

ILLINOIS MASTER PLUMBER

ILLINOIS ASSOCIATION OF PLUMBING • HEATING • COOLING • CONTRACTORS

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PRESIDENT'S THOUGHTS

by Steve Stimson
Illinois PHCC President

Merry Christmas & Happy Holidays to one and all. Well November proved to be an exciting month starting off with the election of our new president Donald Trump. No matter which side of the aisle you're on, let's pray that both parties and the new president will work together so we can start moving forward for the betterment of all. Speaking of a new president, this past summer Ashton attended a week long leadership conference in Atlanta. Because of her attendance and involvement with Envision, she was invited to attend a 5 day leadership summit in Washington DC. So in January, Tammy will be taking Ashton to DC where they will both get to attend the inauguration of our 45th president. Ashton has hopes of attending Georgetown University or somewhere close to DC so this opportunity is right up her alley. I think I'd better get a gofundme account started!

Closer to home is where the real excitement happened. We are huge volleyball fans and the Dee-Mack Lady Chiefs made it all the way to the elite eight, falling short of going to state by only a few points. I am proud to say that the Eureka Lady Hornets, who are new to our HOI Conference did go on to win the Class 2A State Volleyball title. The Dee-Mack boys cross country team took 10th as a team in their first ever appearance at the State Finals. Last, but certainly not least, in Class 2A football the Chiefs of Deer Creek – Mackinaw brought home its first ever championship in football by beating Maroa-Forsyth 35-7. I would also like to give a shout out to Class 5A State Champs Peoria Central High School as they also won their first ever football championship. It's great to see area teams doing so well!

Trey's basketball season is in full swing and Tammy is busy shopping for everyone on our Christmas list. As we all get busy with the hustle and bustle of the holidays, let's remember all of the service men and women serving in the US and around the world. Donate to the charity of your choice this holiday season.

If you are a PHCC member you should have received your dues renewal notice, and if not, please contact the Illinois PHCC office. Thank you for your support of the PHCC association. We hope you continue to partner with us. If you are not a member, please take a few moments out of your busy schedule and really consider how PHCC can help you and your business. PHCC membership brings many benefits to your business. Gaining knowledge is crucial to the life of any business, and knowledge can also bring with it personal success. Through PHCC you have numerous ways to increase your knowledge; reading the weekly online email newsletter filled with up to date information, receiving special alerts pertaining to critical issues like the overtime rule that was just suspended, industry information, business training, expert advice and much, much more. PHCC is involved everywhere and fighting on behalf of the business owner as well as the employee. By having representation on all code bodies, industry coalitions and a legislative grassroots network, PHCC is able to represent your interests on industry specific issues at both the state & federal level.

Many resources are available to members through a click of a button. Access online webinars, risk management information, online training and more. One

benefit from membership that you really can't put a price tag on is the relationships you will build through PHCC. Whether it's with a manufacturer, a supplier or a fellow business owner, you will be able to share ideas, gain access to expert advice and really benefit from the networking opportunities.

Steve

"This is my wish for you: peace of mind, prosperity through the year, happiness that multiplies, health for you and yours, fun around every corner, energy to chase your dreams, joy to fill your holidays!"

D.M. Dellinger



CALENDAR OF EVENTS

JANUARY 13, 2017

Illinois PHCC CEU Class
Heartland College
Normal, IL

APRIL 7, 2017

Illinois PHCC CEU Class
Rend Lake College Marketplace
Mt. Vernon, IL

FEBRUARY 24, 2017

Illinois PHCC CEU Class
Heartland College
Normal, IL

APRIL 21, 2017

Illinois PHCC CEU Class
Heartland College
Normal, IL

FEBRUARY 27 – MARCH 1, 2017

UAC Unity Conference
New York New York Hotel
Las Vegas, NV

MAY 8, 2017

PHCC National Leadership Conference
Washington, DC

MARCH 24, 2017

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

MAY 9 & 10, 2017

PHCC National Legislative Conference
Washington, DC

MARCH 25, 2017

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

OCTOBER 4-6, 2017

PHCC Connect '17
Milwaukee, WI



PHCC NATIONAL NEWS

U.S. Dept. of Labor Overtime Rule Blocked

A federal Texas judge issued a nationwide injunction against the new Overtime Rule, stating that the Administration overstepped its authority by raising the salary cap from \$455 a week to \$921 a week or \$47,892 a year. The rule was set for implementation Dec. 1, 2016.

U.S. District Judge Amos Mazzant issued the order by justifying that litigation to block the new rule stood a significant chance of succeeding. “The Department exceeds its delegated authority and ignores Congress’s intent by raising the minimum salary level such that it supplants the duties test,” wrote Judge Mazzant. The Judge also argued that the Dept. of Labor must reevaluate the duties of employees to determine who should and should not be exempt, as part of the new rule.


Though the government continued to argue that the new rule is appropriate “with our modern economy,” the injunction stops enforcement of the rule until the government can overturn the injunction through an appeals court. This will also give Congress time to review the impact of the rule.

The new Overtime Rule is assumed to impact more than 4 million workers. PHCC National will keep members up to date as this issue continues to unfold.

Gas Furnace Efficiency Rulemaking

The U.S. Department of Energy (DOE) has responded to HVAC industry requests for more time to comment on the proposed Gas Furnace Efficiency Rulemaking. PHCC and others have been seeking an extension of the 60 day comment period to be able to fully analyze the near 400 page proposed rule and 1200 page technical support document. PHCC thanks DOE for listening to industry and for the issuance of the extension of the comment period to January 6, 2017.

PHCC Water Calculator App

The PHCC Water Supply Calculator App offers PHCC members 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. The app also allows a user to input a fixture unit demand, resulting in suggested pipe size, determines GPM demand, pressure drop/100’, and velocity in Type “L” copper pipe; with selectors referenced to the National Standard Plumbing Code, the Uniform Plumbing Code, and the International Plumbing Code. In addition to the calculator, the app serves as an all-in-one membership engagement tool that allows members to directly access PHCC information and resources on their portable device. 



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& Staff of the
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Get the Knowledge, Contacts & Tools You Need to Succeed

As a member of the PHCC community, you can turn to a wide network of experienced colleagues for insights into best practices, tools and resources, as well as benefit from protection from over-regulation. What's more, you can also save thousands of dollars by taking advantage of discounts on products and services.

Be More Profitable

- Marketing & Advertising Resources
- Find a Contractor online resource
- Legislative & Regulatory Leadership
- PHCC Community Network
- PHCC Key Suppliers & Associates
- Online Buyers' Guide
- Training & Education
- Peer Groups for Focused Market Insights
- Workforce Resources

Work Smarter & Safer

- Up-to-date Codes & Regulations
- Training & Apprenticeship Programs
- Safety & Risk Management Tools
- Legislative & Regulatory Leadership
- PHCC Educational Foundation
- Training via Virtual University
- Webinars and Other Training Resources
- Best Business Practices

Save Money

- Marketing & Advertising Resources
- Discounts on Goods & Services
- Handbooks & Manuals
- Training & Education
- Member Discounts on Meetings

Make Connections

- PHCC Community Network
- PHCC Key Supplier Network
- Peer to Peer Networking Groups
- Get Involved Locally
- CONNECT Conference & Tradeshow
- My PHCC
- Who's Who Membership Directory

Build a Qualified Workforce

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- Scholarships
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Member / Non-Member Tangible Benefits Comparison

Other Programs Available – Visit www.phccweb.org for details.

BENEFITS COMPARISON

Apprentice / Journeyman Training	Member Discount	Member Per Unit	Non-Member Per Unit	Savings Per Unit
Plumbing and HVACR Textbooks	10%	\$85.95	\$94.95	\$9.00
Plumbing & HVACR Apprentice eLearning (Online – Available for 1st, 2nd, 3rd, and 4th year students)	28%	\$562	\$782	\$220
Fast Trac for Plumbing/HVAC – Manual Only	50%	\$199	\$399	\$200
Fast Trac for Plumbing/HVAC – With Testing	30%	\$695	\$995	\$300
360 Training for Journeyman Training (Online – a wide variety of topics including technical, industrial, safety skills, and environmental. Some states offer CEU credit).	10%	\$18 - \$449	\$20 - \$499	Varies by Program
Service Technician Training				
Total Opportunity Performance Systems (QSC)	37%	\$110	\$150	\$40
Business Management Education				
Online Webinars - 2 available each month, broad range of topics covering business management, technical and emerging technologies	100%	Member Benefit	\$99	\$99
CONNECT Conference / Product & Technology Showcase	16%	\$495	\$595	\$100
Business Operations – for service and repair contractors (QSC)	20%	\$210	\$255	\$45
Service Manager/Supervisor – for service and repair contractors (QSC)	29%	\$349	\$449	\$100
Unity Conferences – for signatory contractors	31%	\$345	\$500	\$155
CCA Conferences – for construction contractors	13%	\$695	\$795	\$100
Essentials of Project Management Course	5%	\$1,895	\$1,995	\$100
Federated Insurance Open for Business Program – Disaster Continuity Planning Tools	100%	Member Benefit	Member Benefit	\$199 & up
Business Management Tools				
Overhead and Profit Calculator	20%	\$199	\$249	\$50
Labor Calculator	50%	\$199	\$399	\$200
Technical / Code				
Techline – Expert Advice on Code Questions and Clarifications		Member Benefit	Member Benefit	Member Benefit
National Standard Plumbing Code (2003, 2006, 2009)	33%	Varies	Varies	Varies
National Standard Plumbing Code w/Illustrations (2003, 2006, 2009, 2012)	32%	Varies	Varies	Varies
National Standard Plumbing Code Supplements (2000-2010)	32%	\$25	\$37.50	\$12.50
Discount Programs / Programs				
ConsensusDocs – Complete Package	20%	\$799	\$999	\$200
ConsensusDocs – Subcontracting Only	20%	\$439	\$549	\$100
Workplace Drug Testing Kit	22%	\$225	\$275	\$50
PHCC Safety Program	33%	\$50	\$75	\$25
NATE Manuals	33%	\$30	\$45	\$15
PHCC Who's Who Directory	100%	Member Benefit	\$75	\$75
PayAnywhere Point of Sale Credit Card Processing		\$1,000 free processing, no equipment, set up or other fees, low swipe rate of 2.69% all in		Member Benefit
ExxonMobil Gas		.05 per gallon (4 trucks@40 gal/wk = \$416/year)		Member Benefit
Chrysler Trucks & Vehicles (Purchase or Lease)		\$500 private incentive discount & \$1,000 OJT allowance per vehicle		Member Benefit
Aramark – work apparel		25%		Member Benefit
TradeWraps Truck Wraps and Promotional Materials		5% discount on full or partial vehicle wraps and promotional items		Member Benefit
Enterprise Fleet Management		Discounts on vehicle leasing		Member Benefit
Market Hardware – website design and management, SEO		Discounts on website design, hosting and & SEO, free social media tips and sample posts		Member Benefit
Hudson Ink – Marketing Services		Discounts on marketing services, free newsletter		Member Benefit



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

**Potential Savings Per Unit
\$2,500+**


OSHA ISSUES FINAL RULE UPDATING WALKING-WORKING SURFACES STANDARDS

The U.S. Department of Labor's Occupational Safety and Health Administration has issued a final rule updating its general industry Walking-Working Surfaces standards specific to slip, trip, and fall hazards. The rule also includes a new section under the general industry Personal Protective Equipment standards that establishes employer requirements for using personal fall protection systems.

"The final rule will increase workplace protection from those hazards, especially fall hazards, which are a leading cause of worker deaths and injuries," said Assistant Secretary of Labor for Occupational Safety and Health Dr. David Michaels. "OSHA believes advances in technology and greater flexibility will reduce worker deaths and injuries from falls." The final rule also increases consistency between general and construction industries, which will help employers and workers that work in both industries.

OSHA estimates the final standard will prevent 29 fatalities and more than 5,842 injuries annually. The rule becomes effective on Jan. 17, 2017, and will affect approximately 112 million workers at seven million worksites.

The final rule's most significant update is allowing employers to select the fall protection system that works best for them, choosing from a range of accepted options including personal fall protection systems. OSHA has permitted the use of personal fall protection systems in construction since 1994 and the final rule adopts similar requirements for general industry. Other changes include allowing employers to use rope descent systems up to 300 feet above a lower level; prohibiting the use of body belts as part of a personal fall arrest system; and requiring worker training on personal fall protection systems and fall equipment.

Under the Occupational Safety and Health Act of 1970, employers are responsible for providing safe and healthful workplaces for their employees. OSHA's role is to ensure these conditions for America's working men and women by setting and enforcing standards, and providing training, education, and assistance. For more information, visit www.osha.gov. 



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**2017 Exposition Application & Contract
March 24, 2017**

Company Name: _____
Type or Print Company Name as it is to appear on Printed Material

Booth Preference: Indicate Booth Preference as Shown on Floor Plan.

of Booths _____ Choices 1. _____ 2. _____ 3. _____ 4. _____

Booth Costs: One to three booths cost \$750 each. Four or more booths cost \$725 each.

Discount price for Illinois PHCC Associate Members:

One to three booths cost \$650 each. Four or more booths cost \$625 each.

\$150 deposit per booth must accompany application form.

5% discount if full amount of booth cost is paid prior to December 31, 2016.

BALANCE MUST BE PAID NO LATER THAN FEBRUARY 15, 2017.

Make check payable to: Illinois PHCC, 821 South Grand Ave. West, Springfield, IL 62704

Company _____

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Contact _____

Phone Number _____ Fax Number _____

E-mail _____ Website _____

Signature _____

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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 800-795-7422 with any special requests.

Booth Assignment(s) _____


Date ____ / ____ / ____ Signed: _____

Illinois PHCC Executive Director/Show Manager

SAVE THE DATE: UAC UNITY 2017

The Union Affiliated Contractors (UAC) of PHCC's **Unity Conference 2017** is THE place to be this winter. As the name implies, Unity is all about fostering strong working relationships among the industry's labor and business leaders. It is specifically geared to signatory p-h-c contractors, labor leaders, association executives and key industry suppliers.

The conference which will be held **February 27 – March 1 in Las Vegas**, will provide an opportunity

to meet with the right people to discuss the issues important to you. In addition to high-level networking, the Unity Conference 2017 program delivers sessions designed to help you operate more efficiently. Unity features presenters who have the knowledge and experience that can help you to become a more successful contractor. You don't want to miss this opportunity to build relationships with the best and brightest in the industry. 



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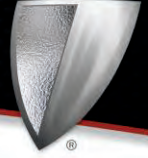
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CAUTION: SEVERE WEATHER DRIVING AHEAD

If you live in an area that gets wintery weather, does the first snowfall of the season seem to bring on a rash of fender benders and crashes? Even though we all know what happens to the roads in the cold weather, that first dose of winter can be a real eye-opener on how to drive on snowy, wet, and slippery roads or when visibility is poor.

To avoid getting caught off-guard when road conditions go from good to bad, a little advance preparation—for you and your car—may help you steer clear of those fender benders.

First, don't drive unless absolutely necessary. The best way to avoid an accident is to not be on the roads in the first place. If driving is unavoidable,

- Slow down and plan ahead. Allow some extra travel time so you're not rushed and tempted to take risks.
- Leave tailgating for the football game. Following too closely in perfect driving conditions is risky enough, but it's just asking for trouble when driving is hazardous. Don't be "that guy."
- Pay attention. Driving in poor conditions is no time for even the slightest distraction. Keep your mind on your driving, hands on the wheel, and eyes on the road. Put your phone out of reach. Learn your route ahead of time to reduce reliance on distracting navigation devices. Or have a passenger navigate.
- Make sure your lights and wipers work properly. Top off your windshield washer fluid. Inflate the tires to the recommended level. Use chains if your state allows or mandates them.
- Get enough rest. Fatigue and winter driving are a dangerous combination. Add in nighttime driving and it can be a recipe for disaster.
- Drive defensively. Watch out for others whose driving may not be sensible for the conditions.

Extra cautious driving in poor weather can help you get to and from your destination safely.

This article is intended to provide general information and recommendations regarding risk prevention only. There is no guarantee that following these guidelines will result in reduced losses or eliminate any risks. This information may be subject to regulations and restrictions in your state and should not be considered legal advice. Qualified counsel should be sought regarding questions specific to your circumstances and applicable state laws. © 2016 Federated Mutual Insurance Company. All rights reserved.

A GREAT OFFER FOR PHCC MEMBERS

FCA US LLC is pleased to announce a special \$500 cash allowance toward the purchase or lease of many of the most popular vehicles in our lineup.

Between the **Chrysler®, Dodge®, Jeep®, and Ram® lineup and the FIAT® 500L**, there's something for everyone. **PHCC members and their employees** can combine this stackable \$500 cash allowance with most current retail incentives and choose an On The Job program allowance. Plus, same household family members and PHCC national or chapter employees also receive a \$500 cash allowance, stackable with most local and national retail incentives, toward the purchase or lease of a vehicle.

PHCC member business owners and their employees also receive On The Job program benefits allowing them to choose from one of the following:

1. Up to \$1,000 commercial upfit or equipment allowance, or
2. Up to \$1,000 graphic allowance, or
3. 2-years no-extra-charge oil, lube, filter (8 changes), or
4. Bosch® toolkit, or
5. \$300-\$1,000 allowance on select Mopar service contracts

Redeem this offer today! HERE'S HOW:

When you're ready to make a purchase or lease, follow these simple steps to ensure you'll receive all your member benefits:

1. Shop the eligible FCA US LLC vehicles online or at any Chrysler®, Dodge®, Jeep® or Ram® dealership or FIAT® Studio
2. Working with the dealership sales person, make your best deal – combining applicable local and national retail incentives and special programs
3. Inform the dealer that you are a PHCC member, or you are employed by or an immediate family member of a PHCC member to receive an additional PHCC \$500 Member cash allowance. PHCC MEMBERS and their EMPLOYEES must provide to their dealer proof of current 'member' company employment to receive \$500 allowance and On The Job allowance:

1. Print your Company listing from the My PHCC Profile page or from PHCC's Member Directory
2. Provide your current proof of employment by the PHCC member company
Ex. Check stub with confidential information blacked out
3. Picture ID (Driver's License)
4. Reference appropriate code:

2016MY – PHCC Members & Employees
Purchase: 40CGL1/ Lease: 40CGL2 (On The Job Eligible) 2017MY – PHCC Members & Employees Purchase: 40CHL1 / Lease: 40CHL2

Family members in the same household residence as a PHCC member company employee?



Immediate family members in the same residence as a PHCC member company employee are eligible to receive \$500 cash allowance! Provide to the dealer:

1. All PHCC member and employee proof listed above
2. Picture ID and same household address proof
Ex. Driver's License
3. Reference appropriate code:
2016MY – PHCC Member Family Same Residence: 40CGM1/ Lease: 40CGM2 (Not eligible for On The Job) 2017MY – PHCC Member Family Same Residence: 40CHM1 / Lease: 40CHM2

Email Option:

Members can send an email to rebates@fcagroup.com and the email must include the following

information:

1. Customer name
2. Customer phone number
3. Customer address (if available)
4. VIN
5. Dealership name
6. Dealership contact (if available)
7. PHCC member number and confirmation that they are still a member in good standing
8. Brief description of the issue

This is just one of the many benefits of membership in the PHCC! 📧



Support You Can Rely On
www.IPIA.org



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Happy Holidays

From The

Midwest Illinois
Mechanical Contractors
Association



WHY PERSONALITY MATTERS IN THE WORKPLACE

Another important ToolBox Talk brought to you by the Quality Service Contractors (QSC) – An Enhanced Service Group of PHCC, P.O. Box 6808, Falls Church, VA 22040.

Ph. 800-533-7694. Visit our website at:
<http://www.qsc-phcc.org>.

Why Personality Matters in the Workplace

Building and cultivating relationships is an integral part of any career strategy. Whether you are a job seeker, manager or entrepreneur, you are in the relationship business. When it comes to building relationships you must start with self-knowledge, and that starts with personality.

The study of personality is fundamentally about asking: Who am I? I know it sounds cliché, but before you can effectively reach outward to others, you have to be able to look inward. The study of personality provides some great insights into how to do this.

Personality can be tough to define; from the four temperaments of Hippocrates (choleric, melancholic, sanguine, and phlegmatic) to Freud's theory of the unconscious there have been countless attempts at nailing down this highly abstract thing we call personality.

According to personality expert, Professor John Mayer, "personality is the organized, developing, system within the individual that represents the collective action of that individual's major psychological subsystems." In layman's terms, I like to think of personality as that inherent driver of how we act. It's that natural disposition we fall back on when all those other forces of the outside world are accounted for.

A great way to describe personality is to use a popular model called the Big Five.

The five factor model, more popularly known as the Big Five, is one of the most researched models of personality. The model provides a great overview of everyday personality and how it relates to the workplace. Compared to other models, the Big Five enjoys a fairly high level of academic consensus as well as empirical support. The theory being that there are five major trait categories that describe our personality. According to the Big Five, we all consistently fall somewhere along each

of the following five continuums that I like to remember as OCEAN.

- **Openness to Experience:** At the open end, individuals are highly interested in experiencing new things and are flexible in their thinking, where at the opposite end, individuals are more closed minded and rigid in how they approach new experiences.
- **Conscientiousness:** Those who are high in conscientiousness tend to be diligent and dutiful in the way they approach work and life. Individuals who are lower on the conscientiousness scale tend to be big picture thinkers and less interested in the details of how things get done.
- **Extraversion/Introversion:** Probably the most recognizable personality trait is extroversion because it's easy to see. Extraverts are socially assertive and gain energy from performing for and interacting with others. Introverts draw energy from reflection and tend to prefer working alone or in small groups.
- **Agreeableness:** This scale looks at the level of friendliness versus hostility that someone tends to display when interacting with others. Those high in agreeableness are more trusting and modest whereas those low in agreeableness are more suspicious and oppositional.
- **Neuroticism (Emotional Stability):** Those who are highly neurotic tend to be less stable and frequently demonstrate negative emotions. Those who are more emotionally stable are generally pleasant and tend to be resistant to stress.

When thinking about and observing personality I always caution people to keep two things in mind: behavior and intent.

Behavior vs. Personality: Behavior is what we observe in others as bystanders. We all learn about others and make attributions based on what we see. However, personality is not the only driver of behavior, there are always external forces operating to influence

how we behave. Thus, we have to be careful about the attributions we make based on limited observations within certain contexts.

It is important to remember that we all have the ability to act counter to our preferences, which is often referred to as acting out of character. When trying to get a sense of someone, look for consistent behaviors as opposed to unusual behaviors.

Intent and Personality: A frequent complaint I hear from clients is that one of their colleagues is intentionally holding back and not asserting himself. In their mind, this person is actively going against the grain. The issue is not that the person is trying to be different than you; he/she is actually different from

you! Understanding individual differences is critical in managing teams. Diversity of personality is often a key component to building a successful team. The trick is to understand how to harness the power of personality differences for success.

Understanding your own personality and the personalities of those around you is critical to success. Keep in mind personality is only one of many drivers of behavior, but it is one that is consistent over time. There are numerous personality assessments out there on the market, most of which are about as useful as taking the latest Cosmo quiz. Look for those that have some foundation in or strong overlap with the Big Five.



MADIGAN RELEASES ANNUAL HOLIDAY SAFE SHOPPING GUIDE


Attorney General Lisa Madigan has released her annual Safe Shopping Guide highlighting hazardous toys, children's products and household items that have been recalled over the past year to help Illinois families ensure a safe holiday shopping season.

Madigan's 2016 *Safe Shopping Guide* includes detailed descriptions and photographs of children's products recalled in the last year – from popular children's toys and games that pose choking hazards to children's furniture and playsets that pose entrapment or falling risks. Since January, there have been 84 recalls of children's products by the U.S. Consumer Product Safety Commission. This easy-to-use resource can help families avoid recalled products on the second-hand market and items that may already be in their homes.

"I appreciate how busy and overwhelmed parents

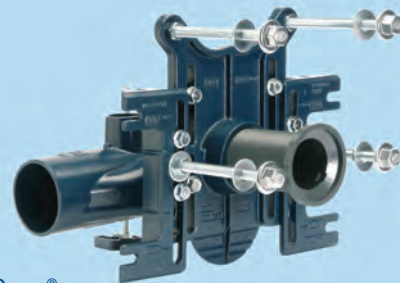
are, so I hope my Safe Shopping Guide helps families make sure their homes are free of unsafe toys and products," Madigan said.

This year, some of the products parents should watch out for include baby rattles that can break and cause a choking hazard, toys and jewelry with excessive levels of lead, hoverboards that can overheat and catch on fire and infant carriers that can detach from the adult.

Consumers can view and download the 2016 Safe Shopping Guide at Madigan's website, illinoisattorneygeneral.gov/consumers. For more information about product recalls, contact Madigan's Recall Hotline at 1-888-414-7678. Parents and caregivers can also receive recall alerts directly by signing up at recalls.gov. 



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QUIZ FROM THE TELEPHONE DOCTOR

Most of you know customer service is what Telephone Doctor is all about, known for, and what we specialize in - helping companies communicate better with their customers. And we do it for all 6 Touch Points of Communications - email, snail mail, voice mail, phone, fax and face-to-face.

All of these touch points can create havoc if not handled just right. You know it, I know it and the customer knows it. Well, there is help. It's right here:

Print this assessment tool and grade it on behalf of your organization.

Telephone Doctor® Ten-Point Customer Service Self-Assessment Quiz (<http://www.nancyfriedman.com/2016/11/10/telephone-doctor-ten-point-customer-service-self-assessment-quiz/>)

Take our 10 point self-assessment quiz to find out

exactly where you are in the customer service arena. Total the score. Is there a GAP between where you “are” and where you “need to be”?

If you're not happy with the score, call me. Lots to talk about.

Nancy Friedman, president of Telephone Doctor Customer Service Training, is a featured Customer Service speaker at Franchise, association, and corporate meetings around the world.. The Author of 9 books on her chosen topics, Nancy's passion to help corporate America improve their communications, is second only to the material she delivers. 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



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Illinois Association of Plumbing-Heating-Cooling Contractors Application for Membership

Please print or type

Business Name _____

Contact Name _____

Address _____

City _____ County _____ State _____ Zip _____

Phone _____ Fax _____ Email _____

Illinois Plumbing Contractor's Registration Number _____

(For those involved in Plumbing Contracting)

Union Shop Open Shop

Type of Business Activities

(CHECK ALL THAT APPLY)

- | | |
|---|--|
| <input type="checkbox"/> Plumbing | <input type="checkbox"/> Backflow Inspection...EPA Backflow |
| <input type="checkbox"/> HVAC | Cert. # _____ |
| <input type="checkbox"/> Hydronics | <input type="checkbox"/> Refrigeration |
| <input type="checkbox"/> Process Piping | <input type="checkbox"/> Commercial |
| <input type="checkbox"/> Fire Sprinkler Systems | <input type="checkbox"/> Industrial |
| <input type="checkbox"/> Underground Utilities | <input type="checkbox"/> Residential |
| | <input type="checkbox"/> Service/Repair..... <input type="checkbox"/> 24 hr. service |

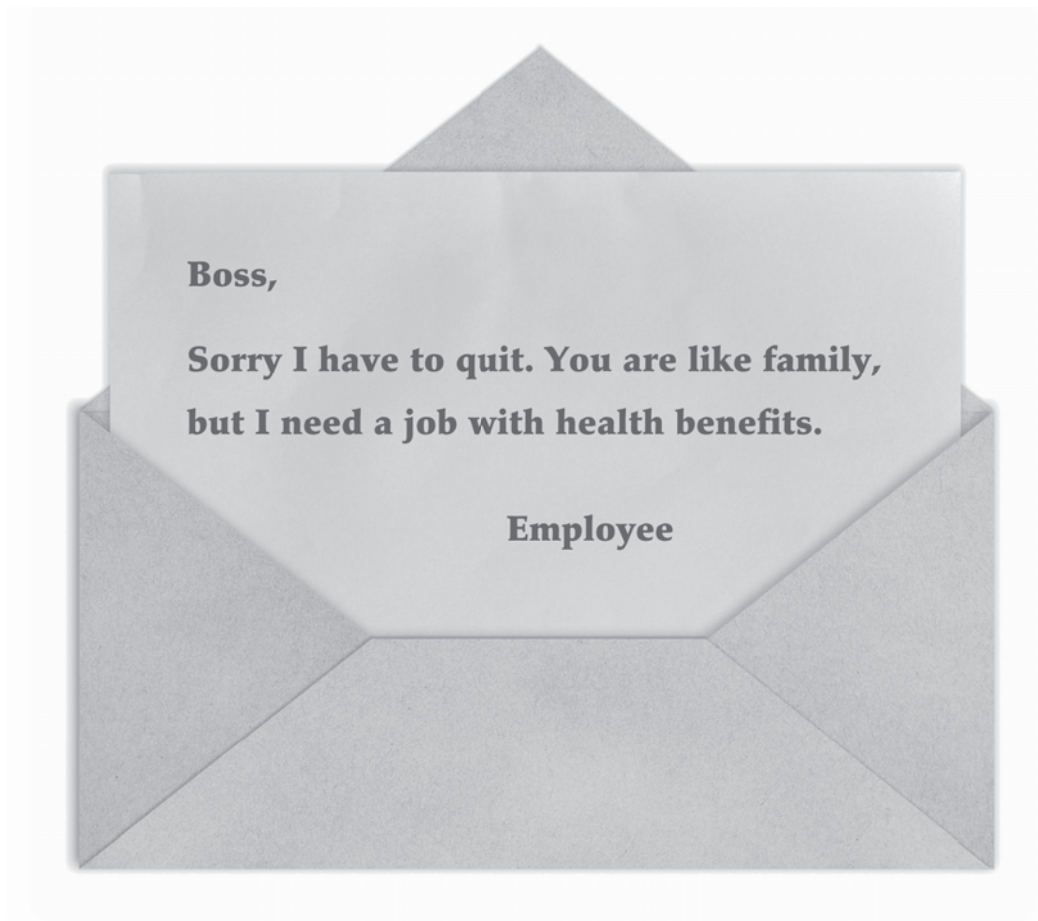
Signed _____ Date _____

The State Investment is \$245.00. The National Membership Investment is \$515.00. State and National are presented as a package for \$760.00 and may not be split. The Investment period is January 1 through December 31 and may be prorated on a monthly basis. Please make checks payable to Illinois PHCC, 821 South Grand Avenue, West, Springfield, IL 62704.

Please Note: Dues, contributions or gifts to PHCC are not deductible as charitable contributions. However they may be tax deductible as ordinary and necessary business expenses.

As per the Revenue Reconciliation Act of 1993, 5% of the Illinois PHCC and 5% of PHCC-NA dues are attributable to lobbying expense and are not deductible as an ordinary and necessary business expense.

QUESTIONS....1.800.795.7422



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Illinois Association of Plumbing-Heating-Cooling Contractors

Associate Membership Application

Please print or type

Contact Name _____

Business Name _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____ Email _____

Please Check As Many As Apply

- Manufacturer
- Manufacturer's Rep
- Wholesalers
- Supply House
- Business Needs (i.e., insurance, business supplies, etc.)
- Other (please indicate)

My check for \$125.00 is enclosed

Signed _____ Date _____

Please send completed form to:
Illinois PHCC • 821 South Grand Avenue, West • Springfield, IL 62704.
Fax: (217) 522-4315

QUESTIONS?...1-800-795-7422



HAPPY HOLIDAYS



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Illinois Association of Plumbing-Heating-Cooling Contractors

Inspector Application for Membership

Please print or type

Name _____

Company Name _____

Address _____

City _____ County _____ State _____ Zip _____

Phone _____ Fax _____ Email _____

Illinois Plumber's License Number _____
(If applicable)

Please answer the following questions:

Are you also a contractor? _____ (if yes, you do not qualify for this membership category)

Would you be willing to serve on a committee? _____

Are you a member of the IPIA or IPEA? _____ If yes, which chapter: _____

Enclosed is my check for \$40.00

Signed _____ Date _____

The Investment period is January 1 through December 31. Please send completed form and check payable to Illinois PHCC, 821 South Grand Avenue, West, Springfield, IL 62704.

QUESTIONS....1.800.795.7422

ILLINOIS ASSOCIATION PLUMBING, HEATING, COOLING CONTRACTORS AUXILIARY

Dear Friends of Illinois PHCC,

It is that time of year to start planning our annual 2017 IL PHCC Expo. Known as one of the best state product shows, it will again be held at the Drury Lane Conference Center, Oakbrook Terrace, Illinois on Friday, March 24, 2017.

The Auxiliary will publish a Souvenir Program Book to be distributed to all Expo participants as we have for the past 35 years. The vendors and attendees are firms and individuals within the building and construction industry who influence or have authority over specifications, purchasing and/or installation related to plumbing, heating, cooling, piping and other related fields. These are the people who recommend products to the general public. This Program Book is handed out free to all attendees of the Expo, which last year totaled over 1600 people. This figure alone is one good reason to participate by advertising your business.

Through this Auxiliary project we have raised money to provide scholarships, helped to further industry public awareness, and purchased supplies for the IL PHCC office in Springfield.

We would appreciate your support by placing an ad in the 2017 Souvenir Program Book. Enclosed is an Ad Order Form. Deadline for the ad is February 6, 2017.

Sincerely,

Chelsea Hood, IL PHCC Aux. Ad Book Chairperson

401 Bronco Dr. Suite A • Bloomington, IL 61704 • Office: 309-663-8412 • Cell: 309-706-8505 • Email: phccadbook@gmail.com

ILLINOIS ASSOCIATION PLUMBING, HEATING, COOLING CONTRACTORS AUXILIARY

Name of Advertiser: _____
 Contact Person: _____
 Signature: _____
 Address: _____

 Phone Number: _____
 E Mail Address: _____

1. AD SIZE:

Please check ad size below. (If submitting more than one page, please indicate.)

			TOTAL DUE
_____	Back Cover - 8" x 11"	@ \$500.00	_____
_____	Inside Front Cover - 8" x 11"	@ \$300.00	_____
_____	Inside Back Cover - 8" x 11"	@ \$250.00	_____
_____	Full page - 8" x 11"	@ \$125.00	_____
_____	1/2 page - 5" x 7"	@ \$100.00	_____
_____	1/4 page - 5" x 3.5"	@ \$75.00	_____
_____	Business Card Ad	@ \$50.00	_____
_____	Patron Ad - Auxiliary Members Only	@ \$10.00	_____

For Patron Ad please print name as it should appear in the program:

2. ARTWORK:

Please check all that apply.

_____	Camera ready ad enclosed	@	N/C	_____
_____	Printer to make up ad copy	@	\$15.00	_____
_____	Minor type change required	@	N/C	_____
_____	Reduce or enlarge ad to fit desired space	@	N/C	_____
_____	Color:	@	\$250.00	_____

(Please be sure camera ready ad is a CLEAN, DARK COPY OF AD)

3. GRAND TOTAL AMOUNT DUE:

Check enclosed _____ Bill us _____ Credit Card _____ (\$1 processing fee)

4. IMPORTANT: All Plumbing contractors must include their Illinois Plumbers License Number in their ad. If your ad does not include your License Number, please write it on the back of the ad in pencil. Ad deadline is February 6, 2017.

5. Please enclose your check made payable to IL PHCC Aux. Program Ad Book. To make a credit card payment call Chelsea Hood at 309-663-8412. If you prefer to be billed, payment must be received by February 20, 2017.

Please return order form and remittance to:

Chelsea Hood
 401 Bronco Dr. Suite A Bloomington, IL 61704
 Phone: 309-663-8412
 email: phccadbook@gmail.com



Happy Holidays!!
IPEA of Central Illinois

<http://www.ipea1.org>





2016-2017 Continuing Education for Illinois Licensed Plumbers

<u>Date/Time</u>	<u>Location</u>	<u>Fee</u>
<input type="checkbox"/> **September 23, 2016 – 1:00 pm-5:00 pm	John A. Logan College, Carterville, IL	\$50.00
<input type="checkbox"/> **September 24, 2016 – 8:00 am-12:00 pm	Holiday Inn Express & Suites, Vandalia, IL	\$50.00
<input type="checkbox"/> **October 14, 2016 – 1:00 pm-5:00 pm	Ramada Springfield North, Springfield, IL	\$50.00
<input type="checkbox"/> **November 4, 2016 – 1:00 pm-5:00 pm	Rend Lake College Marketplace, Mt. Vernon, IL	\$50.00
<input type="checkbox"/> **January 13, 2017 – 1:00 pm-5:00 pm	*Heartland College, Bloomington/Normal, IL	\$50.00
<input type="checkbox"/> **February 24, 2017 – 1:00 pm-5:00pm	*Heartland College, Bloomington/Normal, IL	\$50.00
<input type="checkbox"/> **March 24, 2017 - 9:00 am -1:00pm	Drury Lane, Oakbrook Terrace, IL	\$35.00

No Walkins – No Exceptions. All Registrations for the March 24 class must be received before March 1, 2017

<input type="checkbox"/> **April 7, 2017 – 1:00 pm-5:00 pm	Rend Lake College Marketplace, Mt. Vernon, IL	\$50.00
<input type="checkbox"/> **April 21, 2017 - 1:00 pm-5:00 pm	*Heartland College, Bloomington/Normal, IL	\$75.00

**State hours for Certified Plumbing Inspectors
Please check the session you will be attending.

TOTAL AMOUNT ENCLOSED \$ _____

Fee must accompany application.

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Course # 750-002-C1 & 750-006-C1
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.



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**PLEASE FILL OUT FORM COMPLETELY.
WE WILL USE THIS INFORMATION TO PROVIDE YOU WITH UPDATES ELECTRONICALLY.**

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Company: _____

Street Address: _____

City/State/Zip: _____

Email: _____

Phone: _____

Cost \$55.00/insert

(includes tabs, Plumbing License Law, Plumbers Licensing Code,
Plumbing Contractor Registration Code and
Lawn Irrigation Contractor & Lawn Sprinkler Code)

_____ of code book inserts X \$55.00 Total inserts \$ _____

_____ of binder(s) X \$5.95 Total binders \$ _____

Total amount enclosed \$ _____

Mail form with payment to:

**Illinois PHCC
821 South Grand Avenue, West
Springfield, IL 62704**

Make checks payable to the Illinois PHCC.

There will be a \$40.00 service charge for any checks returned due to insufficient funds.

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

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