

ILLINOIS MASTER PLUMBER

ILLINOIS ASSOCIATION OF PLUMBING•HEATING•COOLING•CONTRACTORS

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Illinois PHCC Expo South



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Friday, November 1, 2019 - 12:00 to 4:00 p.m.
Gateway Center - Collinsville, Illinois

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Editorial and personalized news stories reflect the opinions of the writers, and not necessarily that of the Association. Neither the Association nor this magazine accepts responsibility for statements or claims made by advertisers for their products or services.

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PRESIDENT'S THOUGHTS

by Mike Ehret
Illinois PHCC President

As I write this article in the last week of September, having just been updated on the number of people registered for the CEU class in Collinsville on Friday, November 1st, I am amazed at how few people have committed. Bev and Shelly have been reaching out to multiple trade groups in an effort to get attendance up so we would have a good showing at the expo in the afternoon.

The low numbers to date shock me. Apathy seems to have set in, in regards to our trade. Everyone wants a trade expo nearby, but it seems very few have shown the ability to support it.

This is the southern region's chance to prove it deserves the same consideration as St. Louis or Chicago, but we need to show up to support it. It is a great chance to knock out your CEU requirements without the hassle of traveling out of town or missing your kid's soccer game after work. If you do not need your CEU's you can still support the event by attending the expo in the afternoon. We have lined up even more vendors in a larger showroom than last year with plenty of vendor giveaways and trade-show attendance prizes.

Plan now to attend the Illinois PHCC Expo South tradeshow and continuing education class. You can get more information and registration forms in this issue or by visiting www.ilphcc.com.

Until next time,

Mike

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CALENDAR OF EVENTS

NOVEMBER 1, 2019

Illinois PHCC Expo South & CEU
Gateway Center
Collinsville, IL

NOVEMBER 2, 2019

Illinois PHCC & Auxiliary Board Meetings
Doubletree Hotel
Collinsville, IL

NOVEMBER 13, 2019

Backflow Symposium
DoubleTree Hotel
Bloomington, IL

JANUARY 10, 2020

Illinois PHCC CEU Class
Heartland College
Bloomington, IL

FEBRUARY 21, 2020

Illinois PHCC CEU Class
Heartland College
Bloomington, IL

MARCH 18-20, 2020

UAC of PHCC Management Conference
Drury Lane Conference Center
Oakbrook Terrace, IL

MARCH 20, 2020

Illinois PHCC Expo & Educational Day
Drury Lane Conference Center
Oakbrook Terrace, IL

MARCH 21, 2020

Illinois PHCC & Auxiliary Board Meetings
Hilton Suites Hotel
Oakbrook Terrace, IL



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PHCC RECOGNIZES BRADFORD WHITE AS HIGHEST STRATEGIC PARTNER CATEGORY

The Plumbing-Heating-Cooling Contractors—National Association has expanded the partnership status of Bradford White Corp. to its highest level—a new Strategic Partner category—a significant acknowledgement of the company’s 40-year commitment to the association and its initiatives for professional contractors.

The new recognition expands the partnership from solely Bradford White Water Heaters to the entire Bradford White Corp., an American-based family of companies creating technologically enhanced, energy-efficient products that bring reliable and green heating solutions to the world.

“With a shared mission to strengthen the industry through the advancement and education of the plumbing and HVACR professional contractors, Bradford White is a true partner with the PHCC family,” said PHCC President Ken Nielsen, AccuAire Inc., Reading, Massachusetts.

“The company provides significant support at the national, state and local levels of PHCC, as well as in Canada,” Nielsen added. “Whether it is sponsoring efforts to help contractors recruit and train skilled employees, funding industry scholarships, or alerting contractors of regulatory changes that will affect their businesses, Bradford White is always there for our professional business owners and installers.”

Bradford White’s initiatives and involvement with PHCC include:

- Contributing a major gift to the endowment fund when joining the PHCC Educational Foundation Board of Governors in 1993.
- Funding three \$2,500 scholarships every year since 2003. For 17 years, Bradford White has made it possible for the PHCC Educational Foundation to award 51 scholarships totaling \$127,500 to apprentices. Bradford White also funds scholarships awarded by the PHCC—National Auxiliary at the same monetary level.
- Participating in a high-profile workforce

development roundtable on Capitol Hill in 2016.

- Serving on an advisory board that created several workforce development resources.
- Helping create the 2018 Conquer the Workforce Challenge hiring and recruiting resource guide that serves as a helpful tool for PHCC members.
- Communicating water heater regulatory changes through special publications and alerts.
- Sponsoring the always-popular opening breakfast during the PHCC annual convention.
- Promoting the value of PHCC membership to their customers and others.

“Bradford White is honored to have been recognized as a premier Strategic Partner by the PHCC. It’s an affirmation of our mutual commitment to the industry and the professional plumbing and HVAC contractor,” said Bruce Carnevale, President & CEO, Bradford White Corporation. “We look forward to continuing our work with the PHCC to ensure that the professional contractor remains an integral and relevant part of our dynamically changing industry and the continued evolution of plumbing and HVAC customer expectations.”

**For more information
about PHCC Partner and
Sponsorship programs
contact Vice President of
Business Development
Elicia Magruder at
magruder@naphcc.org
or call 800-533-7694.**



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CODE CHALLENGE

Each month we give you an opportunity to test your knowledge of the Illinois Plumbing License Law, Licensing Code, and Plumbing Code. Correctly answer the following questions and identify the correlating

section number for a chance to win a free Illinois PHCC CEU class registration. Email your answers to bev@ilphcc.com.

1. Under definitions in the Code, _____ is the mark on an atmospheric vacuum breaker established by the manufacturer and stamped “___”.
2. Soldered Joints. The joints shall be properly fluxed (____) and made with approved lead free solder conforming to _____.
3. The size of trap for a fixture shall comply with _____ for minimum size of traps.
4. Gas and oil interceptors shall have a depth of at least ____ below the invert of the discharge drain.
5. _____ trench drains are prohibited for gas and oil discharges.

The answers for last month's challenge were:

1. **Fire Sprinkler** Systems are exempt from Section 890. Table M.
2. Section **890. Table H** is for Horizontal Fixture Branches & Stacks.
3. **False:** The Duplicate License Fee is \$50.00. **750.1100 b)5)**
4. **True:** No licensed plumber may, in any capacity, supervise more than 2 licensed apprentice plumbers at the same time. **Section 3 4)e of the Law.**
5. Under definitions in the Code, **An** aspirator is a device supplied with water under positive pressure that passes through an integral orifice, causing a partial vacuum and resulting in movement of fluid by siphonage.



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EMPLOYERS NO LONGER CAN ASK FOR PAST SALARY INFORMATION

Governor JB Pritzker has signed into law an amendment to the Illinois Equal Pay Act that bans employers and employment agencies from asking about applicants' past wage and compensation histories or using such information to screen candidates for a job. The new law took effect on September 29, 2019.

The Illinois Department of Labor's Conciliation and Mediation Division is tasked with enforcing the new law. The idea behind the new prohibition is to help break a cycle where predominantly female and minority workers have received lower pay for performing the same or similar work as male and non-minority workers. Employers are more likely to perpetuate this situation if they base the new employees' pay on what they had previously earned.

Employers can be penalized for asking the applicant or the applicant's current or former employers for wage or salary history. "While the statute does stipulate penalties for violating the law, it is our hope to gain compliance through educating employers," said IDOL Director Michael Kleinik. "The Department of Labor will be doing various types of outreach and working with employer organizations throughout the state to explain the new law's impact."

The prohibition does not apply if a job applicant's salary history is a matter of public record or if the applicant is a current employee applying with the same employer.

If an applicant voluntarily provides wage or salary history, the employer has not violated the law and would not be penalized. This information, however, is not to be used to make a hiring decision or to determine the applicant's salary. Likewise, the new law does not prohibit an employer from asking an applicant what they desire to make at the new position.

Kleinik added that if they have not yet done so, employers should review their employment applications to make sure they do not ask for salary and wage history. They should also train those involved in hiring on the new law. Department of

Labor staff also are available to answer questions from both employers and employees on the new law and can be reached on DOL's Equal Pay Act Hotline: 866-372-4365.



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Illinois PHCC Expo South

Friday, November 1, 2019

Gateway Center

One Gateway Drive

Collinsville, IL 62234

9:00 A.M. to 1:00 P.M. – Continuing Education Class

Noon – 4 P.M. EXPO Trade Show

Friday, November 1st, will provide you with a great opportunity to view new products, talk to manufacturers, learn new technologies, network with other plumbers and contractors, and also have some fun. If you have not yet gotten your required **4 hours of continuing education credit for your 2020 license renewal**, now is the time. Multiple speakers will be presenting on a variety of industry topics. All of the day's activities are free of charge, with the exception of a \$35.00 fee for the 4 hour CEU class. **You must bring your most recent plumbing license with you to the class. Pre-registration is required for the CEU class.**

The **highlight of the day** will be the **Illinois PHCC trade show from 12:00-4:00 P.M.** Come see the **latest products, tools, trucks and technologies.** Admittance to the **2019 Expo South is free of charge.** Food will be available and prize drawings will be held throughout the show.

Illinois PHCC
821 South Grand Ave. West
Springfield, IL 62704



Questions ??? Call (217) 522-7219
www.ilphcc.com

**Illinois PHCC Educational Day
November 1, 2019
Gateway Center - One Gateway Drive
Collinsville, IL 62234**

7:00 AM to 9:00 AM – CEU Class for Certified Plumbing Inspectors Only

Check here if you **ARE** a **Certified Plumbing Inspector** and will be attending the **FULL Class**.
(The full class will count as 6 State approved hours.)

Check here **9:00 AM to 1:00 PM – CEU Class for All Plumbers**

You MUST bring your Plumbers License with you to the class. Please arrive at least 30 minutes prior to the start time to complete registration.

All registrations MUST be received before October 18, 2019.

NO WALK-INS will be accepted for the CEU class.

Name: _____ **License #:** _____

Address: _____

City/State/Zip: _____

Phone: _____ **Email:** _____

Mail registration form with complete address and \$35.00 fee to:

Illinois PHCC

821 South Grand Ave. West

Springfield, IL 62704

Make checks payable to the Illinois PHCC

or register online at

www.ilphcc.com

Registrations will not be processed unless accompanied by the fee.

Cancellations will be charged a cancellation fee of \$15.00.



Questions ??? Call (217) 522-7219

Remember the Expo runs from 12:00 to 4:00 P.M. and is FREE!



IRS LAUNCHES NEW TAX WITHHOLDING ESTIMATOR ONLINE TOOL

The Internal Revenue Service is alerting the payroll community about the recent launch of a new IRS Tax Withholding Estimator online tool. It replaces and expands the old IRS Withholding Calculator.

The new tool offers a robust, mobile-friendly, step-by-step way for workers, as well as retirees, self-employed individuals and others to tailor the amount of income tax withheld from their wages and pension payments.

In designing the Tax Withholding Estimator, the IRS listened carefully to the concerns of payroll professionals and other stakeholders. As a result, the new tool features:

- The ability to more effectively target either a tax due amount close to zero or a refund of around \$500.
- The ability to calculate self-employment tax for a

user who has self-employment income in addition to wages or pensions.

- Automatic calculation of the taxable portion of any Social Security benefits.
- And more!

Like last year, the IRS urges everyone to do a Paycheck Checkup and review their withholding for 2019. This is especially important for taxpayers who faced an unexpected tax bill when they filed this year, those who have a major life change in 2019.

Those most at risk of having too little tax withheld include those who itemized in the past but now take the increased standard deduction, as well as two-wage-earner households, employees with nonwage sources of income and those with complex tax situations.



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2019-2020 Continuing Education for ALL Illinois Licensed Plumbers

<u>Date/Time</u>	<u>Location</u>	<u>Fee</u>
<input type="checkbox"/> **September 27, 2019 – 1:00 pm-5:00 pm	John A. Logan College, Carterville, IL	\$50.00
<input type="checkbox"/> **September 28, 2019 – 8:00 am-12:00 pm	Holiday Inn Express, Vandalia, IL	\$50.00
<input type="checkbox"/> **November 1, 2019 – 9:00 am-1:00 pm	Gateway Center, Collinsville, IL	\$35.00

No Walkins – No Exceptions for the November 1 class - All Registrations for the November 1 class must be received before October 21, 2019

<input type="checkbox"/> **January 10, 2020 – 1:00 pm-5:00 pm	*Heartland College, Bloomington/Normal, IL	\$50.00
<input type="checkbox"/> **February 21, 2020 – 1:00 pm-5:00pm	*Heartland College, Bloomington/Normal, IL	\$50.00
<input type="checkbox"/> **March 20, 2020 - 9:00 am -1:00pm	Drury Lane, Oakbrook Terrace, IL	\$35.00

No Walkins – No Exceptions. All Registrations for the March 20 class must be received before March 1, 2020

<input type="checkbox"/> **April 3, 2020 – 1:00 pm-5:00 pm	*Heartland College, Bloomington/Normal, IL	\$75.00
<input type="checkbox"/> **April 17, 2020 - 1:00 pm-5:00 pm	Rend Lake College Marketplace, Mt. Vernon, IL	\$50.00

****Also count as State hours for Certified Plumbing Inspectors**

Please check the session you will be attending. TOTAL AMOUNT ENCLOSED \$ _____

Fee must accompany application.

Sponsored by the Illinois PHCC	IDPH Sponsor # 750-002	Course # 750-002-C1 & 750-006-C1
*Co-Sponsored by SIUE-ERTC	IDPH Sponsor # 750-035	Course # 750-035-C1

4 Credit Hours

To register, complete this form by checking the location you will attend, provide your complete address, make checks payable to Illinois PHCC and mail to Illinois PHCC ♦ 821 South Grand Avenue, West ♦ Springfield, Illinois 62704 Phone (217) 522-7219

Name: _____ License # **058-** _____

Address: _____

City/State: _____ Zip _____

Phone: _____ Fax: _____

Email address: _____

IMPORTANT:

You MUST bring your Plumbers License with you to the program. Please arrive no later than 30 minutes prior to complete the registration process. Directions are available on our website at www.ilphcc.com
Cancellation Policy: IL PHCC reserves the right to cancel a course due to insufficient enrollment. If we cancel a course, you will be notified and your pre-registration will be refunded to you or you may transfer to another location. There is no refund for any registration not cancelled (10) working days prior to the class. Cancellations made prior to (10) working days will be charged a \$15.00 cancellation fee. There will be a \$50.00 service charge for any checks returned due to insufficient funds.

In compliance with the Americans with Disabilities Act of 1990, the Illinois PHCC Association will make all reasonable efforts to accommodate persons with disabilities at its meetings. Please call 217-522-7219 with any special requests.

NSC RELEASES NEW EMPLOYER OPIOID TOOLKIT, CALLS ON EMPLOYERS TO TAKE MAJOR ACTION TO ADDRESS OPIOID OVERDOSE

Recently, the National Safety Council (NSC) made specific asks of the American business community and unveiled a new toolkit that employers can use to address the opioid crisis. NSC called on all employers to equip their workplace first aid kits with naloxone, an overdose reversal drug, provide supervisor education around opioid misuse and include access to treatment options in their Employee Assistance Programs (EAPs) – all elements of a robust drug-free workplace policy. To help employers answer this call, NSC launched its free Opioids at Work Employer Toolkit at a press event attended by VADM Jerome M. Adams, Surgeon General of the U.S.; Deputy Assistant Secretary of Labor Loren Sweatt; Eric Talbot, assistant director of the Office of National Drug Control Policy (ONDCP); U.S. Chamber of Commerce Foundation President Carolyn Cawley; Stericycle CEO Cindy Miller; and Rex Butler, a safety professional and advocate who lost his brother to an opioid overdose.

The Opioids at Work Employer Toolkit, launched in partnership with Stericycle, is the first toolkit with a focus on safety and includes information and resources for four specific groups found in a typical workplace setting: supervisors, human resource (HR) professionals, safety professionals and employees.

A survey released by NSC earlier this year indicated 75% have been directly impacted by opioid misuse, but just 17% feel extremely well prepared to address it. Among the resources employers requested are sample policies, videos or other interactive web tools, and workplace- or industry-specific data and statistics.

“Employers play a critical role in solving the

nation’s opioid crisis,” said VADM Jerome M. Adams, United States Surgeon General. “The National Safety Council toolkit provides employers with a framework to effectively address employee opioid misuse and help employees get treatment if they need it.”

“Two-thirds of American adults with opioid use disorders are in the workforce,” said Lorraine M. Martin, president and CEO of the National Safety Council. “Everyone has a role to play in ending opioid overdose, including employers, who are often on the front lines. Organizations big and small will find life-saving information in this new toolkit – information that not only will help employers protect profits, but most important, their people.”

More than two dozen resources can be found in the Opioids at Work Employer Toolkit, including educational materials about opioids, prevention, treatment and recovery. The toolkit includes a sample policy for HR professionals to use when updating or creating a drug-free workplace policy; an overview of how impairment impacts safety; a guide for supervisors who need to communicate with employees about opioids; a PowerPoint presentation for company leadership to deliver to staff when the organization is ready to unveil its policy; and a suite of videos, including one from an emergency room doctor explaining how drugs affect the brain. Other relevant data and statistics can be found throughout the materials.

“As the official launch partner of the Opioids at Work Employer Toolkit, we are proud to be a part of a simple, yet innovative, resource for business leaders

NSC RELEASES NEW EMPLOYER OPIOID TOOLKIT, CALLS ON EMPLOYERS TO TAKE MAJOR ACTION TO ADDRESS OPIOID OVERDOSE

CONTINUED

who are taking steps to help combat the ongoing opioid epidemic in America,” said Cindy Miller, CEO of Stericycle. “Now more than ever, substance use and substance use disorders are affecting employees, workplaces, families and communities. This toolkit gives employers a unique opportunity to identify early warning signs and connect employees to the support they need.”

“We can work together to ensure safe workplaces free from opioid impairment,” said OSHA Principal Deputy Assistant Secretary Loren Sweatt. “OSHA is proud to partner with the NSC to ensure the safety and health of America’s workers.”

The toolkit also addresses other areas of concern expressed in the NSC survey conducted earlier this year, such as:

- Employers are more concerned about hiring qualified workers, employee benefits costs and worker compensation costs than they are about employee opioid use of any type – legal or illicit. However, opioid misuse – no matter what type – can impact all other issues employers cited as more concerning.
- 86% of employers believe taking opioids even as prescribed can impair job performance, yet only 60% have policies in place helping employees stay safe when being prescribed a prescription opioid
- Only half of employers are very confident that they have the appropriate HR policies and resources to deal with opioid use and misuse in the workplace

- 79% are not very confident that individual employees can spot warning signs of opioid misuse

Toolkit resources address all of the above and more. It is available for general download at nsc.org/opioidsatwork.

About the National Safety Council

The National Safety Council is a nonprofit organization whose mission is to eliminate preventable deaths at work, in homes and communities, and on the road through leadership, research, education and advocacy. Founded in 1913 and chartered by Congress, NSC advances this mission by partnering with businesses, government agencies, elected officials and the public in areas where we can make the most impact.

About Stericycle

Stericycle, Inc., (Nasdaq: SRCL) is a U.S. based business-to-business services company and complete provider of compliant medication and sharps disposal solutions that protect people and brands, promote health and safeguard the environment. Stericycle serves more than one million customers in all 50 U.S. states and 20 countries worldwide with solutions for regulated waste management, secure information destruction, compliance, customer contact, and brand protection. For more information about Stericycle, please visit www.stericycle.com.





Protecting Your Business: You Hold the Keys

Auto crashes continue to wreak havoc on our nation's roads — and as a result on businesses that rely on vehicles to move people or goods. The devastation is apparent in employees and their families, who must cope with tragic consequences, and in courtrooms, where businesses are held responsible for the behavior of employees driving for company purposes.

Court decisions designed to punish businesses are becoming more and more common. Your best chance to avoid a ruling that could reach into the tens of millions is to proactively address the common issues that arise in auto crash claims. Do your driving policies address the right factors, such as substance use and mobile device distraction? Are you doing your homework on your drivers? Can you demonstrate that you did everything you could to help prevent a crash?

Strong policies and effective communication are a great foundation, but you have to go further. You have to be proactive.

Who's Behind the Wheel?

Understanding your drivers' driving history is key to strong hiring practices. Do they have a record of crashes or driving-related arrests? Is it worth the risk to put them behind the wheel of a company vehicle?

Even if a driver has a satisfactory driving record, it might not stay that way forever. But how will you know if that happens? Consider a monitoring service that automatically orders motor vehicle records (MVRs) periodically. It will reduce the likelihood that you will miss a change in an employee's driving record, potentially.

An Eye on Your Fleet

Technology can help you monitor your vehicle. Telematics systems give you a set of eyes in the cabs of your vehicles and on the road ahead of them. The data they collect helps you discover risky behaviors, optimize productivity, reduce fuel costs, and increase uptime, among other benefits.

Drivers might be nervous about this constant surveillance at first, but the point of the systems is not to babysit your employees. Rather, they help you coach your drivers to be at their best. They also help you and investigating authorities understand crashes, which could exonerate innocent drivers and reduce claims.

Prevention is Protection

Auto crashes are not going away, and their financial consequences keep growing. The best thing you can do as a business owner is realize that you could be a target for high-stakes litigation. Sitting back and hoping that your drivers will stay safe on the road just won't do anymore. Take the initiative. Showing a judge and jury that your business did all it could to prevent a crash will go a long way toward helping you defend your business if you find yourself in a courtroom.

Contact your local [Federated Insurance marketing representative](#) for more information on this and many more risk management topics.

This article is for general information and risk prevention only and should not be considered legal or other expert advice. The recommendations herein may help reduce, but are not guaranteed to eliminate, any or all risk of loss. The information herein may be subject to, and is not a substitute for, any laws or regulations that may apply. Qualified counsel should be sought with questions specific to your circumstances. © 2019 Federated Mutual Insurance Company.

RISK MANAGEMENT ACADEMY REGISTRATION NOW OPEN!




Federated Insurance is offering complimentary risk management training for all industries on November 5-7, 2019. Through this valuable session, you will discover methods you can use immediately to help protect profits by reducing risk at your business.

Companies that are the most successful at controlling losses and protecting profits have integrated risk management into their overall company culture. Many have designated a key person as their risk manager. This person is supported by your company's top management and is both responsible and accountable for identifying loss exposures and implementing risk management solutions.

This seminar's objective is to help your risk manager learn the exposures specific to All Industries, connect with peers from across the country and apply these best practices within your business.

“Attending this training is one of the best investments you can make to help protect your business and its bottom line!”

2019 RMA Attendee

You can learn more by viewing a brief video about the Risk Management Academy at <https://www.federatedinsurance.com/services/risk-mgmt-academy>. To reserve your spot in the upcoming session or for more information, please contact Royetta Spurgeon at rlspurgeon@fedins.com or (800)533-0472 Ext. 455-5604. Or, visit www.federatedinsurance.com. 



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New Illinois PHCC Member Benefits

Dear Illinois PHCC Members,

We have been working to develop two new and exciting member benefits. These programs have been designed with our membership in mind.

The value added benefits for you and your employees are a Health Insurance Program, and a rewards and discount program called BenefitHub.

The Health Insurance Program will provide you with competitively priced, group coverage that can be tailor made for your needs. BenefitHub offers a tremendous amount of members-only discounts, special offers, and even cash back on many of the things you and your employees buy every day. There is no cost for Illinois PHCC members to use BenefitHub and offer it to their employees as a reward or incentive.

We have worked closely with Nathan Whiteman of American Central Insurance Services, Inc in Springfield, IL to develop these great offerings, and he is our main contact for these new member benefits. Nathan is a Registered Employee Benefits Consultant and has over a decade of insurance expertise working with trade industries, associations, and multi-employer groups. He will be reaching out to each member via email or phone in an effort to educate our members about these opportunities. Please take a moment when he contacts you so that you can learn more about the Health Insurance Program, and Benefit Hub. The more Illinois PHCC members who participate in the programs, the stronger and better they will become.

Nathan's contact info is below:

Nathan A. Whiteman, REBC®

Registered Employee Benefits Consultant®

nathan@americancentralins.com

Office 217.732.4333 | eFax 217.280.4540

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Questions? Contact the Illinois PHCC at bev@ilphcc.com or shelly@ilphcc.com

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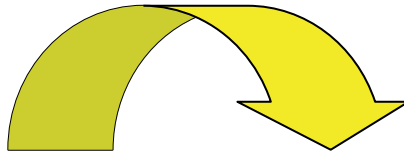
ILLINOIS BACKFLOW PREVENTION SYMPOSIUM DOUBLETREE HOTEL, BLOOMINGTON, IL WEDNESDAY, NOVEMBER 13, 2019

750-035 [5.0] State Continuing Education Hours Awarded # 750-035-C2

MODERATOR: Kim Bateman, SIUE-ERTC

8:00 a.m. Registration and Welcome
9:00 a.m. Source Water Protection and its Component Adversaries
Dave McMillan, IRWA
9:45 a.m. Title 35 and Cross Connection Control---Steve Vance, IEPA
10:15 a.m. Illinois Department of Public Health Update----Brian Cox, IDPH
10:45 a.m. Break
11:00 a.m. Legionella, Cause and Effect-----Darrah Dunlap, IDPH
11:30 a.m. Legislative Update---Bev Potts, Illinois PHCC

12:00 – 1:00 LUNCH



MODERATOR: Mike Body, Northern Illinois Chapter President, ABPA

1:00 p.m. Special Applications and the Illinois Plumbing Code
Bob Schafer, Former Illinois State Plumbing Inspector
1:45 a.m. Syncta, Backflow Test Management Software
Tylor Peck---Watts
2:15 p.m. Rainwater Harvesting & Greywater Recycling Systems
Adam Hemminger, Highland Tank
3:00 p.m. ERTC Training Update, Adjournment

PHONE: (618) 650-2030 * FAX: (618) 650-2210
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RHEEM IS NEW PHCC HVAC PARTNER

The Plumbing-Heating-Cooling Contractors—National Association (PHCC) announces that Rheem, a recognized innovator of heating and cooling technologies, is a new HVAC Corporate Partner.

“This partnership is in line with the association’s strategic plan goal to be a valuable and equally recognizable resource for HVAC professionals just as it is for plumbers,” said PHCC President Ken Nielsen, AccuAire Inc., Reading, Massachusetts.

“As an HVAC contractor, I’ve been involved with Rheem for many years and am very pleased with their commitment to our association, as evidenced by their decision to provide this high level of support,” Nielsen adds.

Rheem’s commitment to PHCC has included participation in the annual CONNECT conference, sponsor of HVAC Contractor of the Year, and member of the PHCC Educational Foundation Board of Governors. Rheem is an active partner in PHCC’s state and local chapters and, together with PHCC, serves on a number of industry coalitions that advocate on HVAC-specific issues.

This expanded partnership strengthens the support of several programs, including the HVAC apprentice contest and educational offerings, such as webinars and online training.

“We’re thrilled to sponsor and work closely with PHCC. The association has long been a trusted partner for HVACR and plumbing technicians, providing them with support and training to sharpen their business skills while honing valuable, on-the-job trade expertise,” said Randy Roberts, vice president, sales and marketing, Rheem Manufacturing.

He added, “Rheem is committed to serving the independent contractor, and our partnership with PHCC is

an important initiative to advance these professionals, as well as the industry at-large.”

For more information about PHCC Partner and Sponsorship programs contact Vice President of Business Development Elicia Magruder at magruder@naphcc.org or call 800-533-7694.

About Rheem

Founded in 1925, Rheem innovates all-new ways to deliver just the right temperature while saving energy, water and supporting a more sustainable future. Today, Rheem is America’s #1 water heating brand, and its products are available in more than 50 countries. Paloma Co., Ltd. of Nagoya, Japan, acquired the iconic Rheem brand in 1988, and today the company’s portfolio of premium brands include Rheem®, Raypak®, Ruud®, Eemax®, Richmond®, Splendid®, Intergas®, IBC®, Solahart® and EverHot™ as well as commercial refrigeration brands Russell®, Witt®, ColdZone® and Kramer®, which are part of the Heat Transfer Products Group (HTPG®) division. www.Rheem.com



BACK TO BASICS – THE GOLD STANDARDS OF CUSTOMER SERVICE

by Nancy Friedman

FACT: Customers go out of their way looking for companies who provide great customer service.

FACT: Some find it; some don't.

It's healthy to go over the good old common sense **GOLD STANDARD** customer service tips. The ones we all know, yet often get left behind. It's not rocket science, it's not brain surgery, it's plain old common sense. But you and I know common sense is not that common.

Here are our **BACK TO BASIC – GOLD STANDARD** customer service tips, thoughts, ideas, skills and techniques. Short, sweet and to the point. Enjoy and share. The world needs it.

1. "Please," "thank you" and "you're welcome" always have been, and always will be, powerful words. Seldom overused.
2. "You're welcome" is the best replacement when told, "thank you." (NO PROBLEM/NO WORRIES are on the KILLER WORDS of

customer service.)

3. "Sorry 'bout that" is **NOT an apology**. It's a cliché. "My apologies" is better, stronger and more effective when there's a screw up. "I'm sorry" is when you step on someone's toes.
4. A frown is a smile upside down. Stand on your head if you must but **SMILE**, darn it! Show me a picture you don't like & I'll show you a picture where you're not smiling.
5. You cannot do two things **well** at once. Pay full attention to the call or the customer. Multitasking isn't healthy.
6. One-word answers anywhere, email, phone or in person, are often perceived as cold and rude. If you graduated 3rd grade you know: Three words make a sentence; be generous.
7. Learn what phrases frustrate your customers. They're probably the same ones that bother you.
8. When was the last time you sent flowers or even a 'note to say hello' to someone "just because?" Powerful tip.

9. Drop a personal **handwritten** note to a client and say, “Thanks for being a good client,” or “good friend” or “thanks for being you.” NO sales pitch. A simple ‘thank you.’
10. “Hey, how are ‘ya?” is not a great way to start up a business conversation. In fact, it’s not any way to start up any conversation. Period. “Good to talk with you” is far more effective or “Nice to see you” and “Glad you’re here” are better.
11. Out with friends or family? Put the cell phones away. Talk for 30 minutes.
12. Email manners? Basically, the same as phone and in person. Spell check is imperative! But it doesn’t check your good grammar.
13. The old: “don’t tell ‘em what you can’t do; tell ‘em what you can do” applies to most, if not all, customer interactions. No one likes: “we can’t do that.”
14. Get excited! Enthusiasm is contagious. Start an epidemic. Make sure you say something fun, nice and appropriate in every conversation, on the phone or in person.
15. Oh, and smile. YES, that needed to be said twice. Telephone Doctor Motto: “A phony smile is better than a real frown.”

Start with these tips, skills, ideas and techniques, and you’ll notice a big difference in how your customers respond.

Share away. Thank you.

Nancy Friedman, The Telephone Doctor

Nancy Friedman, customer service keynote speaker, is president of Telephone Doctor Customer Service Training and a featured speaker at franchise, association, and corporate meetings around the world. For more information, log on to Nancy Friedman’s website www.nancyfriedman.com or call (314) 291-1012. Oh yeah you can email her at nancyf@telephonedoctor.com. Nancy is a recent recipient of the Lifetime Achievement Hall of Fame Award - St. Louis Small Business Monthly.



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Are you ready for 2019-2020 CEU Classes?

This year we are offering **THREE** different options for your **4-hour CEU Credits**.

BACKFLOW REPAIR COURSE

This course is focused on refreshing the Cross Connection Tester on testing procedures as well as hands on repairs for approved assemblies for the state of Illinois. During this class we will be going over our NEW mechanical wall, show you how water pressure fluctuations affect backflow assemblies, how to remedy the situation and be able to see it in a live setting. Also new this year is the Flood Control Integrated System by Wilkins; this system can be designed to shut off a specific water line when a backflow goes into a full dump situation.

NEW!! LARGE BACKFLOW REPAIR (SMALL GROUP) – Max 12 attendees per class

Small group backflow repair class. Classes will consist of 3 individual groups working with an individual instructor to do hands on testing, diagnosis, and repair of large backflow assemblies only. The repair class will involve repairing of the following backflow assemblies:

- 4" Febco 825YD
- 3" Watts 009
- 4" Wilkins 375AST
- 4" Ames 4000SS
- 8" Ames Maxim 400
- 3" Watts 909

NEW!! IRRIGATION CONTACTOR CEU CLASS – Max 22 attendees per class

This class will consist of code review for Illinois EPA, Illinois Department of Public Health, correct backflow installations for small valve irrigation systems, and repair of the following small backflow assemblies:

- 1" Wilkins 375 and 975XLU
- 1" Febco 860U and 825YA
- 1" Watts U009

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