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PRESIDENT'S THOUGHTS

by Brian Rich
Illinois PHCC President

April showers bring May flowers. The dust is flying with the start of the planting season in central Illinois and my eyes are on fire from all the pollen in the air. The family is doing well given a small set back from Tammy. On Friday April 9th instead of being at her son's last football game, Tammy was in the hospital. To say my sister is involved is an understatement. She and 3 other moms were preparing for a COVID style prom for her senior son and the other juniors and seniors at our high school. While working on some photo backdrops Tammy slipped on a puddle of water and went flying. She landed on her right kneecap and split that sucker in two. Instead of calling 911 she calls her trusty brother, me, the one with the queasy stomach. Long story short, Tammy had surgery to repair the break and is recovering for 6 weeks. Needless to say, it has really slowed her down. Thankfully, she only missed a week of work. She is doing well now and gets around the office in a wheelchair or walker. Tammy has pushed the last couple of years for job documentation and redundancy. I'm not sure she was planning for it to be tested on her position, but things have gone well. We are very fortunate here at G.A. Rich to have the culture we do, and everyone was and still is willing to work together to make sure all tasks are complete no matter what position it's for.

Last year at this time we were looking at how many hours we were down in April because of COVID. This year it appears we will be tracking the delays caused by the material shortages. G.A. Rich has been waiting on 1,000' of 60" PVC for a sewer project in Peoria since March and they

are saying we may not see the material now until September. Talking with the suppliers, the original thought was the shortage was going to be over by the 3rd quarter of 2021, now they are saying this will extend into next year. This is not good news for many of us in the plumbing industry.

Recently, Jessica Newbold Hoselton, Executive Director of IMSCA sent a 3-page legislative synopsis on what is happening in Springfield. Everything from the Governor's energy plan to the loss of one seat in the US House of Representatives, to Comptroller Mendoza's announcement of Illinois being back to a 30-day payment cycle to movement on the mechanics lien sunset provision to concerns with the Illinois plumbing license law. Jessica does a fantastic job monitoring all the legislation that is presented and how it will positively or negatively affect those in our industry. For more legislative news head on over to IMSCA's website at www.imsca.org.

I'd like to end with another passage from "Time Really is Money" by Rob Slec. An effective culture is a competitive weapon. Culture emanates from the values and mission of the owners. It takes constant work to maintain a culture and even more effort to transform an ineffective one.

Typically, the May President's Thoughts are a farewell of sorts. Not this year. I will be continuing as President for another year. See you next month!

Brian 

IN MEMORY

Illinois PHCC past president **John McWilliams**, 84, of Urbana, died on March 28, 2021 at Carle Foundation Hospital, Urbana. He was the husband of current IL PHCC Auxiliary president Gail McWilliams and they were married for 42 years. He is also survived by his daughter, Kelli (Mike) Bush, son, Korey McWilliams, seven grandchildren, one great-grandson, his brother, Bill (Myra) McWilliams, a sister-in-law and a brother-in-law.

John graduated from Champaign High School and attended the University of Illinois and served in the Army National Guard and Army Reserves.

He was co-owner and president of McWilliams Mechanical, having grown up in the family business, Paul H. McWilliams and Sons, Inc. John served as president of the Illinois Plumbing-Heating-Cooling Contractors, secretary of the Plumbing-Heating-Cooling Contractors—National Association, and was a Contractor Founder of the Board of Governors of the PHCC Educational Foundation.

John was an avid skier, an original member of the Champaign Ski Club. He was a long-time member of Pollywogs Association where he spent many

hours on the water. John was a proud member of the Master Naturalist class of 2010 and volunteered with Allerton Allies, Kickapoo Krew, Grand Prairie Friends, and Homer Lake Forest Preserve.

Family and friends will remember John for his humor and storytelling, his love of nature and the out of doors, his curiosity and sense of adventure. He and Gail lived aboard their sailboat, Maggie, for nearly ten years exploring the US east coast, the Bahamas, Caribbean Islands, and Venezuela. He loved learning about the people and culture of the places they visited. He learned to play the steel pan in Trinidad, discovered SCUBA diving in Bonaire, taught English conversation classes in Merida, Venezuela, and made friends from around the world.

A celebration of life will occur at a later date. Memorials may be made to the PHCC Educational Foundation, phccfoundation.org/memorial, Grand Prairie Friends, grandprairiefriends.org, or an organization of the donor's choice.


The Illinois PHCC and Auxiliary express their sincerest sympathy to Gail and all of John's family.



ONLINE CEU CLASS - NEW DATE ADDED

If you still need your CE hours for your 2021 license renewal, or if you are planning ahead for your 2022 renewal, the Illinois PHCC has added a class on **Friday, May 21, 2021 from 8:00 am - 12:00 pm**. You will need to **register for this class before 5:00 pm on May 13, 2021**. To register go to

www.ilphcc.com.

As classes are added, they will be posted on our website. Please visit www.ilphcc.com often to keep up with the latest information. 

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LEGISLATIVE UPDATE

By Bev Potts

The Spring Session of the Illinois General Assembly has passed the deadline for House and Senate bills to be passed out of their chamber of origin. House bills that now show their status as “Re-referred to Rules” and Senate bills that show their status as “Re-referred to Assignments” are most likely dead for this Session. Following are some of the bills we continue to watch 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. Passed the House and the Senate and sent to the Governor.

HB 159 (C. Lilly) Same as HB 158, as related to water testing. Re-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. Re-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. Re-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. Re-referred to House Rules.

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

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 must be calibrated to ensure the accuracy and precision. Passed in the House and referred to Senate Assignments.

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 fire sprinkler systems shall be registered with the OSFM.. Provides that any individual who performs inspection or testing of any fire sprinkler system shall be individually licensed and possess on his or her person a fire sprinkler inspector license. Adds provisions concerning registration and work on an unregistered fire sprinkler system; preparation of system layout documents; a designated responsible person; reporting inspection and testing activity; and unlicensed practice. Makes changes to licensing requirements for a fire sprinkler contractor license; a designated certified person; continuing education requirements. Makes other changes. Re-referred to House Rules.

HB 1181 (E. Welch) Makes a technical change to the Fire Sprinkler Dormitory Act. On 2nd Reading in the House.

HB 1556 (E. Welch) Makes a technical change to the Radon Industry Licensing Act. On 2nd Reading in the House.

HB 1557 (E. Welch) Makes a technical change to the Illinois Radon Awareness Act. On 2nd Reading in the House.

HB 1558 (E. Welch) Makes a technical change to the Radon Resistant Construction Act. On 2nd Reading in the House.

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. Re-referred to House Rules.

HB 2123 (J. Durkin) Makes a technical change to the Illinois Plumbing License Law. Assigned to House Executive Committee. On 2nd Reading in the House.

HB 2543 (D. Ugaste) Extends the repeal date of the Water Well and Pump Installation Contractor's License Act from January 1, 2022 to January 1, 2032. Passed the House and on 1st Reading in the Senate.

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. Re-referred to House Rules. **HB 3101 (D. Ramirez & K. Cassidy)** Creates the Building Energy Performance Standard Act. Re-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. Re-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. Provides a method to determine the number of required fixtures. Requires IDPH to adopt rules to implement the provisions. Passed the House and on 1st Reading in the Senate.

HB 3739 (L. Robinson, Jr.) Creates the Lead Service Line Replacement and Notification Act. Requires a water supply to perform specified activities. Passed in the House.

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. Assigned to Senate Environment & Conservation Committee. Deadline extended to April 30th.

SB 272 (L. Fine) 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 to control the growth and spread of opportunistic pathogens. Re-referred to Senate Assignments.

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

SB 556 (M. Bush) Creates the Lead Service Line Replacement and Notification Act. Requires a water supply to perform specified activities. Creates the Lead Service Line Replacement Advisory Board. Re-referred to Senate Assignments.

SB 1168 (D. Harmon) Amended to create the Lead Service Line Replacement and Notification Act. Requires a water supply to perform specified activities. On 3rd Reading in the Senate. Deadline extended until April 30th.

SB 1173 (D. Harmon) Makes a technical change to the Radon Industry Licensing Act. Re-referred to Senate Assignments.

SB 1921 (R. Crowe) Extends the repeal date of the Water Well and Pump Installation Contractor's License Act. Passed in the Senate and referred to House Rules.

SB 2452 (R. Villilavam) Amends the Fire Sprinkler Contractor Licensing Act. Provides that any individual who performs inspection and testing of existing fire sprinkler systems and control equipment must possess a photo identification card issued by the State Fire Marshal as proof that the individual is in compliance with the Act. Other provisions. Re-referred to Senate Assignments.

SB 2467 (R. Villilavam) Amends the Fire Sprinkler Contractor Licensing Act. Provides that any individual who performs inspection and testing of existing fire sprinkler systems and control equipment must possess a photo identification card issued by the State Fire Marshal as proof that the individual is in compliance with the Act. Other provisions. Referred to Senate Assignments.

Other Construction/Business Related Bills:

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. Amended and passed in the House. Referred to Senate Assignments.

HB 804 (A. Williams) Creates the Clean Jobs, Workforce and Contractor Equity Act. Various proposals related to energy/jobs. Re-referred to House Rules.

HB 2567 (J. Hoffman) Modifies provisions concerning design-bid-build construction. Extends the repeal date of a Section defining "single prime". Passed in the House.

HB 2952 (J. Gong-Gershowitz) Amends the Illinois Wage Payment and Collection Act in relation to primary contractor responsibility for wage claims in the construction industry. Re-referred to House Rules.

HB 3203 (J. Andrade, Jr.) Provides that CDB and IDOT shall each implement a pilot program under which select construction contracts shall contain provisions that if a subcontractor has performed in accordance with the provisions of the subcontract and the work has been accepted by the State agency, the State agency shall pay the subcontractor directly. Re-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. Re-referred to Assignments.

SB 565 (L. Ellman) Amends the Environmental Protection Act to provide that the Pollution Control Board shall adopt amendments to require groundwater monitoring at all clean construction or demolition debris fill operations and all uncontaminated soil fill operations. Re-referred to Senate Assignments.

SB 1718 (C. Castro) Creates the Clean Jobs, Workforce and Contractor Equity Act. Various proposals related to energy/jobs. Assigned to Senate Energy & Public Utilities. Deadline extended to April 30th.

SB 2351 (M. Hastings) Amends the Illinois Wage Payment and Collection Act in relation to primary contractor responsibility for wage claims in the construction industry. Referred to Senate Assignments.

SB 2494 (R. Villilavam) (An IMSCA Initiative) Amends the Mechanics Lien Act to provide that the changes made by Public Act 97-966, to provisions governing the circumstances in which it is not necessary to fix by contract a time for the completion or a time for payment in order to obtain a lien under the Act, are operative from January 1, 2013 through December 31, 2026 (rather than December 31, 2021). Amended and on 3rd Reading in the Senate. Deadline extended until April 30th.

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



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OSHA CITES MIDWEST WAREHOUSE AND DISTRIBUTION SYSTEM INC. AFTER ONE EMPLOYEE DIES, 22 SICKENED BY CORONAVIRUS

Naperville warehouse failed to quarantine employees, implement safety measures

A few days after employees at Midwest Warehouse and Distribution System Inc. gathered in its Naperville, Illinois facility breakroom for a luncheon, some workers experienced symptoms consistent with coronavirus exposure. Employees began reporting to the company that they had tested positive for the coronavirus on Oct. 27, 2020. A U.S. Department of Labor Occupational Safety and Health Administration investigation alleges the company failed to take immediate steps to identify, inform, isolate and quarantine all potentially exposed employees.

By Nov. 9, 2020, 23 employees tested positive for the coronavirus, including one worker who died from complications on Nov. 4, 2020.

OSHA's inspection found the company failed to follow its own internally developed controls for potential coronavirus exposure or take immediate steps to contain the outbreak. On Nov. 4, 2020, following discussions with the DuPage County Health Department, the facility closed. The agency has proposed a penalty of \$12,288 for one serious violation of OSHA's general duty clause.

"This case is a tragic reminder of the importance of fully implementing coronavirus prevention measures that include wearing face coverings, physically distancing and quarantining workers who exhibit symptoms to protect other workers from coronavirus exposure," said OSHA Area Director Jake Scott in Naperville, Illinois.

Read about feasible and acceptable means of

abatement for this hazard and OSHA's COVID-19 information and resources at www.osha.gov.

On March 12, 2021, OSHA launched a national emphasis program focusing enforcement efforts on companies that put the largest number of workers at serious risk of contracting the coronavirus. The program also prioritizes employers that retaliate against workers for complaints about unsafe or unhealthy conditions, or for exercising other rights protected by federal law.

Based in Woodridge, Midwest Warehouse and Distribution System is a full-service logistics company servicing grocery, liquor and beverage, electronics, automotive and other industries. The company operates 15 warehouses nationwide.

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 at www.osha.gov.



PHCC 2021 VIRTUAL LEGISLATIVE CONFERENCE

JUNE 15-16, 2021

By Staff Writer, PHCC-National Association

THE FUTURE IS INFRASTRUCTURE: BE THE INDUSTRY VOICE IN AMERICA'S BIGGEST INVESTMENT

With a new Congress and new Presidential administration in power as the nation prepares for post-pandemic recovery, your opinion and voice are critical during this important year in American history!

Make plans now to participate in the June 15-16 PHCC 2021 VIRTUAL Legislative Conference and educate lawmakers on the significant role our industry can play in rebuilding America's infrastructure and economy. **Plumbing and HVAC contractors have an opportunity to chart the course of the biggest investment in American infrastructure in more than half a century.**

You will have access to:

- Insider political analysis from keynote speakers
- Targeted issues briefing and advocacy tips
- Orientation on conducting virtual meetings with legislators and staff
- Live virtual visits with your representatives in Congress

And, you'll be able educate policymakers on:

- Skills training and apprenticeship, and the role it plays in shaping the workforce of the future
- The role you'll play in rebuilding and reinforcing America's water infrastructure
- The importance of maintaining a diverse and cost-effective energy portfolio which includes natural gas to supplement Americans' energy needs

"Insider" Keynote Speaker



Journalist Reid Wilson, an "insider's insider," will share spot-on exclusive political and elections analysis in a "Politics Politics Politics!" keynote presentation on June 15.

A correspondent for The Hill newspaper and former editor-in-chief of National Journal's "The Hotline," Reid is a frequent political fixture on C-SPAN and the major radio and cable news outlets, offering unique nonpartisan insight and analysis using visual presentations and statistics.

Convenient Virtual Format

While we cannot meet in person with Congressional offices this year, you can share your real-life insights directly to your Federal representatives through an easy-to-use online Zoom platform—all from the comfort of your office or home! Meetings will be set up for you by expert schedulers based on your state and Congressional district. PHCC staff and online vendors will provide two opportunities prior to your meetings to familiarize you with the platform and address any concerns you may have.

This new virtual advocacy conference will provide the same level of value as the traditional in-person PHCC Legislative Conference, with some additional advantages. In fact, reviews from our counterparts in other industry associations indicate that members of Congress and their staff actually had more time to talk to them and had significantly fewer distractions than when they are in person Capitol Hill during a session of Congress. Because you won't be traveling, you will be able to participate in the online meetings as you would any other commitment during the course of your workday. And with fewer advocacy groups holding meetings right now, your voice will carry extra weight in Washington!

Register now at www.phccweb.org for the **PHCC 2021 VIRTUAL Legislative Conference** and take advantage of this critical opportunity to have your voice heard! Registration is open to members and non-members of PHCC. Early bird registration ends May 22.



PHCC NATIONAL ASSOCIATION SHOCKED AND SADDENED; Two GSM SERVICES TECHNICIANS KILLED IN MASS SHOOTING

PHCC—National Association is deeply saddened by the tragic loss of GSM Services employees James Lewis and Robert Shook, two HVAC service technicians who were killed during a mass shooting that took place April 7 in Rock Hill, South Carolina. Lewis and Shook were working on a couple's home when a gunman entered the residence and killed the couple, their grandchildren and the two GSM Services employees. The family included Dr. Robert Lesslie, his wife Barbara, and two grandchildren. Lewis died on the scene and Shook was in critical condition with multiple gunshot wounds until he passed away April 10.

PHCC—National Association President-elect Joel Long is a co-owner with his brother Steven Long of GSM Services, a PHCC Contractor-member located in Gastonia, North Carolina, who in an April 8 statement issued by the PHCC of North Carolina, stated that "These were two of our best!" Joel Long later told the Gaston Gazette that a GoFundMe account had been established to benefit the Lewis and Shook families.

CNN affiliate WSOC-TV reported that Lewis, 38, was a single father of three children who "was killed doing the job he loved, making a living for the family he adored." His mother Linda Tucker told WSOC-TV: "He helped anybody, he was a kind guy, a great dad..." Shook was a husband and father of three. His cousin Heather Thompson told USA Today that "He walks this earth and puts those work boots on every day for those three kids and his wife."

The message from PHCC of North Carolina Board President Rob McClintock shared that "Joel [Long] and the entire GSM Community also wanted to express [their] gratitude for the outpouring of love and support they have received in this difficult time."

"This is a heartbreaking incident," said PHCC—National Association President Hunter Botto. "Our hearts go out to the families of Mr. Lewis, Mr. Shook, the entire GSM Services organization, as well as the Lesslie's. We are grateful for these GSM technicians: honorable people who, while providing essential services to protect public health and safety, became innocent victims of such a

horrific tragedy. The entire PHCC family extends our deepest sympathies for the loss of Mr. Lewis and Mr. Shook." PHCC—National Association Executive Vice President Michael Copp remarked, "Though we look down in deference with bowed heads, our eyes will slowly rise to see a way forward through the thick haze of hurt to honor these professionals who we will never forget." 🕯️



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A THANK YOU TO THE PHCC FAMILY

By Joel Long, PHCC—National Association President-elect

While this was intended to be an article about moving forward after our unimaginable tragedy, this missive is really a thank-you letter to our PHCC brothers and sisters – our PHCC family, who have provided us continued strength and hope. As many of you know, GSM Services lost two well-respected HVAC service technicians, **James Lewis and Robert Shook**, who were killed during a mass shooting on the afternoon of April 7th in Rock Hill, South Carolina. These were two of our best, and my brother Steven and I, along with the rest of the GSM organization, are strengthened more than ever with all the love, compassion, and outreach from the PHCC family and p-h-c community. There is no doubt that while we and the Lewis and Shook families are struggling in our collective grief over this senseless act of violence that took James and Robert away from us, we know that, together, we will prevail!

This incident is one of many workplace tragedies in the United States so far in 2021, but you never imagine that it can happen to one of your own. What continues to uplift me is the instantaneous outpouring of love, condolences, and support for the Lewis and Shook families as well as for the GSM Services organization. The support made our loss their loss, our pain their pain, and our hope their hope for strength to pick ourselves up, dust ourselves off, and look beyond our despair for a positive way forward.

With so many yelling at the dark these days – with monologues displacing dialogue – I can reaffirm that there are good people around us, with good intentions, doing good things. We know more than ever that light outshines the darkness and good defeats evil. One only needs to look at the GoFundMe account set up for the families to witness the incredible outpouring of support.

Robert and James left early one spring morning to answer a service call and died doing a good thing. I believe that the outpouring of compassion from so many is a result of the recognition that this industry is full of folks just like them – professional heroes who provide an essential service while protecting the health and safety of their customers. They are honorable tradespeople that should be

held with great esteem and whose loss leaves a sense of vulnerability within our communities.

As TV personality Mike Rowe (2015) points out, “Our civilization is held together by people who keep the lights on, pipe connected, and who keep it warm in the winter and cold in the summer ... Our relationship with these people is critical, and that part of our workforce is fundamental to society...” (*Candace Roulo, Mike Rowe joins home services companies to promote skilled trades*, 2015; retrieved on the World Wide Web)

So, we are grateful for the outreach and support for these two families and for our GSM Services team. We just want to simply say thank you for your support and to let you know we have been bolstered and inspired because of your love.

My brother, Steven, read this quote as he finished his part of James Lewis’ funeral, and I thought I would share. To me, this sums up how we see our path forward ... our charge, if you will, toward an outcome that can make sense of this tragedy. WE WILL PREVAIL.

***“The adventure of life is to learn.
The purpose of life is to grow.***

***The nature of life is to change.
The challenge of life is to overcome.***

***The essence of life is to care. The
opportunity of life is to serve.***

***The secret of life is to dare. The
spice of life is to befriend.***

***The beauty of life is to give. The
joy of life is to love.”***

~ William Arthur Ward





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8 TIPS FOR EFFECTIVE EMAIL COMMUNICATION

By Nancy Friedman, Founder, Chairman,
Telephone Doctor Customer Service Training

A recent report estimated that over 300 billion emails are sent each day! Spam messages are jamming inboxes across the globe and the average businessperson now gets over 100 emails a day.

While no one denies the obvious productivity gains we've realized from the efficiencies of email communication, many people find themselves drowning in all these messages.

Here are 8 Tips for Effective Email Communication:

1. Practice being clear and concise with your message.

You will save time and your reader will appreciate it.

- Consider using bulleted points or numbers to clearly express your thoughts.
- Everyone has a different style of how they intake information.
- Email communication works best if you clearly outline the points you're trying to get across in an easy to understand format.

Investing extra time while authoring an email pays big dividends by giving your reader a clear understanding of your message. Remember, if your email is written with the purpose to educate, inform, or persuade, then making sure to get your point across is even more critical.

With the sheer volume of email messages most businesspeople receive, there's an inverse relationship between the volume of text and successfully making the point. Most people will immediately read and understand a ten-sentence email. Send them a 10,000-word document and they'll likely scan the highlights, save it for later and you risk it not being read fully. People appreciate brevity. Remember, if your objective is to tell the reader what time it is, you don't need to explain how to build a clock!

2. Before sending, ALWAYS reread your message and double check for grammar and misused words.

It's obvious to most of us to use spell check after we've composed our message. You should also make it standard procedure to reread your entire message before sending. Often, you'll notice words which have been left out, grammar that's incorrect and worst of all – words witch our

spilled write butt knot used inn the write weigh. (Note, that this last sentence runs through a spell checker perfectly.) How many times have you caught something too late, making your only option to curse at your spell-checking software!

3. Copy back salient points when replying to an earlier message.

Remember that your reader likely receives hundreds of emails a week. When you combine that with face-to-face meetings and phone calls, it's dangerous to assume your recipient will remember your earlier exchange. Which of these messages has the greater chance for reader confusion?

"Sure, sounds fine... Please proceed."

Or

"Sure, sounds fine... Please proceed." You wrote: "Hi Jody, Are you okay with the proposed color scheme on the new brochure? I'd like to print it next week."

Be sure to give recipient a 'reminder.'

It's frustrating when someone sends you an email, with a specific answer but you're unable to recall the original issue. This problem is largely avoidable by copying a portion of the original message alluding to the context.

4. Use specific subject line descriptions.

Since many email messages go back and forth several times over the course of many weeks, it's important to accurately describe what the reader will find inside.

Considering the level of spam and anti-spam software in place today, you can't afford to risk your message not being delivered because of a generic or poorly worded subject line. A subject line such as, "What do you think?" doesn't tell the recipient much. "Need suggestions for options on acct #45619 – Robinson Inc." is more specific. Remember, a legitimate message coming from your plant in Hong Kong advising you that "they've still had no luck increasing the prototype by 3 inches" is unlikely to ever make it past today's spam filters.

5. Realize that once your message is sent, it's difficult to recall.

Although some limited technology exists for recalling messages, it's not universal. It's possible to ruin their career with a single 60-second lapse in judgment, by sending the wrong message to someone.

8 TIPS FOR EFFECTIVE EMAIL COMMUNICATION

... CONTINUED

Email is also ridiculously easy to edit and forward. Keep in mind that sending a message to one person can eventually be viewed by many other unintended parties. **Always double-check** the recipient line before sending any email. Horror stories about messages accidentally copied to “ALL” are becoming routine.

As a rule, it’s a good idea to never put anything in writing that a reasonable person would consider to be confidential or dangerous. If your situation dictates you email such information, try to word your message in as factual and balanced way as possible. As you write, imagine that the person you’re writing about eventually sees your message. Stick to facts, not opinions.

6. Practice the 24-hour rule when you’re upset.

It’s never a good idea to send an email when you’re angry. We’ve all been guilty of this. In the heat of the moment we type up a literary bombast. A message that will reduce the recipient to mush. We even reread it, and we’re actually sort of proud at how powerful the wording is. We imagine the recipient opening and cringing as he/she reads our words. Then we send it.

Only later, after we calm down, we revisit the message and realize that we dramatically overreacted. But it’s too late to do anything now, except apologize and try to mend fences. This is more common than you think.

If you compose an email in anger, wait a predetermined period of time before sending it. If your emotions are legit, then your issue will still be there tomorrow. But in 95% of the cases, you’ll be glad you waited and toned things down after you’ve gained the perspective that can only come with some additional time.

7. Avoid sh-cuts and abbr. in biz email msgs.

Anyone with a teenager knows you practically need a CIA decoder chart to understand the abbreviations and shortcuts that are popular in email and text messages. These cutesy shortcuts and misspellings are ill-advised to use in any corporate context, no matter if your customer is external or internal. Even common shortcuts like “LOL, BRB, OMG, 2, 4, SMH and u r” are simply too casual for most business communication. What’s hip to one sender can be read as flip and disrespectful by another reader. Since a casual message to a coworker could easily be forwarded, it’s best to practice the same high level of professionalism no matter who you’re writing to.

8. Don’t Forward Viral Messages.

What’s that you say? You’d only forward important

messages on to your coworkers and friends? Not so fast.

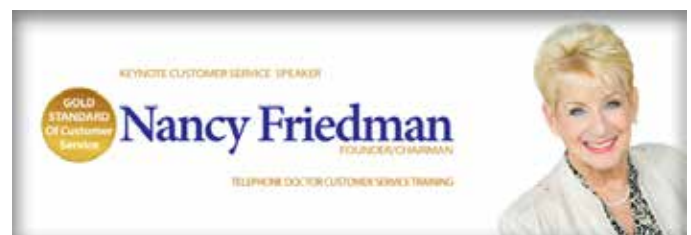
Unlike obvious computer viruses that involve actual destructive codes, many messages are viral in nature, in that they are purposefully crafted so you’ll send them on to friends with the idea that you weren’t positive if this was real but wanted to be sure they saw it just in case! Although not usually harmful, these emails prey on normally smart individuals desire to inform others.

Every day, intelligent people who would never consider themselves gullible forward on hoax messages about:

- Avoiding waking up in a hotel bathtub of ice – minus your kidneys
- Pending Congressional taxes on emails
- Easy steps for getting some of Bill Gates/Disney/AOL’s money
- How to delete viruses from your pc (which are actually legit Windows’ files your system needs)
- Child abductions at giant retailers
- A royal widow begging you to look after her \$18,000,000 if you’ll just give her your bank account number.

The list goes on. If you are the recipient of an email message you think is relevant to your friends and family, run it by this test: Copy and paste a few words from the message into Google along with the word “hoax”. If the returns come back showing articles claiming the message is a fake, save everyone in your address book some time by hitting the delete key! The same rule applies to jokes and pictures which would be deemed as inappropriate by your employer.

While there may not be a silver bullet that saves us from an onslaught of never-ending messages, common sense practices can make our business email correspondence more effective and productive every working day.



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IT'S YOUR LIFE

Understanding the Value of Your Business

If someone were to ask you what the value of your business is, would you know the answer?

There are different methods that can be used to value a business: book value, adjusted book value, Earnings Before Interest Taxes Depreciation & Amortization (EBIDTA), multiplier of sales, and straight capitalized earnings, to name a few. Which method makes the most sense for your business will depend on the type of business – it might be based on the things that you have, such as assets or liabilities, or maybe the profits that the business produces.

Let's take a closer look at some of the most common methods:

- **Adjusted book method** – This method looks at the fair market value, rather than the lower, depreciated value, of a company's assets and the total amount of debt (liabilities) that the business has. This can be a good method to use when the assets, rather than future earnings, more accurately reflect the value of the business.
- **Book value and goodwill** – This method allows for an adjustment to book value for intangible assets, such as customer relationships, employees, name recognition, and location. Those things represent the goodwill of the company. Goodwill isn't listed on the financial statement, so a multiplier is used try to determine this value compared to other businesses with a comparable adjusted book value.
- **Straight capitalized earnings** – This method solely looks at the historical profitability or stream of income the business produced in a given year, and how reliable that stream of income is. The value is determined by identifying the amount of capital that needs to be invested at an expected fair rate of return in order to generate income equal to the company's average historical income. This method is often preferred when the earnings, rather than the assets, are a better reflection of the business value.

Why is knowing the value of your business so important? Knowing the value of your business is the first step to any kind of planning you many need to do. Usually, this is the largest asset you own, and a value is needed when drafting a buy-sell agreement, estimating your future retirement income needs, and/or creating an estate plan. Knowing the value can help ensure you receive a fair price and the full value of the business that you spent a lifetime building in the event of an owner's voluntary or involuntary departure, and can also help avoid conflict with other owners, family members, and the IRS.

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HR Question OF THE MONTH

CHANGE TERMS AND CONDITIONS ON RETURN FROM FMLA?

Question

Upon return from FMLA leave, an employee must be restored to his or her original job or to an equivalent job with equivalent pay, benefits, and other terms and conditions of employment. When is it safe to change the job, lower pay and or demote employee?

ANSWER

As background and as you are likely aware, the **Regulations to the federal Family and Medical Leave Act (FMLA)** expressly state at section 825.214 that “on return from FMLA leave, an employee is entitled to be returned to the same position the employee held when leave commenced, or to an equivalent position with equivalent benefits, pay, and other terms and conditions of employment.” At §825.215, the term “equivalent position” is defined to be “one that is virtually identical to the employee’s former position in terms of pay, benefits and working conditions, including privileges, perquisites and status. It must involve the same or substantially similar duties and responsibilities, which must entail substantially equivalent skill, effort, responsibility, and authority.”

That said, the right to reinstatement conferred upon an employee returning from FMLA leave is not unfettered. Indeed there are some limitations, outlined specifically in the FMLA Regulations linked above as follows:

- (a) An employee has no greater right to reinstatement or to other benefits and conditions of employment than if the employee had been continuously employed during the FMLA leave period. An employer must be able to show that an employee would not otherwise have been employed at the time reinstatement is requested in order to deny restoration to employment. For example:
 - (1) If an employee is laid off during the course of taking FMLA leave and employment is terminated, the employer’s responsibility to continue FMLA leave, maintain group health plan benefits and restore the employee cease at the time the employee is laid off, provided the employer has no continuing obligations under a collective bargaining agreement or otherwise. An employer would have the burden of proving that an employee would have been laid off during the FMLA leave period and, therefore, would not be entitled to restoration. Restoration to a job slated for lay-off when

the employee’s original position is not would not meet the requirements of an equivalent position.

- (2) If a shift has been eliminated, or overtime has been decreased, an employee would not be entitled to return to work that shift or the original overtime hours upon restoration. However, if a position on, for example, a night shift has been filled by another employee, the employee is entitled to return to the same shift on which employed before taking FMLA leave.
- (3) If an employee was hired for a specific term or only to perform work on a discrete project, the employer has no obligation to restore the employee if the employment term or project is over and the employer would not otherwise have continued to employ the employee. On the other hand, if an employee was hired to perform work on a contract, and after that contract period the contract was awarded to another contractor, the successor contractor may be required to restore the employee if it is a successor employer. See §825.107.”
- (4) Thus, an employee who seeks to return to work at the conclusion of an FMLA leave period must indeed be restored to his or her former position, or an “equivalent one,” assuming none of the lawful limitations on this right exist. Once restored back to work, however, reinstated employees can and should be treated just as any other employees would be relative to their performance, conduct and other legitimate business/workplace decisions as otherwise may affect them.

Getting specifically to the question of “when is it safe to change the job, lower pay and or demote employee?”

... to the extent the employer is concerned about potential a discrimination or retaliation challenge if it visits adverse action upon an employee who has exercised statutory rights under the FMLA and then returned to work, please note that such employees are not entitled to better treatment in the workplace upon his/her return. Certainly an employee cannot be discriminated or retaliated against for having exercised such rights, but the employer is not required to treat such employee more preferentially on account of such protected activity, either. Thus, if there are lawful legitimate, non-discriminatory and non-retaliatory reasons -- having nothing to do with the prior FMLA leave -- for seeking to “change the job, lower pay and or demote” an employee who previously took leave under the Act, and if the employer would take such action even if the

HR QUESTION OF THE MONTH

... CONTINUED

employee had never exercised such rights, the employer can take such action at the time it is warranted, without delay. Employers are not required to (and arguably should not) seek to wait some particular period of time after reinstating an employee following an FMLA/CFRA leave in order to take adverse action, perhaps to minimize the risk of a subsequent claim challenging such decision as discriminatory or retaliatory. While the optics of such action admittedly may not be favorable if the timing is proximally close to an employee's return from FMLA leave, as long as the employer has a lawful reason for taking such action, and if such action would have been taken had the employee never taken leave in the first place, strictly speaking the employer can proceed.

If, however, the employer seeks to change an employee's job, lower his/her pay and/or effectuate a demotion in whole or in part because the employee exercised FMLA rights -- and this can include seeking to take such action because the person who replaced the employee on leave performed the job better -- then such action in this scenario is unlawful, and ill-advised at any point time. Indeed the FMLA Regulations cited above also expressly state that "[a]n employee is entitled to ... reinstatement [to his/her former position or an equivalent one] even if the employee has been replaced or his or her position has been restructured to accommodate the employee's absence."

Without knowing the employer's justification for its proposal to "change the job, lower pay and or demote" an employee

who returns from FMLA leave, it is difficult to opine as to the propriety of such action. As noted above, in some cases adverse action of this nature is lawful, as indeed employees who exercise FMLA rights are not clothed with immunity from the consequences of their actions (i.e., if the proposed action is disciplinary in nature, in accordance with company policy or practice), nor are they protected against legitimate business decisions that the employer would have made with or without their statutory protection. Lawful employer actions to this effect need not be delayed and arguably should not be -- indeed we generally advise employers against waiting to make permissible business decisions solely to make them "appear" as though they are something they are not. If, however, the employer takes an employee's exercise of statutory rights into account when making a decision deny job restoration and/or to subsequently discipline, demote or otherwise adversely impact such worker, then such action would be illadvised to the extent it runs afoul of applicable federal and state law in this regard -- simply waiting to take such action arguably does not insulate the employer against a potential discrimination/retaliation claim, nor would it necessarily bolster its ability to defend one.

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MENTORING: OUR INDUSTRY SUCCESSION STRATEGY (GEN X AND MILLENNIALS, YOU'RE UP!)

By Mark Breslin, Breslin Strategies, Inc.

If I objectively analyze the foundation of my construction career, I find that my leadership success can probably be credited to several guys in jeans and dirty boots. It was not a professor, but a contractor-entrepreneur who most encouraged and inspired me by serving as my first mentor and guide. Spare with praise but long on wisdom, he found ways of putting me in the front row for life lessons time after time. Job sites, negotiations, and even a beer at the bar all became mentor's tools to connect this young, ambitious and raw rookie with my potential. Simply put, he saw in me what I could not, and helped me bring it out. I believe the majority of you readers are like me; you did not get to where you are in this industry without someone like this mentoring you. I think of mentoring as someone taking a personal interest – someone with whom a real connection of trust, communication, and mutual benefit can be made. Mentoring is a very powerful motivational and developmental tool that regularly plays a key role in most of our personal and professional lives. It has also powerfully shaped our industry.

This tradition of mentoring in our industry is a now at risk. I was unaware of the decline until recently, but there is a disconnect between everyone who says it is a great idea and how many leaders are actively engaged. Each year I have the privilege of being retained to speak to tens of thousands of construction leaders. These include CEOs down to project managers, superintendents, and foremen. I ask these leaders the same question: "How many of you received mentoring on your career path?" Ninety-five percent raise their hands. I then ask this follow-up question, and the problem becomes clear: "How many of you are mentoring someone now?" Less than fifty percent respond affirmatively. That response is startling, and it is truly in our interests to find out why it exists.

I have asked those who don't mentor anyone why, and the aggregated responses follow these themes: "The kids today are not willing to be mentored". "It's not worth the time to invest in them". "I don't have the time to do it."

On the other hand, when I ask young industry leaders why they think they cannot obtain mentoring, they respond with, "They think mentoring is giving me a hard time instead of showing us how to succeed" or "No one has offered, and I don't know how to find someone to mentor me".

These responses speak to both a generational disconnect and a de-valuing of the mentoring time

investment. Addressing these obstacles is vital. Beyond the current economic challenges, our industry faces unprecedented demographic succession challenges. The current retirement of the Baby Boomer Generation will profoundly challenge the construction and engineering industries. Gen X and Millennials now must be today's mentors – despite their relatively young ages. And I predict they will be very good ones. There has never been a time in our industry when mentoring has had more upside. My point is not one presented as a moral imperative or benevolent obligation; it is a bottom-line business and talent strategy upon which this industry may thrive or fail.

I would like to suggest three strategies that all industry leaders should adopt to ensure mentoring does occur:

1. All organizations should perform a demographic analysis of their workforce and integrate mentoring into their succession planning.
2. Managers, leaders, and supervisors need to be made to understand the operational and economic necessity of mentoring. Perhaps even include incentives, awards, and recognition for top mentors in the organization.
3. And finally, all young people need to know how to find a mentor. Both collegiate and apprentice programs need to assist them in developing this skill set. They need to know how to find someone who is willing to invest in them (and how to show appreciation for it being offered).

As was done for me, for over 20 years I have mentored many young people. I meet with or call them monthly. I hear about their lives, work, relationships, dreams, problems, and more. Mostly, I listen. When I do speak, I know it really matters. My payoff is the realization that I have often done the right thing for the right reason for the right person.

Mentoring is the last and final gift a leader gives to his employees, his organization, and industry. I sincerely hope each of you will take the time to help someone else obtain the rewards and accomplishments that this industry has provided to you. Let us not let our great tradition of mentoring die.

Breslin Strategies
1471 Livorna Road
Alamo, CA 94507
925-705-7662

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

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

When Disaster Strikes Your Electrical Systems

Electricity is vital to our world and businesses, and our reliance on electrical systems creates a risk. Could you continue operating your business without electricity? Power outages in Texas due to cold weather earlier this year show us that natural disasters can strike anywhere, and at any time – and often have ramifications to critical infrastructure, such as power grids and gas lines.

The many types of electrical equipment, and how often they are used, are things we often take for granted when they work as intended. Your business may rely on one or more of the following:

- Computer, phone, and other sensitive electronics systems
- Machinery, pumps, power tools
- Refrigeration systems
- Heating and air conditioning
- Overhead and display lighting
- Security doors or alarm systems

Should one of these systems or pieces of equipment lose its power source, it could not only interrupt daily work, it could be dangerous and expensive. Costs could stem from physical damage to the system, loss of business income, service interruption, clean up, temporary repairs, and spoilage of perishable goods.

Having an emergency preparedness and recovery plan in place can help your business weather the storm should the power go out. Your plan could include:

- A key employee responsible for coordinating post-outage recovery of electrical systems.
- A list of all business critical electrical systems at your business.
- Plans for mitigating the impact of short-term and long-term loss of electricity, such as moving to backup energy sources like generators.
- Policies regarding performing regular preventative maintenance on electrical equipment per manufacturer specifications. Inadequately maintained electrical systems are a leading cause of business interruption, poor energy efficiency, equipment wear-out, and breakdowns.
- A list of employees who are qualified to properly, safely, and effectively maintain and help recover electrical equipment.
- Contact information for your insurance provider who can respond to coverage and claims questions regarding systems breakdown incidents.
- Verification that your business has systems breakdown coverage for your line of work.

Severe weather conditions and the havoc they bring are becoming increasingly unpredictable, but having a plan in place to reduce the impact of electrical outages can help your business recover following a storm. Take action today before disaster strikes your electrical system.

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.



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 June 1, 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



Auxiliary



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by the Illinois PHCC Auxiliary

Proceeds go to Scholarship & Industry Promotion

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_____ Large Long/short sleeve

_____ 2X-Large Long/short sleeve

PLEASE CIRCLE SLEEVE LENGTH FOR EACH SIZE ORDERED.

Shirts are \$20.00 each plus \$5.00 for shipping.

Make Checks payable to the Illinois PHCC Auxiliary

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Becky Davis— P.O. Box 21—Deer Creek, IL 61733

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¹Information on tax credit accurate at time of publishing; consult your tax advisor for details on eligibility requirements for tax credits or go to rheem.com/federal-tax-credit. ²Based on comparison of the 50-gallon Hybrid Electric model against the estimated annual operating cost of a standard electric water heater of like capacity manufactured prior to 2015 under NAECA II which is likely being replaced. Savings varies per gallon capacity. ³Leak detection and leak protection built in for ProTerra Hybrid with LeakGuard only.



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