

ILLINOIS MASTER PLUMBER

ILLINOIS ASSOCIATION OF PLUMBING•HEATING•COOLING•CONTRACTORS

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CONTENTS

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President's Thoughts	4-5
In Memory	6
Revisions to the IL Plumbers Licensing Code	6
Renewal Time - Don't Delay	7
Fix-A-Leak Week	7
Calendar of Events	7
2017 IL PHCC Expo Exhibitors	8
Thank You to our Sponsors	9
IMSCA Lobby Day	10
IMSCA-PAC Raffle	11
Legislative Update	13-15
IL PHCC Application for Membership	16
ToolBox Talks	17
2016-2017 Continuing Education for Illinois Licensed Plumbers	18
Killer Words of Customer Service	19-20
IL PHCC Associate Membership Application	21
Plumbing Code Book Order Form	22
What's Wrong With This Picture	23
News from OSHA	24
News from PHCC National	25
Federated HR Question of the Month	30
Risk Management Corner	32
IL PHCC Inspector Application for Membership	33
PHCC Educational Foundation	34

ADVERTISERS

Champion	25
Connor Company	2
Exxon Mobil	28
Federated Insurance	12
Hodes	24
H.R. Stewart	5
Jim Murray	6
Metropolitan Industries	Insert
REPCO	31
Rheem	29
Test Gauge	27 & Back Cover
T&S Brass	9
Torvac	20
Zoeller	35
Zurn	26



PRESIDENT'S THOUGHTS

by Steve Stimson
Illinois PHCC President

Greetings from Central Illinois. Well we knew it wouldn't last, the mild weather that is. We have been so spoiled with the warm record setting temperatures for February, but let's not forget the old saying, "March comes in like a lion and goes out like a lamb". I think we may be in for a lion tonight. Severe storms with heavy rain, strong winds & possible tornadic activity. It's not the snow that I'd hoped for, but there are some notorious March snow storms on record so there's still hope. I've got some important info to share this month so please, read on.

First, a family update. By the time you're reading this month's magazine, Ashton's club volleyball and Trey's Junior High basketball seasons would have come to an end. As much as I enjoy watching my kids play sports, I have to say I'm kind of looking forward to a break. Trey's next athletic adventure will be track. Ashton will take a short breather and concentrate on keeping those grades up. Scary to think about, but we are going to check out a college for her over spring break. My baby girl is growing up!

I'd like to thank anyone that was able to attend Lobby Day in Springfield last month presented by IMSCA. Did you know that over 6,000 pieces of legislation have been introduced in the spring session and the IL PHCC has over 300 of them on their watch list? 25 pieces of legislation are directly related to the plumbing, piping & mechanical industry. Please see the **Legislative Update** in this month's issue!

One of the biggest highlights for the Illinois PHCC is the upcoming trade Expo. **I would like to personally welcome each and every one of you to this event on Friday, March 24th.** If you are unable to

come, you'll be missing another fabulous show. Sold out again! A great big applause accompanied with a standing ovation goes out to PHCC Executive Director Bev Potts & Assistant Director Shelly Lott for all of their hard work, countless hours and dedication they put in making the trade show one of the best in the United States.

Let me not forget the exhibitors. Without manufacturer's reps, wholesale houses and more, what would the trade show be? Thank you exhibitors for taking the time to bring all of your wares to one location for all of the plumbers, technicians, business owners, inspectors, engineers, public works officials, and others to see. Your support of the IL PHCC and this great industry is awesome and I thank you for that. I'm personally anxious to look around and see what new things are out there that our company can benefit from.

Thank you also goes out to all of the volunteers from the local associations, the Auxiliary, and the inspectors' organizations for helping 800+ plumbers get signed in & signed out of their continuing ed class. What a feat that is.

Don't forget to stop by the IL PHCC Auxiliary table and purchase one of the ever popular "License Law" t-shirts or can coozies. The Auxiliary does a fabulous job supporting and promoting the IL PHCC Association and the Industry! **Thanks Auxiliary for all you do!!**

Reminder, on Saturday March 25th we will be having a PHCC Board meeting. All PHCC members are welcome and encouraged to attend.

Have you checked the mail lately? You should have received your 2017 Plumbing License Renewal postcard. Please follow the directions on the card and renew your

license today! Still need CEU hours? Please see the list in this month's magazine for remaining classes available.

NEW DATE! Are you interested in seeing and experiencing first-hand how PHCC works with, and has effect on our federal government and it's laws/regulations impacting the plumbing, heating, cooling industry and your small business? If so, the **PHCC Leadership & Legislative Conference** is for you. Mark your calendars and start looking for flights to **DC for June 12th – 14th**. You will have the opportunity to meet with members of Congress and their staff, attend a congressional reception and breakfast, as well as make valuable networking connections with other PHCC members, not to mention the opportunity to enjoy the sights and scenes of our nation's capital. Hope to see you there!

SAVE THE DATE – June 16th and June 17th! After the expo closes its doors we roll out the carpet for the next big PHCC event, the installation of your new IL PHCC president. This year the installation is being held at the Embassy Suites in East Peoria, IL on Friday night June 16th. There will be a board meeting that is open to all members on Saturday morning June 17th. East Peoria is a great location seated virtually in the center of the state giving opportunity for those from both Chicago and the metro east area of St. Louis, those as far north as Cary, and those as far south as Marion to attend. Registration info and a complete outline of the event will be available in the April issue of the Illinois Master Plumber magazine. **Don't miss out!**

Well my time remaining is running short, but I do hope I will still have a chance to meet as many of you as possible at functions across the state during the remainder of my term. I will certainly be present and floating around at the Expo. Feel free to introduce yourself.

“People often say that motivation doesn't last. Well, neither does bathing — that's why we recommend it daily.”

Zig Ziglar

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IN MEMORY

Walter F. Aerne, 86, of Glen Carbon, Illinois passed away on Sunday, February 12, 2017 at Anderson Hospital in Maryville, Illinois. He was the co-founder and owner of AMSCO Mechanical, Inc. in Granite City. For 30 years he served as president of Great Southwestern Illinois Association of Plumbing, Heating and Cooling Contractors which subsequently created the Walt Aerne Leadership Award to recognize significant leadership contributors to the organization. He was also a member of the Illinois PHCC and served as the chairman of the state-wide convention for many years. Walt served as a trustee for the Plumbers Local #360 and Steamfitters Local #439. The Korean War veteran proudly served his country in the United States Marine Corps from 1951 to 1953, active with the U.S. Marine Corps Band. His love of music and the trumpet continued throughout his lifetime.

Walt is survived by his wife Lucile; three daughters, Jorja (Kent) Dickemann of Glen Carbon, Jo Aerne of Oregon, and Debra Aerne and Kristopher Loewe of

Glen Carbon; a son, David (Melissa) Aerne of Portland, Oregon; two step-sons, five grandchildren, nine step-grandchildren, a great granddaughter, and a step-great granddaughter. He was preceded in death by a son, Dean Aerne; grandson, Shane Aerne; two brothers and two sisters.

Funeral services were held on February 16, 2017 at Irwin Chapel in Glen Carbon. Burial with full military honors followed at Sunset Hill Memorial Estates in Glen Carbon. Memorials may be made to St. John Community Care in Edwardsville / Collinsville or to VITAS Hospice.

The Illinois PHCC and Auxiliary expresses their sympathy to Walt's daughter Jorja Dickemann (IL Auxiliary Past President) and her husband Kent of AMSCO Mechanical; and all of the Aerne family. 🕯️

REVISIONS TO THE IL PLUMBERS LICENSING CODE

Revisions to the Illinois Plumbers Licensing Code (750 Rules) became effective on June 17, 2016. They can be viewed at <http://www.ilga.gov/commission/jcar/admincode/068/06800750sections.html>.

A printed version that can be easily inserted in to your Illinois Plumbing Code book is available from the Illinois PHCC. **They can be purchased at the Illinois PHCC Expo, or any Illinois PHCC CEU class for \$3.00, or by mail for \$5.00.** 🕯️

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RENEWAL TIME – DON'T DELAY!!

It is now the time of year for all Illinois licensed plumbers and apprentices to renew their licenses. Postcards containing your PIN to renew online were mailed in mid-February. **As soon as you receive notification from the IDPH, please renew immediately.** Do not wait until April to renew! The IDPH will be issuing the hard card licenses this year upon renewal. If you do not have your continuing education credit completed for this year, see the forms in this issue of the magazine to sign up for a class. 

FIX-A-LEAK WEEK

Leaks Can Run, but They Can't Hide.

Are you ready to chase down leaks? Household leaks can waste more than 1 trillion gallons of water annually nationwide, so each year we hunt down the drips during Fix a Leak Week. Mark your calendars for EPA's ninth annual Fix a Leak Week which will take place **March 20 through 26, 2017**. Remind your customers that they can find and fix leaks inside and outside their homes to save valuable water and money all year long.

From family fun runs to leak detection contests to WaterSense demonstrations, Fix a Leak Week events happen from coast to coast and are all geared to teach consumers how to find and fix household leaks. Visit www.epa.gov for more information, and tools you can use to educate your customers. 

CALENDAR OF EVENTS

MARCH 23, 2017

Illinois PHCC Annual Meeting/Dinner
Maggiano's Little Italy
Oakbrook Terrace, IL

MARCH 24, 2017

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

MARCH 25, 2017

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

APRIL 7, 2017

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

APRIL 21, 2017

Illinois PHCC CEU Class
Heartland College
Normal, IL

JUNE 12-14, 2017

PHCC National Leadership &
Legislative Conference
Washington, DC

JUNE 16, 2017

Illinois PHCC & Auxiliary Installation Event
Embassy Suites Hotel
East Peoria, IL

JUNE 17, 2017

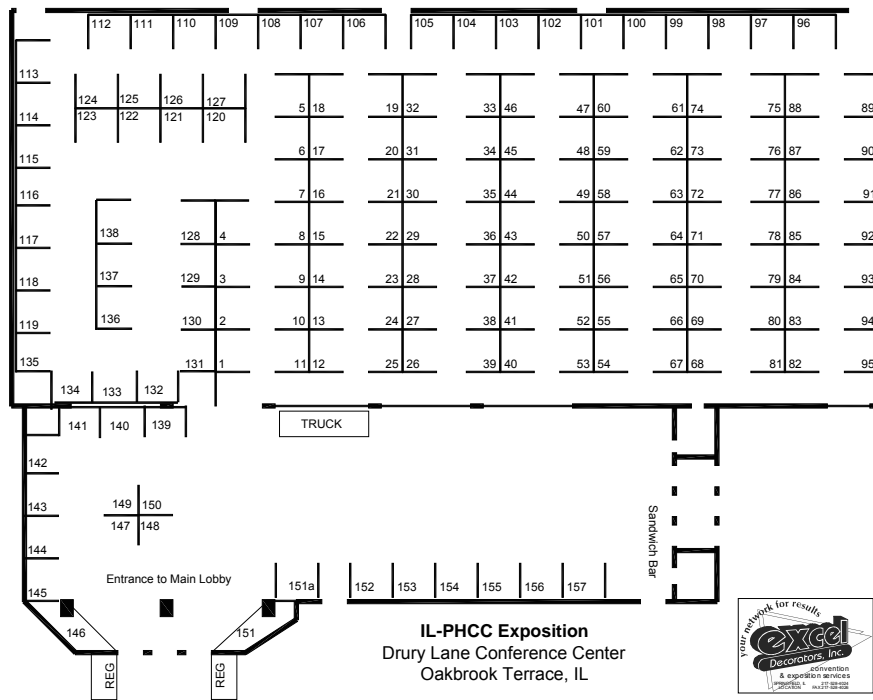
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Embassy Suites Hotel
East Peoria, IL

OCTOBER 4-6, 2017

PHCC Connect '17
Milwaukee, WI



2017 Illinois PHCC Expo Exhibitors



Accurate Industries 72
 *Added Sales Co. 65, 66, 67, 68, 69 & 70
 *Allan J. Coleman 37,38,39
 American Trenchless Technologies 104
 Anvil International 88
 *Auburn Supply Company 123
 *Bornquist, Inc. 100,101,102,103
 *Chicago Water and Fire Restoration 155,156,157
 *Deery-Pardue & Associates Inc. 56,57,58,59,60
 Drincables Direct 24
 Duiven McGuire, Inc. 92,93
 Easyflex, Inc. 79
 ELFCO 52,53
 Enz USA, Inc. 51
 *Evergreen Sales 80,81,82
 EXXON Mobil Fleetcard Program/WEX, Inc. 21
 *Federated Insurance Co. 3
 *First Priority DKI 111, 112
 *Fluid Technologies Inc. 83,84,85,86,87
 *Friedman & Dorrans Sales 40,41, 42
 Grohe 99
 *H.O.K. Sales 129,130,131
 Haines Mac Products 71
 Hansgrohe Inc. 76
 HAP System LLC 49
 *Hart, Travers & Associates 15,16,17,18 & outside
 *Hodes Company 7
 Hot Water Products Inc. 124
 Howards Products 29,30
 HAS 26,27
 IAPMO/ASSE International 43
 *ILLCO 23
 Illinois PHCC 1
 Illinois Pipe Trades Association 146
 IMSCA 2
 Inlad Truck and Van Equipment 136,137, 138
 Inland Sales Group, Inc. 132,133,134,135, 119
 *IPEA 44
 *IPIA 63
 *Jim Murray, Inc. 128
 John Guest USA, Inc. 8
 Kamco Representatives Inc. 77,78
 *Kast Marketing 10,11,12, 13

Knapheide Manufacturing Co. Entrance Area + 106,107, 108
 Kohler Company 9
 Kolbi Pipe Marker Company 114
 Lehman, Inc. 50
 Litgen Concrete Cutting & Coring Co. 61,62
 Lochinvar, LLC 110
 Lubrizol 46
 Lyall, Thresher & Associates 90
 *Metropolitan Industries, Inc. 73,74, 96,97,98 & Outside
 *Mid-Continent Mktg. Sales Link 120, 121, 122, 125, 126,127
 Milwaukee Tool 54,55
 Moen Inc. 47
 Mueller Industries 45
 *New-Tech Marketing, Inc. 28
 Nexgen Pumps Inc. 91
 *Norton McMurray Manufacturing Co. 109
 *OS&B 118
 Partner in Health 151A
 Pentair Flow Technologies 22
 Perma-Liner Industries , LLC 153
 *PHCC Pro Series Pumps /Glentronics 19,20
 Picote Solutions, Inc. 64
 *R.C. Sales & Service Inc. 32
 Rental Max, LLC 152
 *Repco Associates Inc. 5,6
 RK Ventures Inc. 89
 Spartan Tool 151
 Spears Manufacturing Company, Inc. 48
 *Step Marketing LLC 115,116,117
 T.J. Higgins Company 94,95
 *Test Gauge & Backflow Supply Inc. 4
 Tierra Environmental Services Inc. 14
 Toto USA Inc. 75
 Tramco Pump Co. 33,34
 *United Rentals Trench Safety 154
 Victaulic Co. of America 105
 *Viega LLC 25
 Web.com 31
 *Wolverine Brass/Plumbmaster 35,36
 Zeigler Promaster Ram Truck
 139,140,141,142,143,144,145,147,148,149,150

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IMSCA LOBBY DAY

Illinois PHCC members, staff, and partnering organizations recently participated in the Illinois Mechanical & Specialty Contractors Association (IMSCA) Lobby Day on February 15th at the State House Inn in Springfield. The day began with an IMSCA Board meeting, followed by lunch with a live video stream of the Governor's budget address. IMSCA Legislative Consultant Jessica Newbold gave

attendees an overview of the legislative issues to be discussed, and a quick refresher on lobbying etiquette before the group walked to the Capitol to meet with their elected officials. Lobby Day concluded with an evening reception at the Sangamo Club, held jointly with ICIC. 📷



Pictured (from left): CISCO Executive Director Dan Allen, PCA/Plumbing Council Midwest Executive Director S.J. Peters; Illinois PHCC and PCA Midwest members Alison Flury (Another Plumbing Company), Tammy Rich Stimson (G.A. Rich & Sons, Inc.), Terry McCarthy (Terry Plumbing), and Rick Kuhn (R.J. Kuhn Plumbing, Heating & Cooling, Inc.). Not pictured: PCA/Plumbing Council Director of Communications and Public Affairs Jeff Weiss, and Illinois PHCC Executive Director Bev Potts.
(Photo courtesy of PCA Midwest)

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- ▶▶ **FOUR tickets to see the Chicago Blackhawks vs. St. Louis Blues at the United Center!** Value: \$750.00 (Date TBA)
These are 200 Club Level seats with parking passes. This prize also includes a \$250 Hilton Hotels gift card.
- ▶▶ **Premier California Wines and dining gift cards!** Value: \$750.00
Wines including 2006 Napa Far Niente Cabernet Sauvignon, 2010 Russian River Red Zinfandel and \$500 in dining gift cards at various restaurants.
- ▶▶ **\$500 Gander Mountain gift card.**

The winning tickets will be drawn on June 8, 2017 in Oak Brook. You do not need to be present to win.

By contributing to IMSCA-PAC you are making your voice heard by providing your IMSCA lobbying team with the necessary tools to fight for legislation that is important to YOU as a contractor.



YES! I would like to support IMSCA-PAC! I want to purchase _____ tickets at \$50 each.

Choose your prize package: Blackhawks _____ Bears _____ Wine/Dining _____ Gander Mountain _____

Please make check payable to IMSCA-PAC and return, along with this form to: IMSCA, 519 S Grand Ave., Springfield, IL 62704.
Under State Law, IMSCA-PAC can accept both corporate and personal checks. **Your support is appreciated.**

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If you have additional questions regarding IMSCA-PAC, please contact Jessica Newbold at 217.523.4361 or JNewbold@gcsconsult.com. A copy of our report filed with the State Board of Elections is available on the Board's official website www.elections.il.gov or for purchase from the State Board of Elections, Springfield, IL. Contributions are not tax deductible.

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LEGISLATIVE UPDATE

By Bev Potts

The Spring Session of the Illinois General Assembly began in mid-January. We monitored and reviewed new legislation as it was introduced. There have been many bills introduced dealing with workforce development, workers compensation, IEPA, mechanics liens, procurement, prevailing wage, public utilities, energy, MBE/FBE requirements, and other construction issues. We currently have over 300 bills on our watch list. Many of these bills are vehicle bills and will be combined, amended or eliminated. We will continue to monitor these issues and provide updates as the information is available. Following are some of the bills we are watching and their current status.

Plumbing/Piping/Trade Related Bills:

HB 265 (M. Flowers) Creates the Lead in Schools Reporting Act. Provides that on an annual basis the IDPH, in coordination with local health departments serving the City of Chicago, shall conduct specified lead testing at public schools within the City. Provides that the Department shall notify the Board if a detected lead level meets an unsafe level. Provides that school report cards for cities with populations in excess of 500,000 shall include lead testing results and that students in such districts may transfer from one attendance center to another. Assigned to Elementary & Secondary Education: Licensing, Administration & Oversight.

HB 354 (D. McSweeney) Creates the School Water Supply Testing Act to provide that water supplies available for drinking water use in all classroom-instruction public school facilities, non-home-based private school facilities, charter school facilities, and special education facilities shall be tested for lead at least once a year. Provides that water suppliers shall be responsible for such testing and associated expenses. Creates the School Water Supply Testing Fund to provide that any monies paid by

the federal government to the State to test local school water shall be deposited into the Fund and such monies shall be used for these purposes. Assigned to the House Environment Committee.

HB 1300 (M. Madigan) Amends the Fire Sprinkler Dormitory Act to make a technical change. Referred to House Rules.

HB 1974 (J. Durkin) Amends the Illinois Plumbing License Law to make a technical change. Referred to House Rules.

HB 2586 (A. DeLuca) Appropriates \$5,708,650 from the Capital Development Fund to the Board of Trustees of Governors State University for the repair and, as necessary, replacement of the plumbing and piping system. Assigned to the House Appropriations for Higher Education Committee.

HB 2672 (K. Cassidy) Amends the Illinois Residential Building Code Act to make a technical change. Assigned to the House Executive Committee.

HB 2816 (C. Sente) Creates the Materials Reuse and Recycling Act to provide that the EPA shall require that for all new construction projects at least 5% of the materials used for the construction project are reused materials. Provides that no municipality or county may adopt a building code that requires the use of all new materials in the building's construction. Provides that any model building code adopted by a municipality or county must be adapted to allow for use of reused materials, recycled materials, and reclaimed materials. Provides that reuse of used, recycled, or reclaimed construction materials shall be allowed as of right in all municipal, county, or statewide building codes. Assigned to the House Construction Industry & Code Enforcement Committee.

HR 94 (C. Winger) A resolution to encourage the Illinois State Board of Education and the IDPH to work in collaboration with local school districts

to develop and implement plans for the testing of Legionella. Assigned to the House Elementary & Secondary Education Licensing Administration & Oversight Committee.

SB 66 (M. Hastings) Creates a tax deduction for labor and materials to install mechanical insulation property on mechanical systems for energy savings. The property is required to meet ASHRAE 90.1-2007. Assigned to Senate Subcommittee on Income Taxes.

SB 448 (J. Cullerton) Amends the Fire Sprinkler Dormitory Act to make a technical change. Referred to Senate Assignments.

SB 1450 (L. Murphy) Amends the Illinois Residential Building Code Act to make a technical change. Referred to Senate Assignments.

SB 1568 (I. Martinez) Amends the Fire Sprinkler Contractor Licensing Act to make a technical change. Referred to Senate Assignments.

SB 1943 (D. Koehler) Amends the Illinois Plumbing License Law and EPA Act. Provides that each school district or chief school administrator, or their designee, shall arrange to have the samples it collects to test each source of potable water in a school building for lead contamination submitted to a specified laboratory. Provides that, within 7 days after receiving a final analytical result concerning such a sample, the school district or chief school administrator, or their designee that collected the sample shall provide the final analytical result to IDPH. Includes other provisions. Assigned to the Senate Environment & Conservation Committee.

Other Construction/Business Related Bills:

HB 2351 (B. Currie) Creates the Wage Lien Act to provide that a lien exists on an employer's property for the amount of unpaid wages owed to an employee. On Second Reading in the House.

HB 2493 (J. Hoffman) Amends the Prevailing Wage Act to provide that a public body shall specify in the call for bids that each bidder be a responsible bidder. Requires contractors and subcontractors to report the hours worked by minorities and females. Assigned to House Labor & Commerce Committee.

HB 2582 (R. Pritchard) Amends the Illinois Procurement Code; provides for executive agencies, CMS, and the CDB to enter into guaranteed energy savings contracts. Requires the agencies to enter into a request for proposals; sets forth requirements for the request for proposals; sets forth provisions concerning the evaluation of proposals. Requires guaranteed energy savings contracts to result in energy or operational cost savings within 20 years. Requires contractors to reimburse the State for any shortfall of guaranteed energy savings projected. Other requirements. Removes prior provisions allowing the chief procurement officer to promulgate rules for entering into energy conservation program contracts. Assigned to House State Government Administration Committee.

SB 950 (P. Althoff) Same as HB 2582 above. Assigned to Senate Executive Committee.

HB 2799 (B. Phelps) Amends the Illinois Procurement Code; provides that a State purchasing officer or chief procurement officer may award a sole source contract to a qualified HUBZone small business concern, subject to certain restrictions. Provides that, if a contract is awarded pursuant to a competitive bidding process, the price offered by a qualified HUBZone small business concern shall be deemed to be lower than the price offered by another responsible bidder if the price offered by the qualified HUBZone small business concern is not more than 10% higher than the price offered by the other responsible bidder. Assigned to House State Government Administration Committee.

HB 2996 (M. Zalewski) Amends the Illinois

Procurement Code; removes procurement expenditures made by the U of I from the application of the Act and from the definition of “State agency”. Provides for the issuance of certificates of participation for capital improvements, to be reviewed by the Commission on Government Forecasting and Accountability. Assigned to House Executive Committee.

SB 222 (B. Cunningham) Same as HB 2996 above. Assigned to Senate Higher Education Committee.

SB 1237 (W. McCann) Amends the Workers’ Compensation Act. Provides that the Dept. of Labor, the Dept. of Employment Security, and the Illinois Workers’ Compensation Commission Compliance Div. are authorized to, and shall, perform on-site job site inspections to determine compliance with the Act. Assigned to Senate Subcommittee on Tort Reform.


SB 1287 (J. Mulroe) Amends the School Code to provide that a duty of regional superintendents is to inspect the energy conservation measures of schools. In provisions concerning school energy conservation and savings measures, provides that qualified providers need to be licensed in accordance with the Illinois Architecture Practice Act of 1989, the Professional Engineering Practice Act of 1989, or the Structural Engineering Practice Act of 1989. Provides for: procedures for the submission of proposals; changes made under guaranteed energy savings contracts to be subject to performance reviews; changes the period of time in which guaranteed energy savings contracts begin becoming cost effective from 20 years to 8 years; changes references from “energy or operational costs” to “energy operating costs”. Assigned to Senate Licensed Activities & Pensions.

SB 1358 (K. McCarter) Amends the Workers’ Compensation Act. Provides that an employee who is required to travel in connection with his or her employment and who suffers an injury while in travel status is eligible for benefits only

if the injury arises out of and in the course of employment while he or she is actively engaged in the duties of employment. Adds definitions of “accident” and “injury”. Provides that an injury is a condition that arises out of and in the course of employment, and adds provisions concerning establishment of an injury. Provides for the computation of compensation when there are multiple employers and when there is less than full-time work. Provides that no employer shall be required to pay temporary partial disability benefits to an employee who has been discharged for cause. Provides that, following a hearing, the Illinois Workers’ Compensation Commission may reinstate the temporary partial benefits and retroactively restore any benefits the employer should have paid if it finds the employer’s discharge of the employee was not for cause. Assigned to Senate Subcommittee on Tort Reform.

SB 1513 (K. Lightford) Creates the Apprenticeship Utilization Act to provide that on projects covered under the Prevailing Wage Act where the estimated cost is in excess of **\$250,000**, all specifications shall require that no less than 15% of the labor hours within each trade be performed by apprentices of that trade. Assigned to the Senate Commerce and Economic Development Committee.

SB 1832 (J. Mulroe) Amends the Mechanics Lien Act to provide that all moneys withheld as retainage from payments made to any contractor or subcontractor under any construction contract, except those contracts that provide for retainage of 5% or less, shall be held in trust for the benefit of the contractors and subcontractors from whom the retainage has been withheld. Assigned to Senate Judiciary Committee.

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



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 \$511.00. State and National are presented as a package for \$756.00 and may not be split. The Investment period is January 1 through December 31 and may be prorated on a monthly basis. Please make checks payable to Illinois PHCC, 821 South Grand Avenue, West, Springfield, IL 62704.

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

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

QUESTIONS....1.800.795.7422



CHEMICAL SAFETY FACTSHEET

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

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

CHEMICAL SAFETY FACTSHEET

Many people work with and around chemicals every day that can be hazardous if not used properly. Cleaners, solvents and detergents are examples of potentially hazardous chemicals when misused. By following safe practices when using chemicals, employees can protect themselves against chemical hazards.

- ◆ Always read the labels on the products before you use them.
- ◆ All chemical products have an MSDS (Material Safety Data Sheet) listing the product's specific hazards. Contact your supervisor to review the MSDS and learn the hazards of the chemical.
- ◆ Always wear personal protective equipment (gloves, goggles, mask, etc.) when using chemicals. The MSDS will tell you what equipment to wear.
- ◆ Follow label warnings and instructions.
- ◆ Do not mix chemicals! For example, never mix bleach with ammonia.
- ◆ Learn emergency procedures in case you or others are exposed to chemical splash or fumes. These procedures can be found on the MSDS.
- ◆ Keep containers closed when not in use. Store

chemicals in original containers in a cool, dry place.

- ◆ Only use chemicals in well-ventilated areas.
- ◆ Make sure chemical containers are labeled properly. If you do not have an appropriate label, ask your supervisor.



- ◆ Make sure chemicals are diluted properly. Do not exceed the dilution ratio for concentrated chemicals. For instance, if the label calls for one ounce of chemical to be mixed with one gallon of water don't add two ounces.

Your supervisor can provide more information on chemical hazard recognition, use, storage, and protective equipment.



2016-2017 Continuing Education for Illinois Licensed Plumbers

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

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

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

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

TOTAL AMOUNT ENCLOSED \$ _____

Fee must accompany application.

Sponsored by the Illinois PHCC
*Co-Sponsored by SIUE-ERTC

IDPH Sponsor # 750-002
IDPH Sponsor # 750-035

Course # 750-002-C1 & 750-006-C1
Course # 750-035-C1

4 Credit Hours

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

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

Address: _____

City/State: _____ Zip _____

Phone: _____ Fax: _____

Email address: _____

IMPORTANT:

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

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

KILLER WORDS OF CUSTOMER SERVICE

By Nancy Friedman, The Telephone Doctor

Words That Can Drive Your Customers AWAY

They are conversation diverters. Just as the words ALWAYS and NEVER are. Customers and friends will challenge and doubt you with those words. Killer words make your customers, and potential customers, veer away from the real point of your conversation.

So best we eliminate them from our routine and vocabulary. It's not easy to do. If it were easy to do, everyone would be doing it . . . and we know everyone isn't doing it.

Here are the top rated killer words. Remove them from your sales and customer service conversations and watch the scene (personal and business) go smoother.

1. “No Problem.” – This is a biggie. The customer is thinking, “When was I a problem?” Believe we can thank the ‘islands’ for this one. When we take a cruise and ask for anything, what’s the first thing the waiter says when we want 4 desserts? Right, “No problem”. Well on the cruise it may be okay; however, back home it should be the GOLD STANDARD of “you’re welcome,” “my pleasure,” “happy to help,” and a host of other ways to let the customer know you’re glad to do that. “No problem” appears to be a big problem with your customers. Lose it. It kills the conversation. FYI “No Worries” is not a good substitute, either.

2. “Our computers are so slow.” – Big excuse. Everyone’s computer runs slow occasionally. When you complain about your computer it’s perceived as though you’re complaining about your company. And perception is reality. Take the time to say, “This might take a bit longer than I’d like it to. Tell me about . . .” and then ask a benign question that will take some time and let the customer talk.

3. “Calm Down.” – Oh man, does this one make the hair on the back of their neck stand up. In any movie or TV show I’ve watched lately when someone is told to “calm down,” the next words are, “Don’t you tell me to calm down.” Now you’re in an argument. There are times when the client may need to vent. Your job is to listen and come in at the appropriate time with sympathetic and empathetic wording. You telling a customer how to handle their actions isn’t a great idea. Get rid of the expression “calm down.”

4. “It’s not our policy.” – Ouch! Okay, okay, most every company has policies and it’s something we need to deal with daily. What is not necessary is blurting that out first and foremost to the customer. The policy should be rephrased so it starts off in a positive way. “Reject gently.” And rephrasing policies are a good way to soften the blow and explain in a more TLC way what will happen. Next time you find yourself saying, “That’s not our policy,” stop! Regroup and reword. Buffer it with, “Let me see what we can do. Normally the policy of the company doesn’t allow last minute changes; however, I’ll double check.” (The request should be restated so the customer hears you’re going to go to bat for them.) “Let me double check” are powerful words.

5. “Yes, but...” – Hmm, what’s wrong with that? We all say it. Well, what’s wrong with that is the minute we say, “yes, but,” the client knows something negative is coming. If you have ever said, “I love you so much, but...,” usually there is a condition coming, isn’t there? Here’s one way to change that: “Yes, we can do that. There is, however, a \$50 additional fee.” Doesn’t that sound better than, “Yes but...”?

Most people have phrases and sayings they don’t like or that aggravate them. Keep a list of your killer words (along with ours) and avoid them.

Other KILLER WORDS on the list are:

- **Can I be honest with you?**
(No. lie to me, please.)
- **What was your name again?**
(The same as it was last time. I said it 20 seconds ago.)
- **You don't understand what I'm saying.** (Then change the way you're saying it.)



Nancy Friedman, president of Telephone Doctor Customer Service Training, is a featured Customer Service speaker at Franchise, association, and corporate meetings around the world. The Author of 9 books on her chosen topics, Nancy's passion to help corporate America improve their communications, is second only to the material she delivers. For more information, log on to Nancy Friedman's website www.nancyfriedman.com or call **(314) 291-1012.**



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Illinois Association of Plumbing-Heating-Cooling Contractors

Associate Membership Application

Please print or type

Contact Name _____

Business Name _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____ Email _____

Please Check As Many As Apply

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

My check for \$125.00 is enclosed

Signed _____ Date _____

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

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



PLUMBING CODE BOOK

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

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Phone: _____

Cost \$55.00/insert

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

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

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

Total amount enclosed \$ _____

Mail form with payment to:

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

Make checks payable to the Illinois PHCC.

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

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

(217) 522-7219

WHAT'S WRONG WITH THIS PICTURE?

There are a couple of issues in the February cover photo regarding connections between ABS and PVC piping.

The top connection between ABS and PVC using a fully covered band to join both types of pipe may be what the homeowner or a handyman might use, but the Illinois Plumbing Code section discussed below requires an ABS adapter, and a PVC adapter with the shielded coupling.

The lower section of ABS piping in the picture, which looks to be repaired with two PVC couplings and a short piece of PVC, does not meet the plumbing code either. Just because the can of glue or solvent says it can be used on all piping doesn't mean it is approved. In most cases, the all-purpose glue is just that, a glue which does not bond the two different materials together. The code section below requires the solvent to be specific to the type of piping material. ASTM D 3138 - 04(2016) is the standard for a solvent that was developed for joining ABS and PVC. The required solvent is green in color so that it is easily identifiable when used in joining ABS and PVC.

Section 890.320 Types of Joints

1) Plastic Pipe Joints

Every joint in plastic piping shall be made with approved fittings by either solvent-welded or fusion-welded connections, compression fittings, approved insert fittings, metal clamps and screws of corrosion-resistant material, or threaded joints. (See Appendix A.Table A for approved pipe, fittings and solvent.)

3) Joints in Plastic Drainage.

Joints in plastic drainage piping or vent piping

within a building shall be solvent welded. Threaded or flanged joints may be used with adaptor fittings. The solvent cement shall be specific for the type of piping material listed in Appendix A.Table A. O-ring expansion joints are acceptable if accessible.

Section 890.340 Use of Joints

(g) 1) Plastic-Commingling. There shall be no commingling of plastic materials within the same plumbing system except through the use of proper adaptors or approved solvent as listed in Appendix A.Table A, for connections transitioning from one material to another, only.




Approved solvent for ABS and PVC non-pressure drain and vent piping:

ASTM D3138 - 04(2016)

Standard Specification for Solvent Cements for Transition Joints Between Acrylonitrile-Butadiene-Styrene (ABS) and Poly (Vinyl Chloride) (PVC) Non-Pressure Piping Components

As much as we would like to believe that suppliers have our best interest at heart, they may sometimes give you a can of whatever brand they have on hand, or they may not know what materials you are working with. The fact remains that we are licensed by the State of Illinois to ply our trade to protect those we serve. It is up to us to make sure that we buy and use the appropriate material and supplies.

This month's winner was Lonnie Sedam with Adel Wholesalers, Inc. in Bettendorf, Iowa and Lonnie will receive a PHCC logo item. 

NEWS FROM OSHA

Employers Reminded to Post Form 300A

OSHA reminds employers of their obligation to post a copy of OSHA's Form 300A, which summarizes job-related injuries and illnesses logged during 2016. The summary must be displayed from February through April in a common area where notices to employees are usually posted. Businesses with 10 or fewer employees and those in certain low-hazard industries are exempt from OSHA recordkeeping and posting requirements. Under a new rule, many of the same employers will be required to electronically submit the 2016 data to OSHA by July 1, 2017. A page for submitting records electronically will soon be available. Visit OSHA's Recordkeeping webpage for more information on recordkeeping requirements.

Ladder Safety is Focus of National Outreach Campaign

Falls from ladders are preventable, and yet they account for about 20,000 injuries and 300 deaths each year. On March 2, agency staff discussed lessons from the field during a safety symposium hosted by the OSHA Education Center at the University of Texas, Arlington. The safety discussion can be viewed online. The event was organized in conjunction with the American Ladder Institute's declaration of March as Ladder Safety Month. OSHA area directors Jack Rector and Basil Singh will share stories of ladder-related tragedies they have witnessed, along with ways those incidents could have been prevented. Ladder safety will also be an important component of OSHA's annual National Safety Stand-Down set for May 8 through 12.

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NEWS FROM PHCC NATIONAL

Leadership Conference, Monday, June 12, 2017, Hyatt Regency on Capitol Hill

Tap into a network of peers, chapter leaders and executive directors at the 2017 Leadership Conference to maximize the impact of tools, resources and relationships that will be strengthen your chapter and professional development. In a diverse set of sessions offered throughout the day, discover how to be a more effective and successful leader. This conference is a powerful opportunity for collaboration and relationship building that will strengthen PHCC and help us further its mission. And, the timing is perfect to extend your visit to participate in the June 13-14 PHCC Legislative Conference.

Legislative Conference, June 13-14, 2017 Hyatt Regency Washington on Capitol Hill

It's the once-a-year opportunity we all look forward to! Let's take our unified message to Capitol Hill and meet face-to-face with key legislators making decisions that impact your business, your employees, your family and your community.

You'll experience all of the insights and energy that this interactive two-day event on Capitol Hill provides:

- Insider political analysis from a keynote speaker;
- Targeted issues briefing and advocacy tips;
- Intimate Congressional reception with key lawmakers;

- Legislative Breakfast at a well-known Capitol Hill restaurant; and
- In-person visits with your legislators and staff.

The Legislative Conference is the perfect opportunity to leverage the power of PHCC to influence important policy. Just bring your passion ... we'll take care of everything else!

This year, we're excited to meet – and *stay* – right in the heart of Capitol Hill. This is the first time that the entire event will be hosted in vibrant downtown D.C. 🏎️



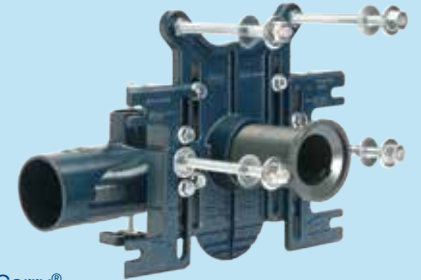
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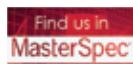
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2017 CLASS SCHEDULE



Fire Sprinkler Backflow Retrofit and Backflow Repair

The goal of this 4hr CEU class is to provide tips and information to Plumbers so that the backflow retrofit process is streamlined. During this class, we show you how to properly plan for the installation of a new backflow preventer on a Fire Sprinkler System, as well as backflow repair training. Items covered during this course include:



FIRE SPRINKLER RETROFIT

- Measurements needed of existing install
- Hydraulic Calculations
- The Permit Process
- Backflow preventer options / installation accessories available to make install more economical

BACKFLOW REPAIR

- backflow plumbing code
- repair & maintenance of backflow assemblies

2017 COURSE DATES *

Thursday March 2	Thursday April 6
Tuesday March 14	Tuesday April 11
Thursday March 23	Thursday April 20
Tuesday March 28	Tuesday April 25

** Class schedule subject to change. Please check our website for available classes.*

TIME: 5 to 9 pm

COST: \$85, dinner included.

LOCATION:

Test Gauge, Inc.
2587 Millennium Dr., Unit K2
Elgin, IL 60124

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Register online @ testgauge.net/backflowtraining or scan the QR Code to complete your online registration.

VALID PLUMBERS LICENSE REQUIRED TO ATTEND THIS COURSE.



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¹ According to the Department of Energy's "Advantages of Tankless or Demand-Type Water Heaters," tankless water heaters can provide energy savings of up to 50% on water heating costs when installed at each hot water outlet. When used as a single tankless model to supply hot water to a residence with up to 2 bathrooms in some climates, it can provide up to 34% energy savings. ² See the Warranty Guide on Rheem.com for addition information.



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HR QUESTION ? of the month



We dropped under 50 employees, does FMLA still apply?

Question: Our company recently made some changes, and we no longer have more than 50 employees. How do we handle our prior FMLA obligations (50 or more employees)? Do we have to wait a certain time period before we no longer are required to provide FMLA leave?

Response: Yes, if an employer drops below the 50-employee threshold typically required for Family and Medical Leave Act (FMLA) coverage, indeed there is a certain time period that an employer must wait before it ceases being a covered employer for purposes of the Act. The employer will need to comply with its obligations under the FMLA as to any eligible employees, until such time as it is no longer a covered employer.

The FMLA covers all public sector employers, but only those in the private sector employer that are "engaged in commerce or in any industry or activity affecting commerce," and that employ "50 or more employees for each working day during each of 20 or more calendar workweeks in the current or preceding calendar year." Thus, employers do not become covered by the FMLA the moment they reach the 50-employee threshold. Rather, they must wait 20 weeks at that employee count, to ensure that they have had 50 or more employees "for each working day during each of 20 or more calendar workweeks in the current or preceding calendar year" before coverage under the FMLA is triggered. By the same token, the moment an employer dips below the 50-employee headcount requirement, it does not suddenly lose coverage. Indeed if the employer had 50 or more employees in at least 20 weeks in the prior calendar year (and they do not need to be consecutive), the employer would stay covered by the FMLA for the remainder of the current year, even if it is never at or above the 50-employee threshold. Only when the employer can safely say that it has not had at least 50 employees for either 20 weeks in the present year or 20 weeks in the prior year will it cease to be considered a covered employer for FMLA purposes.

Here is an example. A company has 80 employees at the beginning of 2017 but on October 31, 2017, it lays off half of its workforce, leaving the employer with just 40 employees. Although it does not have 50 or more employees for the remainder of the year, it will stay covered by the Act for the rest of 2017 because it had 50 or more employees for at least 20 weeks earlier in the "current" calendar year. As well, although the employer has only 40 employees moving in to 2018, it will remain a covered employer for all of 2018 -- even if it never hires another employee -- because it had 50 employees for at least 20 workweeks in 2017, which at that point is the prior calendar year. In this example, it would not be until 2019 that the employer would cease to be a covered employer under the FMLA, assuming it does not increase its headcount, and it will have to comply with its FMLA obligations until then.

For more information, please see http://www.ecfr.gov/cgi-bin/text-idx?%20c=ecfr;sid=f60cac82476ea25c3294f2114da66cc6;rgn=div5;view=text;node=29%3A3.1.1.3.54;idno=29;cc=ecfr#se29.3.825_1104 as well as page 9 at <https://www.dol.gov/whd/fmla/employerguide.pdf>

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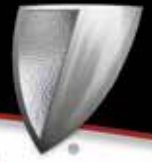
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How often do you consider that there are far more serious consequences to unsafe driving than just getting ticketed? In most states, if you killed or injured someone because of distracted driving or playing a role in a road rage incident, you could be criminally charged. If that’s not bad enough, these risky driving behaviors also put your loved ones in harm’s way, whether or not they are even in the vehicle with you. Think about it: What would your loved ones do if your behind-the-wheel conduct resulted in your being seriously injured or killed in a car crash, or you are sent to prison because your actions contributed to another’s injury or death? Bottom line: Poor driving decisions could ruin your freedom and tear your family apart.

At some point, everyone has made a poor driving decision: speeding to make up for lost time, reading an incoming text message, driving when too tired, or letting emotions take over when encountering a “crazy” driver.

The majority of all auto crashes can be traced back to four driving behaviors: *Speed, Attention, Fatigue, and Emotion*. Branded “[Drive S.A.F.E.](#),” Federated Insurance’s driver awareness program helps business owners and risk managers call attention to these behaviors to help their employee drivers understand the risks each can present, and their resulting consequences.

Risky driving habits typically develop over time and can be hard to break. Keeping the S.A.F.E. factors in mind may help you overcome the temptation to engage in behind-the-wheel conduct that puts you and others in danger. Before each trip:

- Give yourself ample time to get where you’re going. Not only does it feel good to be early and not rushed, you can significantly reduce your chances of being involved in a crash.
- Make a commitment to pay attention to the task at hand, mentally and physically. Be on the lookout for inattentive drivers and drive defensively.
- Get enough rest to help ensure peak mental awareness so you can react to hazards that may require split-second maneuvers.
- Remain in control of your emotions and act responsibly. Put space between you and motorists whose actions aren’t sensible.

Drive S.A.F.E. has one goal: to help keep you and your loved ones out of harm’s way. Please make it home safely today! For more information on all of Federated’s risk management programs, contact your [local marketing representative](#) today, or visit our [website](#).

This article is intended to provide general information and recommendations regarding risk prevention only and should not be considered legal advice. Following these guidelines does not guarantee reduced losses or elimination of any risks. This information may be subject to regulations and restrictions in your state. Qualified counsel should be sought regarding questions specific to your circumstances and applicable state or federal laws. © 2017 Federated Mutual Insurance Company. All rights reserved.



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Would you be willing to serve on a committee? _____

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

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

Enclosed is my check for \$40.00

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