

ILLINOIS MASTER PLUMBER

ILLINOIS ASSOCIATION OF PLUMBING•HEATING•COOLING•CONTRACTORS

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To: Illinois PHCC
821 South Grand Avenue West
Springfield, Illinois 62704
Telephone (217) 522-7219
[BEV @ ILPHCC.COM](mailto:BEV@ILPHCC.COM)
WWW.ILPHCC.COM

EDITORIAL AND EXECUTIVE OFFICES

821 South Grand Avenue West
Springfield, Illinois 62704
Telephone: (217) 522-7219
FAX: (217) 522-4315
1(800) 795-PHCC

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PRESIDENT'S THOUGHTS

by Brian Rich
Illinois PHCC President

I know for most of us in Illinois we are thankful to turn the calendar to the next month. It looks like March is coming in like a lamb and how thankful we are after the snow and brutal cold we have had over the month of February. The cold and snow did bring a lot of joy for myself and my family.

My oldest son Jacob and I were blessed to be invited to a pheasant hunt by one of our co-workers, Nate. Temps were around 5 degrees and it had snowed about 3" but the hunting was fantastic. I believe the 4 of us brought home 32 birds. Angi and I were able to host our annual sledding party at our house for family, friends and co-workers. Our youngest son Garrett and I were able to squeeze in a day of snowmobiling as well. As I write this, it is sunny and 50 outside leading to a mild case of spring fever.

It's great to finally have some industry news to report on. The Illinois PHCC is now offering continuing education for Illinois licensed plumbers virtually. The schedule and registration information are available on the IL PHCC website, www.ilphcc.com. Instead of an in-person lobby day, the Illinois Mechanical & Specialty Contractors Association (IMSCA) will be hosting a Virtual Town Hall Legislative Forum on Friday, March 19th at 10 am via Zoom. This event is designed to provide IMSCA members with a unique opportunity to receive an "insider's view" from key Illinois State Senators including Senate President Don Harmon, Assistant Majority Leader Linda Holmes, and Senator Ram Villivalam. More information is included in this issue, or you can reach out to Jessica Newbold at jnewbold@boldnewstrat.com.

Do you have a student finishing up their freshman

year of college? Could that student use a little help paying for books, tuition and other fees that go along with getting their degree? If so, you might want to check out the 2 scholarship applications found in this month's issue of the magazine. First, the Illinois PHCC Auxiliary not only raises funds throughout the year to help promote the p-h-c industry, but also provides assistance to college students through their scholarship award program. Who doesn't need a little help with the rising costs of higher education? Second, are you a past IL PHCC president? Your time served will always be greatly appreciated! As a thank you, you have the opportunity to sponsor a worthy high school senior or graduate of a secondary school for the Past President's Club Scholarship. This individual must be pursuing a course of study that will prepare them to serve in or to advance the interest of the plumbing, heating, cooling industry. You will find both applications with more specifics in this issue of the magazine.

G.A. Rich update: February was a great month to hold trainings. We had a good mix of safety training from confined space to lifts, ladders and scaffolds, to educational trainings that will advance our BIM department and prefab capabilities, to Procore training for the Project Managers. Many of our initiatives stem from keeping in touch with others in the PHCC National Association. Even with all National meetings being virtual, it is still nice to see, speak and be challenged by others in our industry.

Leadership is the capacity to translate vision into reality.

Brian

EMPLOYERS Must Post OSHA FORM 300A

OSHA reminds employers that they must post a copy of OSHA's Form 300A, which summarizes job-related injuries and illnesses logged during 2020. Each year, between February 1 and April 30, the summary must be displayed in a common area where notices to employees are usually posted. Businesses with 10 or fewer employees and those in certain low-hazard industries are exempt from OSHA recordkeeping and posting requirements. Visit OSHA's Recordkeeping Rule webpage for more information on recordkeeping requirements.



RENEWAL TIME – DON'T DELAY!!

It is now the time of year for all Illinois licensed plumbers and apprentices to renew their licenses. Renewal forms have been mailed out by the IDPH Plumbing & Water Quality Program. Please use the following email address for IDPH for any questions, renewal inquiries, or to update your information.
DPH.Plumbing@illinois.gov.

As soon as you receive notification from the IDPH, please renew immediately. Do not wait until late April to renew!

If you do not have your continuing education credit completed for this year, our online class schedule is posted on the Illinois PHCC website at www.ilphcc.com. On the website you will find more information and be able to register for the classes.



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2021 ILLINOIS PHCC ON-LINE CONTINUING EDUCATION

The Illinois PHCC is now offering continuing education for licensed plumbers virtually. With the ongoing pandemic, IDPH is temporarily allowing classes to be held online. All the Illinois PHCC online classes will also be State approved hours for Certified Plumbing Inspectors. **To register go to www.ilphcc.com**

Course # 750-002-C1 - IDPH Sponsor # 750-002

Each class will be 4 Credit Hours (1 CE credit for each 50 minutes of instruction)

Operating requirements necessary to properly participate in the course and receive CE credit are: A computer, tablet or phone with a broadband wired or wireless (3G or 4G/LTE) connection and be sure your speakers are connected. You will need to have a webcam in order to verify your attendance and to show your current license.

Course dates – all are central time

Friday, March 12, 2021 -- 1:00 pm-5:00 pm (200 max)

Friday, March 19, 2021 -- 1:00 pm-5:00 pm (200 max)

Saturday, March 27, 2021 – 9:00 am-1:00 pm (200 max)

Saturday, April 10, 2021 – 9:00 am – 1:00 pm (200 max)

Friday, April 16, 2021 - 1:00 pm-5:00 pm (200 max)

Saturday, April 24, 2021 – 9:00 am – 1:00 pm (200 max)

The course fee is \$50.00.



LEGISLATIVE UPDATE

By Bev Potts

The Spring Session of the Illinois General Assembly began in mid-January, but most of the session days so far have been canceled. Legislation continues to be introduced and we have been monitoring and reviewing each House and Senate bill as they are posted. Some of the bills we are seeing deal with workforce development, workers compensation, water quality management, procurement, prevailing wage, public utilities, energy, MBE/FBE/VBE requirements, and other construction issues. We currently have almost 200 bills on our watch list and we are still reviewing others. Many of these bills are vehicle bills and will be combined, amended or eliminated. We will continue to monitor these issues and provide updates as the information is available. Following are some of the bills we are watching and their current status.

Plumbing/Piping/Trade Related Bills:

HB 158 (C. Lilly) Amends the Nursing Home Care and Hospital Licensing Acts to require that a facility develop a policy for testing of its water supply for *Legionella* bacteria. Referred to House Rules.

HB 159 (C. Lilly) Same as HB 158, as related to water. Referred to House Rules.

HB 164 (J. Keicher) Amends the Environmental Protection Act. Requires all water main-related appurtenances, including fire hydrants and valves, to be included in the EPA's written approval of a proposed water main installation project. Referred to House Rules.

HB 267 (S. Yingling) Creates the Local Government Residential Inspection Limitation Act. Provides that, except for a fire, medical, or police emergency, a unit of local government may not conduct a physical inspection of residential property without the voluntary consent of the owner or occupant of the property, a lawful warrant, or court order. Limits home rule powers. Referred to House Rules.

HB 291 (N. Manley) Creates the Water Quality Assurance Act. Provides that new and existing health care facilities and buildings containing health care facilities

shall develop and implement water management programs with specified elements to control the growth and spread of opportunistic pathogens. Referred to House Rules.

HB 562 (M. Evans, Jr.) Makes various changes to the Home Inspector License Act, including extension of the sunset. Referred to House Rules.

HB 713 (N. Hammond) Amends the Radon Industry Licensing Act. Provides that all electronic radon detection devices sold in this State to individuals licensed in accordance with the Act (currently, those sold to anyone) must be calibrated to ensure the accuracy and precision of their measurements of radon and radon progeny. Referred to House Rules.

HB 798 (K. Willis) Amends the Fire Sprinkler Contractor Licensing Act. Provides for licensure of a fire sprinkler inspector, fire pump contractor, and fire pump contractor employee. Provides that beginning January 1, 2025, each fire sprinkler system shall be registered with the Office of the State Fire Marshal. Provides that fire sprinkler systems installed on or after January 1, 2025 shall be registered with the Office within 30 days of being placed in service. Provides that beginning January 1, 2024, any individual who performs inspection or testing of any fire sprinkler system under the Act shall be individually licensed and possess on his or her person a fire sprinkler inspector license including a photo identification issued by the Office. Adds provisions concerning registration and work on an unregistered fire sprinkler system; preparation of fire protection system layout documents; a designated responsible person; reporting inspection and testing activity; and unlicensed practice. Makes changes to provisions concerning licensing requirements for a fire sprinkler contractor license; a designated certified person; requirements for the installation, repair, inspection, and testing of a fire protection system; continuing education requirements; grounds for disciplinary action; action by the State Fire Marshal; administrative hearing; injunctions; and grandfather clause. Makes other changes. Referred to House Rules.

HB 1181 (E. Welch) Makes a technical change to the Fire Sprinkler Dormitory Act.

HB 1556 (E. Welch) Makes a technical change to the Radon Industry Licensing Act.

HB 1557 (E. Welch) Makes a technical change to the Illinois Radon Awareness Act.

HB 1558 (E. Welch) Makes a technical change to the Radon Resistant Construction Act.

HB 1852 (J. Carroll) Provides that public funds may not be expended by a non-home rule municipality for registration fees to attend or participate in a convention or gathering of municipal personnel. Referred to House Rules.

HB 2555 (R. Gabel) Creates the Minimum Energy and Water Efficiency Standards Act. Provides that the Environmental Protection Agency shall adopt rules establishing minimum efficiency standards for types of new products. Referred to House Rules.

HB 3101 (D. Ramirez & K. Cassidy) Creates the Building Energy Performance Standard Act. Referred to House Rules.

HB 3122 (E. Gonzalez, Jr.) Amends the Illinois Plumbing License Law to provide that each park district, municipal park and recreation agency shall test each source of potable water in a park that serves children under 6 years old for lead contamination. Referred to House Rules.

HB 3195 (K. Stuart) Provides that any multiple-occupancy restroom may be identified as an all-gender multiple-occupancy restroom and designated for use by any person of any gender. Requires that an all-gender multiple-occupancy restroom must include specified signage, stall dividers, and partitions for urinals; any multiple-occupancy restroom may be converted into an all-gender multiple-occupancy restroom; if a facility commences construction, or commences alterations exceeding 50% of the facility, and implements an all-gender multiple-occupancy restroom, the all-gender multiple-occupancy restroom must satisfy or include specified requirements. Provides that, where a person or entity must meet female-to-male ratio requirements, each individual toilet stall in an all-gender multiple-occupancy restroom may be counted toward the required number of either female or male

toilet stalls. Provides that during any inspection of a facility by a health officer, health inspector, or building inspector, the health officer, health inspector, or building inspector may inspect the facility to determine whether it complies with the provisions. Requires the Department of Public Health to adopt rules to implement the provisions. Referred to House Rules.

SB 48 (D. DeWitte) Amends the Environmental Protection Act. Requires all water main-related appurtenances, including fire hydrants and valves, to be included in the EPA's written approval of a proposed water main installation project. Referred to Senate Assignments.

SB 457 (M. Bush) Same as HB 3195 above. Referred to Senate Assignments.

Other Construction/Business Related Bills:

HB 653 (D. Avelar) Amends the Environmental Protection Act. Provides the Pollution Control Board shall adopt amendments to the rules adopted under specified provisions to require groundwater monitoring at all clean construction or demolition debris fill operations and all uncontaminated soil fill operations. Referred to House Rules.

HB 804 (A. Williams) Creates the Clean Jobs, Workforce and Contractor Equity Act. Various proposals related to energy/jobs. Amends other Acts. Referred to House Rules.

HB 653 (D. Avelar) Provides that groundwater monitoring shall be required for all clean construction or demolition debris fill operations and all uncontaminated soil fill operations. Other provisions. Referred to House Rules.

SB 178 (L. Holmes) (An IMSCA Initiative) Amends the Public Construction Bond Act. Provides that no retainage may be withheld by a unit of local government from a contractor who furnishes the bond or bond substitute required by the Act, nor may a contractor withhold retainage from its subcontractors. Referred to Senate Assignments.

Contact the Illinois PHCC office with questions/ comments on any legislation or regulatory activity.



OSHA ALLEGES MISSOURI PLUMBING CONTRACTOR EXPOSED WORKER TO UNPROTECTED TRENCH

Barely two years after Arrow Plumbing LLC agreed to adopt a comprehensive trench safety program following the December 2016 death of an employee in an unprotected trench, federal inspectors responding to a complaint in August 2020 found another of the company's employees working at least 7-feet below ground in an unprotected trench in Grain Valley.

The U.S. Department of Labor's Occupational Safety and Health Administration cited the Oak Grove, Missouri contractor for two repeated and two serious violations of trenching standards, and proposed total penalties of \$299,590. OSHA alleges the contractor failed to provide basic safeguards against trench collapse, such as a trench box or shoring material, and exposed an employee working in a trench to unsecured electrical and gas lines. The agency also alleges the company allowed an employee to work in a trench without head protection while exposed to overhead struck-by hazards.

"After a fatal trench collapse led to an employee's death, Arrow Plumbing's owner signed a settlement agreement with OSHA in September 2018, in which he agreed to put in place a comprehensive trench safety program," explained OSHA Regional Administrator Kimberly Stille, in Kansas City. "Yet, Arrow Plumbing failed to implement the agreement. Employers must follow appropriate trench safety procedures and protect workers from the serious and sometimes fatal dangers of working in unprotected trenches."

From 2011-2018, the Bureau of Labor Statistics reports that 166 workers died in trench collapses. In 2019, OSHA reports at least 24 workers died while working on trenching and excavation projects.

OSHA investigators also allege Arrow Plumbing failed to comply with the terms of a stipulation

and settlement agreement entered before the Occupational Safety and Health Review Commission in 2018. The agreement required the company to hire a safety consultant to design and implement a trench safety program, and ensure employees complete OSHA construction, and trenching and excavation training courses. The company also failed to pay a negotiated civil monetary penalty of \$225,000.

Trenching standards require the use of protective systems in trenches deeper than 5 feet, and soil and other materials be kept at least 2 feet from the edge of trench.

To raise awareness of OSHA safety standards, the agency has partnered with the National Utility Contractors Association (NUCA) and will participate in Trench Safety Stand-Down Week, June 14-18, 2021, to educate employers and workers to ensure they are taking all available precautions. NUCA is requesting all contractors, municipalities, military and others involved with trenching operations to hold a stand-down.

The company has 15 business days from receipt of its citations and penalties to comply, request an informal conference with OSHA's area director, or contest the findings before the independent Occupational Safety and Health Review Commission.

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. Learn more about OSHA at www.osha.gov.



OSHA CITES MISSOURI MANUFACTURER FOR FAILING TO IMPLEMENT, ENFORCE CORONAVIRUS PROTECTIONS

Two machine operators at a Grandview, Missouri auto parts manufacturer who jointly operated a press tested positive for the coronavirus just two days apart, in late August 2020. The two workers typically labored for hours at a time less than two feet apart; neither wore a protective facial mask consistently. Ten days later, two more workers operating similar presses together tested positive. On Sept. 19, 2020, one of the press operators fell victim to the virus and died.

In an investigation that followed, the U.S. Department of Labor's Occupational Safety and Health Administration cited Peterson Manufacturing – operating as Maxi-Seal Harness Systems Inc. – under OSHA's general duty clause for failing to maintain safe working conditions. At least six employees of the Grandview plant have tested positive for the virus.

The company faces one serious and one other-than-serious violation, and proposed penalties totaling \$15,604. As part of the investigation, OSHA's Office of Occupational Medicine and Nursing determined, with a reasonable degree of medical certainty, the deceased employee contracted the virus while on the job.

"Maxi-Seal Harness Systems failed to fully implement and enforce the use of feasible controls for employees to prevent the spread of coronavirus," said OSHA Area Director Karena Lorek in Kansas City. "We found that the company failed to implement use of face masks and social distancing properly throughout the workplace until after the death of an employee."

OSHA has established coronavirus guidelines and resources for keeping workers safe and healthy on the job.

The company has 15 business days from receipt of its citations and penalties to comply, request an informal conference with OSHA's area director, or contest the findings before the independent Occupational Safety and Health Review Commission.

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 help ensure these conditions for America's working men and women by setting and enforcing standards, and providing training, education and assistance. Learn more about OSHA at www.osha.gov.



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SAFETY Is A Four Letter Word

By Mark Breslin, Speaker, Author and
CEO of Breslin Strategies

Safety protocols, relentless changes and a challenging job site have confronted field and senior leaders alike. Everyone is worn out on rules, guidelines and precautions. Everyone is also in need of some inspiration, focus and hopefulness as the industry sprints into the 2021 construction season.

Having your field attend the brief, relevant and impactful Safety is a Four Letter Word program will help remind them that care, appreciation, and communication go a long way when people are fatigued. Whether your people need some gas in their tank, some energy to drive them or just a “shot in the arm” to get them through, this program is uplifting, entertaining, thoughtful and helpful.

- Empower workers to use care and empathy as tools that are OK on the job site to promote buy-in and support of the organization and each other.
- Engage company leaders in creating an organizational vision for safety based on CARE and not just RULES.
- Give leaders tools to use that go beyond the processes and procedures and get to the belief systems that impact field craft professionals in a powerful way.

Join Mark Breslin, Speaker, Author and CEO of Breslin Strategies as he presents

SAFETY IS A FOUR LETTER WORD Wednesday, April 28, 2021 11 AM PT/2 PM ET

In this virtual event, you'll learn to:

- Create a mindset of positive safety culture widely shared by the entire team and organization.
- Reflect the attitudes, beliefs, perceptions, and values of the organization in relation to safety.
- Produce and maintain a strong safety culture.

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As a member of the PHCC community, you plug into a powerful network of valuable resources and contractors at the local, state and national level — plus our own PHCC Educational Foundation — offering the knowledge, tools, programs and services you need to succeed. PHCC means business, from protecting your interests with lawmakers and preventing over-regulation to providing huge savings when you take advantage of member discounts on products and services.

● BEST PRACTICES

- Crisis Management and Pandemic Action Plan Template
- Marketing & Advertising Resources
- Find a Contractor Online Directory
- Personalized Online Member Dashboard
- Access to Subject Matter Experts
- Safety & Risk Management Tools
- PHCC Water Supply Calculator App

● ADVOCACY

- Legislative & Regulatory Participation
- Representation on All Code Body & Industry Coalitions
- State Legislative & Regulatory Tracking Tool
- Fight Against Over-Regulation
- Reinforcement of Industry Standards that Protect Public Health & Safety
- Regular Alerts on Laws, Regulations & Code Changes
- Annual Legislative Conference in Washington, D.C.
- Grassroots Network to Engage Members When Needed to Take Action

● WORKFORCE DEVELOPMENT

- Plumbing & HVACR Apprentice & Journeyman Training
- Pre-Apprentice Courses
- Workforce Development Center and Resources
- Scholarships
- Assessment Tests
- Career & Job Fair Materials
- PHCC Career Center & Job Board

● EXPERT & AFFORDABLE TRAINING

- Fast Track to Service Plumbing
- Project Management & Foreman Training
- Plumbing & Mechanical Codes Training
- Business Management Programs
- Webinars & Other Training Opportunities

● SAVINGS & DISCOUNTS

- PHCC Industry Partners
- PHCC Labor Unit Database Subscription
- Online Buyers' Guide
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- Member Discounts on Conferences

● NETWORKING OPPORTUNITIES

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Free Resources for Members



Plumbing and HVACR Pre-Apprentice Course: Online program gives prospective apprentices an opportunity to learn about the p-h-c trade before beginning a longer-term apprentice program.



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.



Labor Unit Database: Simplify your estimating process, prepare accurate bids, and increase efficiency and profitability using this tool, available through the PHCC Online Store.



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.

Member Savings and Discounts

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- **Aramark:** **25% discount** on uniforms
- **Market Hardware:** **Free consultation and discount** on web sites and marketing services
- **Time Communications:** **Discounted monthly rate** on call management systems
- **ConsensusDocs:** **20% discount** on subscriptions to standard construction contracts
- **Labor Unit Database:** **30-day free trial** and **\$100 discount** off subscription renewal
- **Monthly Webinars:** **\$360** (\$30/ea. for non-members)
- **CONNECT Conference & Trade Show:** **\$100 discount** off each member registration
- **Who's Who Directory:** **\$75**
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- **Plumbing and HVACR Textbooks:** Up to **25% discount** through your chapter
- **Code Books:** *Discounts vary by chapter*

Display Pride and Support Your Association

Purchase reflective decals and embroidered uniform patches with the PHCC logo from the PHCC Online Store. Members may put the PHCC logo on trucks, business cards, letterhead and marketing materials. Available "Hire a Professional" graphics can be printed on T-shirts and other items to showcase your commitment to using qualified workers.

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

800-533-7694 | membership@naphcc.org | phccweb.org



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Cost \$60.95/Code Book

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_____ of code book(s) X \$60.95

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Mail form with payment to:

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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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UNITED ASSOCIATION BECOMES PLATINUM IWSH PARTNER FOR 2021

The United Association of Journeymen and Apprentices of the Plumbing and Pipe Fitting Industry of the United States, Canada (UA) has generously become a Platinum partner of IAPMO's International Water, Sanitation and Hygiene Foundation (IWSH) for 2021. The UA represents an estimated 340,000 plumbers, pipefitters, sprinkler fitters, service technicians and welders in local unions across North America.

While IAPMO's collaboration with the UA dates back more than 40 years, UA Director of Plumbing Services Tom Bigley said the UA and IWSH partnership is a natural extension of the two organizations' expertise and missions today.

"IWSH finds those who have the need for clean, sustainable water and sanitation, and the UA has the network throughout the United States and Canada to provide the skilled manpower and resources to work collectively to get the job done," he said. "Both organizations have political connections that they can pool together to help get dedicated funding for future projects as well."

The newly announced partnership follows ongoing support from the UA and six UA Local chapters across the United States through the 2018-19 IWSH Community Plumbing Challenge (CPC) projects, when a group of volunteers — including UA Local members — helped bring clean, running water and safe sanitation to a series of homes in the Navajo Nation. UA members have also been sponsored by local chapters to join previous IWSH projects in Indonesia and South Africa.

"We received a tremendous amount of support

from the membership in what we did at Navajo Nation in New Mexico and Arizona," Bigley added. "Many have asked to be a participant in the next IWSH project, so we thought that this was a charity that fit well with what our membership believes, which is everyone in the world deserves clean water and sanitation."

IWSH Managing Director Seán Kearney applauded the increasingly important role UA members and locals have played in recent IWSH projects.

"World-class skills, labor and expertise from the UA are exactly what is needed to ensure our most vulnerable populations and community partners receive the best service," he said. "We will continue to build this partnership together through upcoming IWSH activities, highlighting the importance of the plumbing industry in protecting public health and safety in North America and across the world."

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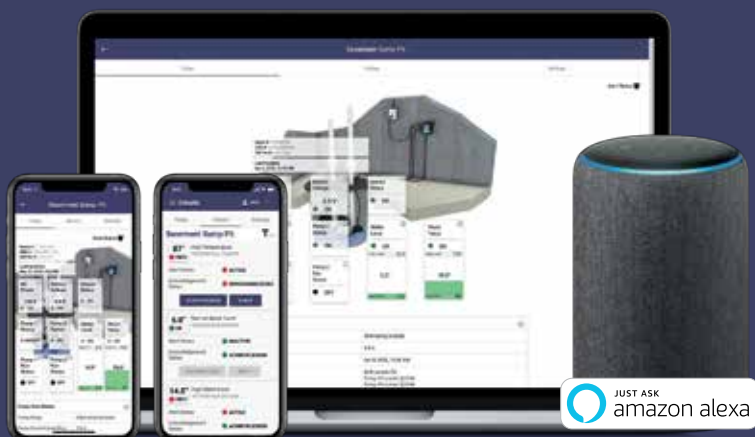
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Please join your construction industry colleagues in attending IMCA's

VIRTUAL TOWN HALL

Legislative Forum

Friday March 19 | 10 a.m.

This event will be moderated by IMSCA Executive Director, Jessica Newbold Hoselton. Each panelist will provide a presentation on important issues facing our state that the Illinois General Assembly will tackle during the spring 2021 legislative session. A brief Q & A period will follow.

This event will provide IMSCA members a unique opportunity to receive an "insider's view" from key Illinois State Senators. Please invite your association officers, committee members and colleagues to attend this event to learn more about legislative issues important to the Illinois construction industry and your business.

The panelists will include:



Senate President Don Harmon (D-39)

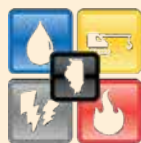


Assistant Majority Leader Linda Holmes (D-42: Chair Senate Labor Committee)



Senator Ram Villivalam (D-8: Chair Senate Transportation Committee)

This event is sponsored by IMSCA and is free to attend. RSVP required. A link with log-in information will be emailed by March 17, 2021



IMSCA
Illinois Mechanical & Specialty Contractors Association

Please fill out the below information and return to IMSCA by mail: 519 South Grand Avenue W, Springfield, IL 62704 or email jnewbold@boldnewstrat.com

Deadline to Register is Wednesday, March 17, 2021

Name: _____

Company: _____ Phone/Email: _____

Association: _____

Do You Know Who You're Hiring?

You're looking to bring on a new employee, and your prime candidate looks great on paper — plenty of experience, consistent work history, and ideal professional credentials. But, how much do you really know about the applicant? Before making an offer, where appropriate, consider checking their background to help you understand who you're adding to your team.

The cost of the wrong hire

What could go wrong if you don't perform appropriate background checks on your potential employees? Best case scenario: nothing. Consider these other potential scenarios that could have more severe consequences for your business.

- A driver with a history of serious traffic incidents causes a fatal crash and lands your business in a lawsuit.
- A technician with a significant and serious criminal record stole from a customer's home, which led to a negligent hiring lawsuit.
- An office worker with poor credit history and access to company finances skimmed money without anyone realizing until months later.

It's hard to put a dollar amount on hiring a candidate who's not right for the job — or worse, a candidate who commits a crime against your business or your customers. But HR professionals have estimated costs can reach the hundreds of thousands¹. And, on top of the financial costs, a bad hire wears on management, can hurt team morale, and generally be a drag on company resources.

Writing a policy that fits

A one-size-fits-all background check policy does not exist. If you're interested in creating a new policy or revamping one you already have, first consider your business's needs and discuss with your attorney any laws or regulations that may apply to your business in creating such a policy.

Will your employees be driving? If so, consider whether a motor vehicle record (MVR) check might be appropriate. Does drug use affect employees' safety and performance on the job? Then, where appropriate, consider drug testing. Will your employees be working directly with customers or entering their homes? Where appropriate, a criminal background check could reveal a history of violent or property crimes. Do you need someone to help handle money or have access to customers' private information? Where appropriate, a credit check could help you recognize an elevated risk of fraud, theft, or embezzlement. Whatever you decide to do, have your policy reviewed by an attorney to ensure it follows federal and state laws and regulations.

While there's no guaranteed way to avoid making a bad hire, one thing is sure: it's always better to appropriately screen job candidates before they join your team.

¹ "The Cost of a Bad Hire Can Be Astronomical." <https://www.shrm.org/resourcesandtools/hr-topics/employee-relations/pages/cost-of-bad-hires.aspx>. Accessed January 2021.

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. © 2020 Federated Mutual Insurance Company.



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ARE YOU PASSIVE, AVERAGE OR PROACTIVE?

By Nancy Friedman

IMPORTANT: None are bad. Each has many benefits to a company.

Fact: Often the reason there is trouble with customers is one of these personalities was placed in the wrong position.

Let's go over the good, the bad and the ugly. Again, please remember, none of these are bad and everyone is one of them.

You can usually tell which category (Passive, Average or Proactive) you fall into – many times by how you greet someone. Certainly, how you work your sales presentation and after the sale skills. Sales can be lost (and won) in any of the 3 categories.

Let's examine each of the categories from passive to proactive. Then at the end you decide which you are and how each team member falls into a category.

PASSIVE

The Passive individual is someone who receives information and does little, or nothing, with it.

Example: It can happen when we are shopping. We buy items – sometimes a lot; sometimes a little. We have spent money with the company. Sadly, the person at the counter rings up your sale and there has been no conversation; there's been little, if any, eye contact. It just gets "done." Perhaps if you're fortunate enough you get a mumbled "have a nice day" and sometimes that's said to the floor and not you personally.

We then give them a credit card with our name on it. They take the credit card and process whatever it is they need to do. Then they give us back the credit card.

They have yet to say our name.

They have said very little. And in all probability didn't make any eye contact. The job got done, yes; however, they are extremely passive.

They had our name as it was on the credit card, yet they never used it.

That's passive. It is not bad or wrong to be passive. It is, however, very disappointing to the customer. Placing a passive employee where a proactive person is needed makes a poor image on your company. There is nothing wrong with being passive; however, they normally belong in a different job position than a frontline one. They don't belong in an area where first impressions are so very critical, necessary, and important. Frontline employees are judged and watched closely.

So where should passive individuals work? Normally

passive employees prefer to be in an area by themselves. It's not that passive people don't like other people. They do like them. They just don't intermingle with them as well as the average and proactive people do. They are not as comfortable with others as the others are with other people.

Another example. We check into a hotel and give our name to the counter person. You tell them you have a reservation for tonight or whatever number of nights you need. Sometimes they nod and find your reservation without saying a word. Then they give you all the forms to sign. They thank you and then you get your key. They are done. There is very little interaction with a passive person. Some say passive people feel as though they're being pushy by offering information and things you might not need or want.

Again, passive people are not bad, they just should not be in a position where you are looking to have your customers welcomed with open arms. Passive salespeople often forget to carry business cards.

AVERAGE

As you might imagine, there are more average individuals around than passive or proactive.

Average folks honestly, really try. They just normally miss the mark, not by a lot, only a little. But the mark has been missed. They know they should do something more, but unfortunately, never figure out exactly what it is they should be doing.

Average people can take it up to a certain point and then it stops – down it goes. So, it appears "average" rules. That does not make it right.

It appears most of us struggle when we are dealing with an average individual. We're disappointed because so often we feel that something will finally get handled right. But it never quite makes it.

That's average. Giving average customer service, unfortunately, is what most of us end up dealing with. The service was just "okay." Well, I don't know about you, but I decided a long time ago that I did not want to be average. I wanted to be better than average.

It is much easier to get an average person up to being proactive rather than to get a passive person up to be average.

Working on the phones or in person on the frontline or a salesperson is not where a passive individual should be, we agree on that.

ARE YOU PASSIVE, AVERAGE OR PROACTIVE?

... CONTINUED

Putting someone average in those positions is just 'okay.' You now get to decide if that's what you want – to be just "okay." If you're happy with being 'average,' no need to read on.

PROACTIVE

This is where and when customer service becomes the "island of excellence in an ocean of mediocrity." Proactive individuals thrive on other people. Proactive folks stick their hand out first to shake yours. They greet you with a smile – a sincere smile – that makes you feel special.

Proactive people think ahead of the situation and out of the box. They're usually fast thinkers and they ask questions. A lot of questions.

Proactive individuals are what we call "naturally inquisitive." They're always thinking – thinking of what they can ask next. What can I learn? How can I help? What can I do?

Being naturally inquisitive is a large part of being proactive. A proactive person would not let a customer go ahead with something if the proactive person knew there was a better option for the customer.

Understand that proactive people are not necessarily any better than the other two categories, it's just that they have the unique ability of being naturally inquisitive.

When given a job or an order or something to do, they don't just say "okay" when they feel there's something better for the customer or if there's another way it could be done better or perhaps when they know it's wrong. Proactive people can and do often save the day.

Again, proactive people are not better, they just fit into positions a bit better. And they enjoy that arena. Proactive people would probably cringe to be left with a job where there aren't any people to talk with, interact with, or to ask questions.

Proactive individuals seldom tire of asking good questions. They will dig deeper into a situation to find a solution.

So, ASK YOURSELF: Which are you? Passive, average or proactive?

Whichever you are, remember, all these categories can serve the public in some positive way.

The passive individual may do it from the back room, not needing the limelight or attention. They enjoy working alone and managing their time by themselves.

The average person usually would love to know how to be proactive and with a little TLC and some additional training on how to become proactive, it can be done.

The proactive person is the one the public, the consumer, wants to work with and feels comfortable with. The customer

will go out of their way to look for a proactive individual to help them.

Whichever you are, be the best of whatever you are.

Nancy Friedman



While temporarily halting her 'travel' onsite programs, Nancy has been thriving and having fun with her popular ZOOM programs at meetings and conferences through the past year. Corporate or franchise, large or small groups, let Nancy know if you're interested. CALL 314-291-1012 or email her directly nancyf@telephonedoctor.com.



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HR Question OF THE MONTH

WHICH APPLIES – FFCRA OR EXPANDED FAMILY AND MEDICAL LEAVE?

Question

Can we provide emergency paid sick leave under the FFCRA but not the expanded family and medical leave?

ANSWER

The federal Families First Coronavirus Response Act (FFCRA), which did entitle employees to paid sick leave if they were unable to work or telework for certain, specific COVID-19-related reasons, expired at the end of 2020 and Congress did not take measures to extend it. This means that the law is no longer in effect and that as of January 1, 2021, employers once covered by the Act (i.e., those with fewer than 500 employees) are no longer required to provide the FFCRA's paid time off benefits to employees who might otherwise have qualified for them in 2020 (but any employees eligible for these benefits through 12/31/2020 should have been paid in accordance with the law through that date).

That said, the Consolidated Appropriations Act that was passed into law in late 2020 did include a provision for employers to continue to provide FFCRA benefits if they so chose, and to be eligible through March 31, 2021 for the same type of payroll tax credit as applied when the Act was in effect if they did so (but only for those employees who did not otherwise exhaust FFCRA benefits in 2020). If a company wishes to voluntarily continue to offer FFCRA benefits to employees in 2021 (again, this is not required by law), as noted, it can do so. The employer would do well to establish a clear written policy to this effect to ensure employees are aware of their entitlement(s), if any.

As a best practice, if an employer decides to voluntarily continue to provide the emergency paid sick

leave (EPSL) portion of the FFCRA (up to two weeks or 80 hours, whichever is less), the employer should do so for all five qualifying leave reasons under the FFCRA, including caring for a child whose school or place of care was closed (or whose caregiver is unavailable) due to COVID-19, so as to avoid any risk of discrimination concerns. If, however, an employee seeks additional time off beyond two weeks, thus implicating the ten additional weeks previously afforded as expanded family and medical leave (EFMLA) under the FFCRA, we are not aware of any specific prohibition on declining EFMLA while granting EPSL. Indeed, EFMLA may require the employer to provide more time off than it would under EPSL, and this may result in a larger impact on its operations. Note that if the employer decides to voluntarily grant EFMLA for one employee, it should do so for all such employees.

Also, note that depending on the facts, the employer will still want to provide time off or otherwise exclude an employee who is confirmed or suspected to have COVID-19 or who has been exposed to COVID-19 for workplace health and safety purposes (whether paid or unpaid), regardless of FFCRA availability.

We recommend consultation with a tax professional if the employer will provide FFCRA benefits this year to ensure the employer can secure the tax credits that remain available through the end of the first quarter. For additional information, including a link to IRS guidance, please see question 104 under **Families First Coronavirus Act: Questions and Answers**. www.dol.gov/agencies/whd/pandemic/ffcra-questions



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PHCC ILLINOIS

AUXILIARY SCHOLARSHIP RULES

1. Scholarships are awarded in the amount of \$500.00 or more but not to exceed \$2,000.00 and shall be given by the Illinois Auxiliary each year in June, as funds are available, to those who desire to further their education.
2. The applicant must be at least a freshman in college having completed one full semester with at least 8 credit hours of study. Seniors in high school may NOT apply.
3. No person may receive more than one award from Illinois Auxiliary during his or her academic career, and there cannot be more than two awards per family per year. A permanent list of recipients will be kept in the scholarship files.
4. In addition to the completed application form, the applicant must submit the following:
 - A handwritten letter including personal data, family size, explanation of need for scholarship monies, and career plans. Include information about participation in high school, college, and community activities as well as work experience. Knowledge of and/or working experiences with plumbing industry may be included, but not necessary.
 - Three letters of recommendation.
 - One letter must be from a sponsor, who is a member in good standing of Illinois PHCC Auxiliary.
 - The other two letters must be from people who are not relatives, but know the applicant personally and can attest to the applicant's character and provide other pertinent information. Knowledge of parents would not necessarily qualify them for having knowledge of applicant.
 - Photo of the applicant.
 - Official transcripts—see details on application form.
5. **The deadline for submitting application is May 22, 2021.**
 - Application must be postmarked no later than this date and include all the information required. If it is incomplete, application materials will be discarded and applicant will not be considered for a scholarship. Applicants may resubmit the following year.
 - The scholarship committee will have the final decision in awarding these scholarships. If you have any further questions, please feel free to contact me using the information listed below:

Please Send Completed Applications To:

Gail McWilliams
2707 Holcomb Dr.
Urbana, IL 61802
217-384-5121 e-mail: jgmcw@comcast.net

PHCC ILLINOIS AUXILIARY SCHOLARSHIP APPLICATION ~2021~

Applicant Name: _____ Birth Date _____

Mailing Address: _____ City _____ State _____ Zip _____

Parents or Guardian's Full Name: _____

Phone Number: _____ E-mail _____

NAME AND ADDRESS WHERE CHECK SHOULD BE SENT:

Name _____

Address _____ City _____ State _____ Zip _____

NAME OF SPONSORING AUXILIARY MEMBER: (Sponsor **cannot** be a parent, guardian or spouse.)

Name _____

Address _____ City _____ State _____ Zip _____ Phone _____

Signature _____

SCHOLASTIC DATA:

High School Attended: _____

Year of Graduation: _____ Rank/Number in Class: _____ CUM GPA: _____

Principal's Name: _____

Name of College Attending & Career Plans: _____

Dean or Advisor's Name: _____

INSTRUCTIONS FOR APPLYING FOR SCHOLARSHIP:

Application must be complete with the items listed below for consideration. Please read Scholarship Rules.

1. Completed application above.
2. Small photo stapled to application.
3. Three letters of recommendation as follows:
 - A. One letter of recommendation from sponsoring Auxiliary member.
 - B. Two letters of personal recommendation from people not related to applicant.
4. Personal HANDWRITTEN letter—cursive not required. State request and list curricular activities you participated in high school and college.
5. Original copy of high school and college transcripts. These can be sent under separate cover. ****Note**** high school transcript is required for all graduates from 2006 to current.

I hereby certify that the above is true and accurate.

Applicant's signature: _____ Date _____

Parent, Guardian or Spouse Signature: _____

GOOD LUCK!

DEADLINE TO BE CONSIDERED FOR THE SCHOLARSHIP IS MAY 22, 2021

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ILLINOIS PHCC PAST PRESIDENT'S CLUB SCHOLARSHIP FUND

1. Name of the Scholarship Fund shall be the "Illinois PHCC Assn. Past President's Club Scholarship Award".
2. Scholarship is established through dues income to Past President's Club.
3. A scholarship shall be awarded to an individual who has been nominated by a member of the Illinois PHCC Past President's Club who has been a member in good standing for the past two years.
4. Applicant must have the following qualifications:
 - a. Applicant must be a member of the senior class or graduate of a secondary school.
 - b. Pursue or desire to pursue courses of study such as may prepare them to serve or to advance the interest of the plumbing-heating-cooling industry.
5. The President of the Past President's Club shall be the Chairman and appoint two members to assist him in selecting the Scholarship Winner.
6. In no case shall more than one Scholarship be awarded to any one applicant, but the Scholarship Committee may award more than one scholarship at their discretion.
7. Scholarships shall be awarded at an event of the Illinois PHCC in June 2021.
8. The Executive Director shall be directed to inform the applicant who will be awarded the Scholarship.
9. Applicants not winning the award may be eligible to apply the following year.
10. The Scholarship money shall be made payable to the school of the applicant's choice. If the winner has changed schools since applying, he or she shall notify the IL PHCC Executive Director immediately.
11. If a recipient should drop out of school during the year, the balance of the award should be returned to the Past President's Club.

Application must be received in the Illinois PHCC office no later than May 28, 2021

SCHOLARSHIP APPLICATION

IL PHCC PAST PRESIDENTS SCHOLARSHIP APPLICATION

Name in Full _____ Age _____

Address _____

City and Zip _____

Parent's Name _____

Address _____

City and Zip _____

Applicant's Phone No. - Home _____ Business _____

Employed by _____

Name of Owner _____

Address _____

Address _____

City and Zip _____

Name of Sponsoring Member of the Past President's Club _____

What career do you intend to follow? - Give full details in letter form. (In addition to the letter, it would be helpful to have a short video of the applicant explaining why they are applying and their goals for the future. This is optional, but if you choose to do so, email it to bev@ilphcc.com.)

What school do you plan to attend? _____

Complete Address _____

When do you plan to enroll? _____

Scholastic Data

High School attended _____

Complete Address _____ Zip _____

Year Graduated _____ Rank In Class _____

Principal's Name _____

In what activities have you participated: Attach list.

1. Fill out application completely and mail to IL PHCC Past Presidents Club, 821 S. Grand Ave., West, Springfield, IL 62704.
2. Enclose reference letters from three people, not related to you, who know you personally, attesting to character and other pertinent information.
3. Enclose a letter from principal giving complete transcript of grades, activities, rank and number in class and scores on one of the following tests: PSAT, SAT or ACT.
4. A wallet size picture of you.

Applicant's Signature

I hereby certify that the above is true and accurate. Date: _____

Parent or Guardian's Signature



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PH: 765-362-0481

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