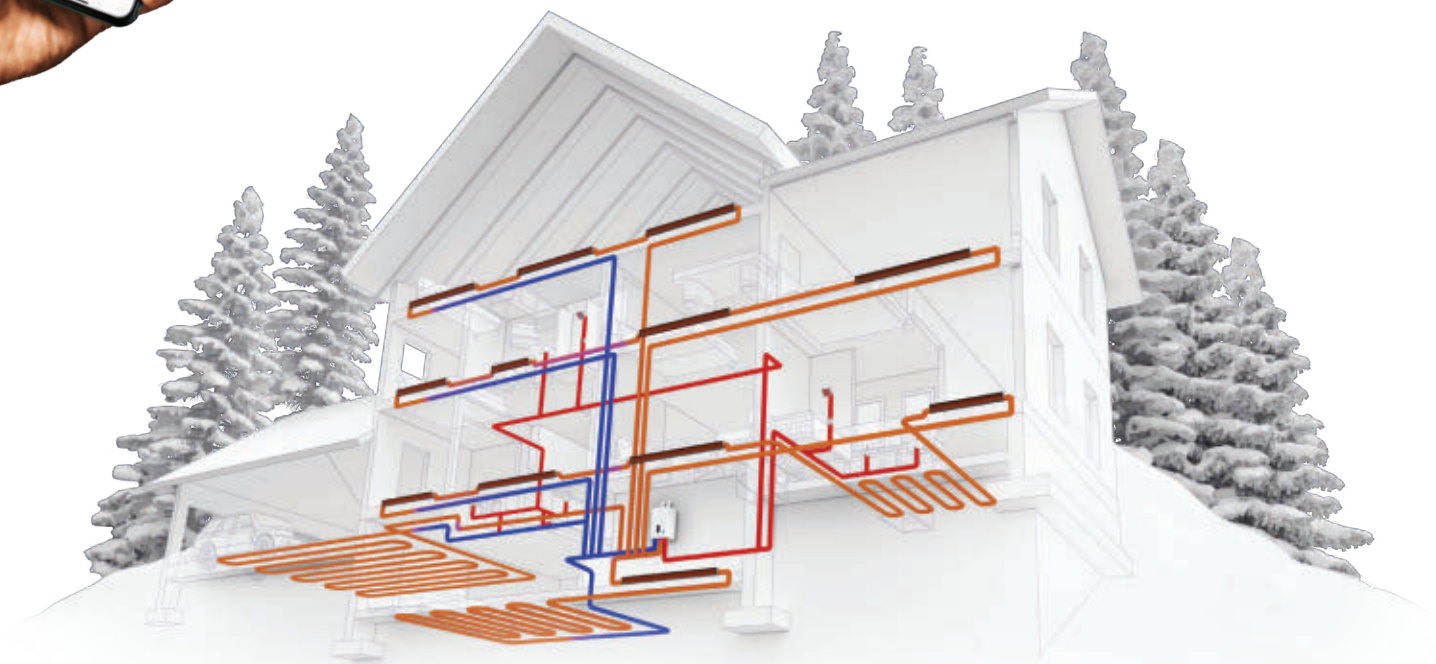
Scan to download the  
new Navien mobile app



App Store



Google Play



HEATING UP TO 150,000 BTU/h DHW UP TO 210,000 BTU/h

# NCB-H

High capacity, High performance combi-boilers

Navien NCB-H high efficiency combis  
bring the highest level of whole house  
comfort to any size home...big or small

- **Highest** DHW maximum BTUs in residential condensing combi-boilers... up to 210,000 per hour
- **Highest** DHW flow rate @ 70°F rise... up to 5.4 gallons per minute
- **Highest** number of BTU sizes for the North American residential combi-boilers
- **Highest** residential combi-boilers domestic hot water turndown ratio...15:1



- **Highest** residential combi-boilers heating turndown ratio...up to 11:1
- **Highest** number of built-in zone controls for valves or pumps...up to three
- **Highest** full lineup 2" venting lengths... up to 65 feet
- **Highest** number of cascade capable units with up to 15 tankless water heaters
- **High altitude certification...** up to 10,100 feet (NG or LP)

Aim high with Navien NCB-H combi-boilers...  
**To learn more visit [Navieninc.com](http://Navieninc.com)**



The leader in condensing technology...does it again.



PHCC  
CONNECT  
2022

BOOTH 713