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ILLINOIS ASSOCIATION OF PLUMBING•HEATING•COOLING•CONTRACTORS

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PRESIDENT'S THOUGHTS

by Brian Rich
Illinois PHCC President

I hope all is well with everyone as we enter the last month of spring and the first month of my second year of my second term. Wow, say that 10 times. A full year has gone by and I still wait until the last day of the month to write my article. One year ago, I talked about my wife, children and grandchild. They are all doing very well. Garrett has transferred to DePaul, Jacob is now a UA Local 353 pipefitter and working for GA Rich, Amanda is starting her Vet clinicals and Rachel is melting everyone's hearts. She has figured out the more attention she gives great grandpa the more cookies she gets.

I thanked my father a year ago for instilling in me the belief of being members, actively involved, growing and developing a network of connections within our contractors' associations. That growth still continues today as I finish one of my National PHCC meetings. I now represent the Union Affiliated Contractors (UAC) on the National PHCC Board of Directors. This exposure to PHCC members from other states is priceless. The Zone Directors give reports on states in their regions with subjects that include plumbing legislation, conventions, and contractor updates. It is also great to hear how others around the country are doing. These reports reinforce my beliefs in a strong association that fights to strengthen the codes and laws that protect us, and fights against legislation that weakens or harms our profession

and all of those that work in it or are affected by it. Some of the current pieces of legislation in Illinois would weaken our plumbing license law, while others address important water quality issues such as waterborne pathogens (i.e. Legionella) and lead in water. These issues are not only important to those of us in the profession, but protect the health and safety of the citizens of Illinois. Some states are fighting hard to keep their license laws, and others are trying to get licensing required for the first time. PHCC is there on all three tiers of the federation to support these efforts.

By the time you read my article it will be mid-June. Even though it will be several weeks past Memorial Day, I'd like to take this opportunity to say THANK YOU to the men and women who serve this great country and those who made the ultimate sacrifice.

Hopefully our state will be getting back to normal soon and I will have the opportunity to get out and meet some of you. Looking forward to that.

Wishing everyone a healthy & prosperous summer!

Brian



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, June 25, 2021 from 8:00 am - 12:00 pm**. You will need to **register for this class before 5:00 pm on June 17, 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 for the latest information and to register for a class. Below is our current schedule.

2021-2022 Continuing Education Dates

Friday, **June 25, 2021** – 8:00 am - 12:00 pm
(Online)

Friday, **September 24, 2021** - 12:00 pm - 4:00 pm
(Online)

Friday, **October 8, 2021** - 12:00 pm - 4:00 pm
(Online)

Saturday, **November 13, 2021**- 8:00 am - 12:00 pm
(Online)

Friday, **January 7, 2022** - 12:00 pm - 4:00 pm
(Online)

Saturday, **February 19, 2022** - 8:00 am - 12:00 pm
(Online)

Friday, **March 18, 2021**- 9:00am - 1:00 pm
Drury Lane Conference Center,
Oakbrook Terrace, IL

Friday, **April 22, 2022** - 12:00 pm - 4:00 pm
(Online)

Registration information is at
www.ilphcc.com.

Click the link for the class you would like to attend.



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LEGISLATIVE UPDATE

By Bev Potts

As we near the adjournment of the Spring Session of the Illinois General Assembly, we continue to watch and work on the following bills.

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 has been signed into law by the Governor. It is now Public Act 102-0004.

HB 562 (M. Evans, Jr.) Makes various changes to the Home Inspector License Act, including extension of the sunset. Passed the House and is on 3rd Reading in the Senate.

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 on 3rd Reading in the Senate.

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, 2027. Passed the House and on 3rd Reading in the Senate.

HB 2776 (L. Greenwood) Provides that military service members and their spouses may engage in the practice of their occupation or profession without being licensed in the State of Illinois. Passed the House and is now in Senate Assignments.

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 is in Senate Assignments.

HB 3739 (L. Robinson, Jr.) Creates the Lead Service Line Replacement and Notification Act. Requires a water supply to perform specified activities. There are amendments to the original bill. Passed in the House and on 3rd Reading in the Senate.

SB 1921 (R. Crowe) Extends the repeal date of the Water Well and Pump Installation Contractor's License Act. Passed in the Senate and on 3rd Reading in the House.

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 and on 3rd Reading in the Senate.

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 and assigned to Senate Executive – Procurement Committee.

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 passed in the Senate. On 2nd Reading in the House – Consent Calendar.

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



HR Question OF THE MONTH

Question

Back to Normal...or Not? A Year Into the Pandemic – What's the Path Forward?

ANSWER

More and more people are getting vaccinated, and more places are opening up – is this the light at the end of the tunnel? Organizations everywhere are trying to balance the risks of the pandemic with the perceived ability to return to “normal.” Organizations need to consider:

1. **The current state of remote work**
2. **Employment law considerations**
3. **Returning to the office**
4. **Workplace safety**
5. **The COVID-19 vaccine**

Remote work – here to stay?

Many organizations were forced to quickly shift to remote work as covid-19 shuttered workplaces. Some employers faced challenges in shifting to telework, while others found it to be a relatively smooth transition. One big question looming for organization is whether to return to the workplace, and if so, when, and if not, what does that look like?

Some organizations plan to utilize a hybrid approach to stagger in-person versus remote work, particularly to encourage social distancing if the office space tends to be pretty full when at capacity. Others, particularly larger companies, have relayed permanent remote work plans, such as Pinterest, who reportedly paid an astounding \$89.5 million to break their lease last year. Some organizations are moving towards activity-based workplaces, which can include:

1. **Various areas designed for specific purposes**
2. **Private areas and group gathering areas**
3. **The idea is to provide flexibility at the physical workplace in addition to remote work as available options**
4. **Think of this kind of like a hotel where you can move around depending on what you're working on and what your needs are – some areas are quieter than others and more conducive for heads**

down type of work

5. **And other areas are better for discussion and live collaboration**

Employment Law Considerations

Organizations should carefully consider various employment laws when managing a remote or partially remote workforce. Expenses and reimbursements are often a point a contention. To start, federal law doesn't have an express requirement to reimburse for remote work costs. However, there is a rule that provides that employees cannot pay for work related expenses when doing so would bring the employee's wage below minimum wage or any required overtime. Organizations should evaluate what would it take, in terms of equipment and supplies, to work from home, especially if any employee who makes minimum wage or close to minimum wage or has significant work-related costs they've paid for. Any business expenses that cut into min wage and any overtime may violate the federal Fair Labor Standards Act. For exempt employees, as a general matter and best practice employers should ensure that any business expenses do not cut into the minimum salary required for exempt employees, otherwise this risks losing the exemption which means the employee is now nonexempt and entitled to overtime. Additionally, in the area of expense reimbursements, employers need to be cognizant of any state or local laws that require more than this federal rule. Even if an organization is in a state that does not require reimbursement of work expenses, organizations may consider doing so anyways, in an ability to promote a culture of care. Lastly, even if organizations are still working remotely on a temporary basis, these businesses are typically saving money on at least some overhead such as maintenance, utilities, and supplies; some of those savings could perhaps be utilized on reimbursing employees for working from home.

What about workers' compensation? First, workers' comp definitely applies to both in person and remote employees. An employee who gets sick or hurt related to work or during work time is entitled to file a claim for workers comp. For example, an employee who trips over their computer cord or develops issues due to poor ergonomics at home resulting in back pain or maybe carpal tunnel syndrome, could be able to file a workers' comp claim. Employers will want to ensure that their remote workers are working from a place that is safe and secure. One way to do this is to spell out some ground rules in a remote work policy or teleworking agreement. Remember that out-of-state employees may be impacted differently, and employers should be well-versed on the different state rules that may apply to overtime, meal and rest breaks, leaves of absences, and more.

Returning to the Workplace

Organizations should make an effort to understand both business and employee needs, weigh the benefits and risks of returning to the office, and may consider surveying employees on their return-to-work concerns. Overall, organizations should plan to follow CDC and local guidelines regarding social distancing, office capacity limits, masks, etc.

Some employees may not feel totally comfortable returning to the office, whether it be a health reason, scheduling conflict (children still remote learning, for example), or a health concern. Employers should keep in mind that when an employee's health condition is involved, they need to pay special attention to the Americans with Disabilities Act (ADA), and make reasonable accommodations, if necessary. The CDC has identified certain health conditions that are at increased risk of severe illness from the virus that causes COVID-19, and those that might be at an increased risk for severe illness, which could come into play if/when employees return to the workplace. One of the most common requests from employees will likely be the wish to continue working remotely. Luckily, the EEOC has already provided guidance on telework as an accommodation. Employers will want to evaluate their general practices and provide clear guidelines of who, if anyone, can work remotely, and most importantly, needs to ensure it is consistent and fair when it comes to responding to these types of requests.

Returning to the Workplace – Safely

Most organizations will need to consider implementing a variety of safety protocols and measures. For example, should you require employees to double mask? The CDC recommends that double masking can be helpful if a disposable mask is worn underneath a cloth mask.

The EEOC has also released guidance that organizations should consider, as it relates for COVID-19. First, the EEOC notes that public health authority guidance is likely to change as COVID evolves, and the EEOC states that employers can and should follow the most current information for workplace safety – that means organizations need to keep on top of the latest updates and guidance from the health authorities

Now, what symptoms can employers screen for? The EEOC notes that organizations can rely on the CDC and other public health authorities and reputable medical sources for emerging symptoms. These symptoms can guide employers when choosing what questions to ask employees to determine whether a direct threat to workplace health and safety would be presented. However, organizations need to be really careful when it comes to medical inquiries – this is to avoid disability discrimination – so it's quite helpful for employers to understand what they can ask without encroaching on ADA rights. And remember, all COVID-19 information, such as symptoms, temperatures and test results, needs to be kept confidential.

There are also a wide range of apps, gadgets, and wearable devices prompted by the pandemic, that organizations could consider using. These tools can assist with things like electronic contact tracing, temperature tracking, and enforcing social distancing (for example, some devices can alert folks when two people come within 6 feet of each other). Prescreening apps are

also popular with some organizations whereby employees have to answer a questionnaire through their phones before coming to work. Other apps also track certain activities employee have engaged in to determine the risk level of the individual – and the technology can then indicate whether they're clear to come in, they should stay home, or contact a health care provider. These COVID-related technologies can make safety processes at the workplace a lot more efficient – for example, instead of manually performing contact tracing by talking to individuals one by one, the app can display data to show who's been near whom and who may need to quarantine as a result.

For companies that will provide desks or offices that are not specifically designated or assigned to individuals, there are also tools that can help inform employees what is available and where, and even recommend directions on how to get to the available desk to avoid gatherings and to minimize exposure. All in all, there are some very helpful technological developments that can help make it easier for organizations to keep the workplace safe and help businesses continue with minimal disruptions.

It may go without saying, but organizations should also ensure they have adequate signage to remind employees of hand-washing best practices, and may want to consider providing access to hand sanitizing stations as well.

The Vaccine – Are we back to normal...yet?

The vaccines are here! There are three types of vaccines currently available under the FDA's emergency use authorization, including Pfizer, Moderna and Johnson and Johnson. Generally, most states are moving through the available doses and more folks are getting vaccinated.

One of the main questions employers have on this subject is: can we require the vaccine? The sentiment behind this appears to be that:

We want to make sure our workplace is safe and healthy

We're afraid of being exposed at work

We're tired of social distancing and wearing masks

The EEOC has published timely guidance on vaccines in mid-Dec which luckily for employers, provides some much needed direction. The EEOC doesn't specifically say employers can or cannot require the vaccine, but the guidance presumes that employers can require it but must adhere to certain requirements. Of course, there are some significant caveats to this general rule, including accommodations that may be required in situations where an employee requests a religious or medical accommodation. For those organizations who choose to require the vaccine, they'll need to figure out whether the time to get the vaccine and any related costs need to be compensated to the employee – this is going to vary depending on location, whether employees will go during work time to get vaccinated, and a variety of other factors.

Organizations should keep in mind that the CDC states that vaccinated individuals must still exercise standard pandemic

precautions in public, which includes:

- Wearing a well-fitted mask.
- Staying 6 feet from people you do not live with.
- Avoid medium or large gatherings.
- Get tested after experiencing symptoms.
- Follow CDC and health department travel requirements.

This means that for work purposes, vaccinated employees may still need to take the same safety precautions as those that are not vaccinated with the exception of possibly avoiding quarantine after potential exposure. Remember, other state and local mandates may include additional requirements.

Ultimately, there is no “one size fits all” approach when it comes to returning to the office or continuing with remote work. Each organization will have to consider what is best for their business and workforce. But, the future looks bright – the vaccine is here, employees are returning to work, and life is returning to

some semblance of “normal.” Organizations should take this time to critically evaluate what will support their business, how they can best support their customers, and how they can support staff by ensuring safety during these challenging times.

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POST COVID-19 CUSTOMER SERVICE TIPS

By Nancy Friedman

How do we “do” customer service in this ‘new normal’ and virtually?

It’s the same, but a bit more of it.

Customers expect great service 24/7/365. Always have. On the phone or in person. Let’s not let COVID be that excuse.

Yes, many companies are understaffed; however, that’s happened before. Many companies are struggling. And that’s happened before. Many companies have had to hire new folks to replace the ones that left. And that too has happened before.

It’s not fun, it’s not fair and it’s not right.

However, if you’re going to stay in this fight, and most of us will and want to, we need to UP the service angle. We cannot let this virus cripple us. It’s done enough damage. If you’re lucky enough to be declared ‘essential’ and if you’re lucky enough to be open and still serving customers, do more than you did before! Have your staff do more than they used to.

These 5 steps to post COVID-19 customer service will help. Sit with your staff and ‘talk’ with them. Have them understand customer service is not a choice; never has been. And it’s more important during these times than ever before. How can they help? Get some of their thoughts.

Here are ours:

1. Start some sort of training NOW. Next week could be too late. If you have some customer service training in place, step it up. If you don’t, start something to help your staff go above and beyond. It’s too easy in today’s marketplace to go somewhere else than stick around with surly, uneven help. Even the old, “Thank you for shopping with us,” “We appreciate your business,” and “Have a wonderful holiday” go a long way and costs nothing.
2. Meet with your staff at the end of the day. What went wrong? What went right? Capture the ‘right.’

3. Have your staff put on a mental suit of armor. Let the verbal projectiles bounce off them. Most of the customers are not upset with ‘them.’ They usually are the target, sadly. Talk about that. Let the staff know you are aware there are some ‘not so fun customers’ out there. The bulk of them are simply trying to buy something or have a nice dinner out.
4. Your employees need to have the CARE GENE. That’s critical. “Customers don’t care how much you know, until they know how much you care.” Sitting and reading a book, doing your nails, or talking with a coworker when a customer walks into the store is not good news. Jump up, walk over, SMILE and say hello. Introduce yourself. Names matter. We need to be different and special during this unusual time.
5. The most important of all: SMILE. Have smile lessons if you must. Don’t let your staff enter the floor without a smile. “A phony smile is better than a real frown.” It’s not about you – it’s about the ‘customer.’ And no matter what time of year, a smile will win folks over.

BONUS TIP – Please consider a Nancy ZOOM customer service program – it’s fun, affordable and customized perfectly for your team!

Call or email me directly: 314-276-1012 or nancyf@telephonedoctor.com

Any one of these ANTI COVID tips will be of value and help. All 5 can make a huge difference. You CAN make it happen.

Don’t ignore the training aspect during this time. Bad enough it’s neglected during good, healthy times.

Now is not the time to be cheap with kindness, politeness, happiness, good manners and that all important smile.

Give generously. And watch the rewards.



YOUR VOICE MATTERS MORE THAN EVER!

SPUR IN CONSTRUCTION SPENDING EXPECTED FROM INFRASTRUCTURE BILL; REGISTER FOR 2021 VIRTUAL LEGISLATIVE CONFERENCE ... AND CHART THE COURSE


By Staff Writer, PHCC-National Association

Did you know that the \$2.3 trillion infrastructure bill being considered by Congress has several provisions that could create new business opportunities for p-h-c contractors? Specifically, the bill includes \$111 billion for water infrastructure improvements, including \$30 billion to replace aging lead pipes. The spur in construction spending directly and indirectly related to this massive investment potentially can provide ample opportunities for PHCC contractors nationwide. **Be sure to register for the June 15-16 PHCC 2021 VIRTUAL Legislative Conference at phccweb.org/legislativeconference/** to make your voice heard as Congress deliberates this significant investment in America's future. The virtual format and reduced registration fees make this year's Legislative Conference more accessible than ever, with minimal disruption to your business day.

Access your policymakers on Capitol Hill directly to ensure we have our say on:

- ensuring sufficient funding for **water infrastructure projects** to protect our most precious resource;
- securing a **diverse energy portfolio** that preserves consumer choice while protecting the continued use of natural gas; and
- promoting the importance of **registered apprenticeship** to bridge the skills gap that threatens job and economic growth.

The largest investment in American infrastructure since the 1950s is being considered, and PHCC needs to have its rightful seat at the table. The virtual format and reduced registration fees make this year's Legislative Conference more accessible than ever, with minimal disruption to your business day. Contact PHCC Director

of Legislative Affairs Mark Valentini at 703-752-9871 or valentini@naphcc.org for more information. 



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In-Cab Technology: The Future of Fleet Safety

With vehicle crashes on the rise and cost of crash-related litigation skyrocketing, many businesses are leveraging in-cab technology to help protect their drivers, operations, and bottom line. Many early adopters have achieved impressive results, such as fewer accidents, fewer claims, and fewer false accusations levied at their company drivers. In-cab technology ultimately encompasses any tool that collects information and quantifiable data to evaluate driver behavior, vehicle performance, and road conditions. It could include:

Video or Dash Cams

Are your drivers wearing a seatbelt? Are they distracted by their phone or radio? Do they speed or display road rage? Does the video support their statements regarding who was at fault in a collision?

Drivers who know they are on camera may be more safety-conscious behind the wheel. And, if they are not driving safely, video footage can help you identify their risky behavior so you can take corrective action before a crash occurs. Video recording around the exterior of the vehicle can also help give you a clear view of the facts should a collision occur, which may help support your defense against false claims levied at your drivers.

GPS Tracking and Vehicle Monitoring

Are your drivers on time and taking the most efficient driving routes? If there is an incident, will your drivers remember the exact location where it occurred? Could your drivers more effectively be responding to urgent customer service needs?

GPS tracking tools can help you get full visibility of your fleet vehicles out on the road in real time. Some GPS services can provide information on vehicle location, provide an overview of a vehicle's daily route, and note the location of an incident. They can also help you find the closest available vehicle when you need to respond to a customer quickly. Telematics systems can also monitor factors such as speed and brake usage, giving you a better picture of your drivers' behavior behind the wheel.

Predictive Analytics and Insights

Do you know how your company drivers compare to others in your industry? How might fleet performance and driver behavior today impact your business down the road?

By analyzing video footage and vehicle performance data, some in-cab technology solutions can provide valuable insights that help you predict and proactively address problems in the future. These insights can be specific to your business and may help you to pinpoint opportunities to improve your safe driving culture and fleet performance.

While in-cab technology may help lower operating costs, lower insurance premiums, increase productivity, and create better fuel efficiency, what really matters is that it can help your company drivers make it home safe today.

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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● 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
- Discounts on Programs & Services
- Member Discounts on Conferences

● NETWORKING OPPORTUNITIES

- Access to Online Communities
- Join PHCC Enhanced Services Groups
- Online Business Interest Groups
- CONNECT Conference & Tradeshow
- Online & Print Member Directory
- State & Local Chapter Events and Online Resources

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Falls Church, VA 22046

Phone: 703-237-8100 | 800-533-7694

Fax: 703-237-7442

Email: membership@naphcc.org
phccweb.org

JOIN PHCC TODAY!

PHCC MEMBERSHIP **PAYS FOR ITSELF**

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

- **Exxon/Mobil: 5 cent savings per gallon** of gas using Fleet National Card
- **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**
- **Solutions Magazine Subscription: \$30**
- **Plumbing and HVACR Apprentice eLearning Programs: Discounts vary by chapter**
- **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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MICHAEL R. COPP ANNOUNCES RETIREMENT PLANS As PHCC—NATIONAL ASSOCIATION EVP

Michael R. Copp, executive vice president of the Plumbing-Heating-Cooling Contractors—National Association (PHCC), has formally announced that he will retire from PHCC in December 2021.

“We appreciate the many significant contributions Michael made for the organization over the past six years,” said PHCC President Hunter Botto. “Thanks to his leadership, PHCC made considerable progress in fulfilling important strategic goals and positioning PHCC members as the ‘contractors of choice’ in their markets. The association is now well positioned to achieve sustained growth and further our mission of advancing the industry through education and training to protect public health, safety and the environment.”

Botto praised Copp for leading important future-focused strategic initiatives as well as accelerating the implementation of effective new technologies and processes that enabled the PHCC National office to remain fully operational throughout the COVID-19 pandemic and provide members with relevant and timely resources to weather the storm and prepare for the next normal.

During Copp’s tenure, PHCC achieved many legislative and regulatory successes to benefit professional p-h-c contractors; made progress on important workforce development initiatives; expanded HVAC-specific resources and collaborative efforts; elevated marketing efforts and began producing a quarterly magazine; built a new Education & Training Department; launched several online member communities; offered numerous new member benefits; and realigned and strengthened its relationships with PHCC industry partners and coalitions. The organization also updated the association’s history book, “A Heritage Unique” and finalized a Crisis Action/Pandemic Plan that was offered as a model for PHCC chapters and members during the pandemic.

“It has been an honor and privilege to serve our PHCC members and work with so many great professionals across the PHCC Federation over these past six years,” said EVP Copp. “Our collective efforts represent a real

team effort, especially these past two years, which prove that PHCC members and staff continue to move forward with hope in their eyes and a bone in their teeth as they protect the health and safety of everyone and our planet.”

A PHCC search committee has been formed that will work with a consultant to begin the process of identifying and interviewing possible successors. PHCC’s leadership is committed to hiring an individual with the skills and drive to ensure the association’s continued growth and member success. Interested candidates may contact Susan at recruiter@appliedvisionworks.com. 📞

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WE WILL USE THIS INFORMATION TO PROVIDE YOU WITH UPDATES ELECTRONICALLY.**

Name: _____

Company: _____

Street Address: _____

City/State/Zip: _____

Email: _____

Phone: _____

Cost \$60.95/Code Book

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

_____ of code book(s) X \$60.95

Total amount enclosed \$ _____

Mail form with payment to:

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

Make checks payable to the Illinois PHCC.

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

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

(217) 522-7219

IT'S YOUR LIFE

Catch a Break with Disability Income Insurance

Can a team win the Super Bowl without their quarterback? How successful is a hockey team without their goalie? Both of these positions are vitally important to the team — just like the owner of a business. Consider how your family and business could be affected if you were sidelined from your job due to a disability caused by an illness or injury.

While we may not think about it, we often take for granted our most valuable asset — the ability to earn a living. When experiencing a disability, your income may stop and certain expenses may increase. Disability Income (DI) insurance can help provide you with financial resources to help support your family and business needs if you are unable to work due to illness or injury.

Consider this:

- At least 51 million working adults are without disability insurance other than basic Social Security coverage.¹
- Almost 90 percent of long-term disability claims are caused by illnesses and are not work related.²
- One in eight workers will become disabled for five years or more during their lifetime.²
- An average claim for group long-term disability can last up to 34.6 months.²
- A 2014 study identified the following as primary reasons for consumer bankruptcy filings:
 - Medical Bills: 26 percent
 - Job Loss: 20 percent
 - Illness or injury on part of self or family member: 15 percent¹

In today's world, business owners can prepare for some of life's curveballs. Disability Income insurance may be able to help lessen the financial impact of a disability by providing income that can be used for both business and personal expenses.

Don't get caught unprepared, make sure your business and family are protected if a disability occurs. Talk to your Federated Marketing Representative today about how you can create a game plan to help protect against life's uncertainties.

1. Austin, Daniel A., Medical Debt as a Cause of Consumer Bankruptcy (2014). Maine Law Review, Volume 67, No. 1, pp. 1 – 23 (2014); Northeastern University School of Law Research Paper No. 204-2014. Available at [SSRN](https://disabilitycanhappen.org/disability-statistic/).
<https://disabilitycanhappen.org/disability-statistic/>
2. <https://www.kiplinger.com/article/insurance/t012-c032-s014-dont-underestimate-need-for-disability-insurance.html#:~:text=One%20in%208%20workers%20will,caused%20by%20illness%2C%20not%20accidents>

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(217) 202-3780 or for (details)

Entry Fee \$ 60.00 Per Golfer

NAME _____ PH# _____

NAME _____ PH# _____

NAME _____ PH# _____

NAME _____ PH# _____



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

Please print or type

Business Name _____

Contact Name _____

Address _____

City _____ County _____ State _____ Zip _____

Phone _____ Fax _____ Email _____

Illinois Plumbing Contractor's Registration Number _____
(For those involved in Plumbing Contracting)

☐ Union Shop ☐ Open Shop

Type of Business Activities

(CHECK ALL THAT APPLY)

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

Signed _____ Date _____

The State Investment is \$245.00. The National Membership Investment is \$538.00. State and National are presented as a package for \$783.00 and may not be split. The Investment period is January 1 through December 31 and may be prorated on a monthly basis. Please make checks payable to Illinois PHCC, 821 South Grand Avenue, West, Springfield, IL 62704.

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

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

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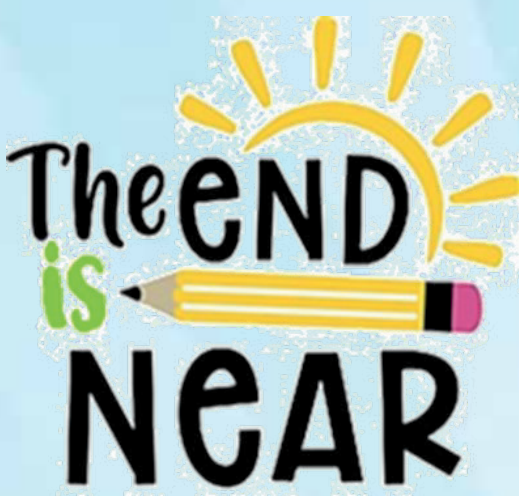
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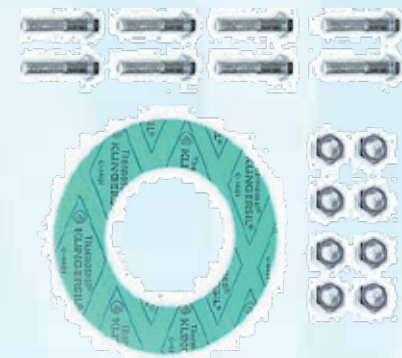


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