

ILLINOIS MASTER PLUMBER

ILLINOIS ASSOCIATION OF PLUMBING • HEATING • COOLING • CONTRACTORS

Volume 100, No. 5

May 2014

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WRONG

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Connor Co. has been family owned business since 1936, servicing and building relationships with companies in the Plumbing, HVAC, and Industrial PVF industries. Connor Co. has twenty-three locations that work together with vendors to provide the best products to our loyal customers. Our customers are the most valued asset to Connor Co. By staying committed to our motto **“Best Products...Best Prices...Best Service”** Connor Co. will continue to provide quality products and build customer relationships.



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PRESIDENT'S THOUGHTS

by William "Bill" Todd
Illinois PHCC President

It is hard to believe that my year as president has soared by. There is no doubt in my mind that this was a landmark year for Plumbing, Heating, and Cooling Contractors across the United States remarkably so for the State of Illinois. As we approach the next fiscal year, I am excited at the prospects that lie ahead. There will undoubtedly be challenges to overcome, but the Illinois PHCC has momentum and there is no limit to what we can collectively achieve. To do one's work, earn a living, and serve the community in the capacity we do through Illinois PHCC, we have been blessed with such a fulfilling opportunity to make a difference! So if I may leave you with something here's my final remarks...**FEELING GRATEFUL CAN MAKE US MORE SUCCESSFUL!**

Gratitude is simply "the quality of being thankful." Gratitude means thankfulness, counting your blessings, noticing simple pleasures, and acknowledging everything that you receive. Remember the last time you barely circumvented a bad consequence...braked just in time to avoid a car accident, got an "all clear" on a significant medical test, or caught yourself before taking a bad fall. You have an immediate, clear sense of how fortunate you are; not to have crashed your car, not to have a disease, or not to have broken your neck. All at once, you appreciate being alive as the gift that it is; something for which you are very grateful. When you're in a situation like that, you realize that ordinary life is more than worthy of your full gratitude and thankfulness. You know, suddenly, that all the things you usually think are necessary in order for you to feel fulfilled and satisfied (wealth, power, true love, and success)...absolutely hold no meaning without

life itself. Gratitude shifts your focus from what your life lacks to the abundance that is already present. In addition, behavioral and psychological research has shown the surprising life improvements that can stem from the practice of gratitude. Giving thanks makes people happier and more resilient, it strengthens relationships, it improves health, and it reduces stress. As Geoffrey James suggests, it's helpful to think of gratitude as an emotional muscle that will grow and strengthen with intentional use. My final challenge to us would be to cultivate and embrace this opportunity for us to instill gratitude within our personal and business lives. People who are grateful not only seek out more successes, they draw successes into their lives. When you are grateful, others like to be around you. Your appreciation includes and supports them. You help them see the positive elements inherent in daily life, and to feel more hopeful about the possibility of future successes. I'd like to leave you with this as stated best by Geoffrey James, "People who approach life with a sense of gratitude are constantly aware of what's wonderful in their life. Because they enjoy the fruits of their successes, they seek out more success...and when things don't go as planned, people who are grateful can put failure into perspective."

**ILLINOIS PHCC CONVENTION—
REGISTER TODAY!** We are inviting all members (past and present), their families, all of our PHCC and Auxiliary Past Presidents, and all of our industry friends to join us in French Lick, Indiana on June 12-14, 2014. Come join us at this historic

PRESIDENT'S THOUGHTS

CONTINUED

property as we celebrate our past 120 years of PHCC history and industry achievements! I look forward to seeing each and every one of you at this fun family event. French Lick has something for everyone including 3 golf courses, 2 spas, casino, kids' activities, tennis, shopping, several dining options, entertainment, and much more. Visit www.frenchlick.com to view pictures of this grand destination. Registration information and a complete outline of the weekend is available in this month's issue of the Illinois Master Plumber. All attendee's will have the opportunity to attend industry leading events. Bring your entire family and make it a weekend retreat! Come help us celebrate and educate for the days ahead in our evolving industry!

Too many things and people in our lives are taken for granted. As we grow older and put the pieces of our lives together, we sometimes tend to overlook the underlying importance of certain things and certain people in our lives who have contributed in shaping us into the individuals we are. Let's focus on quality not quantity! I'd like to thank each and every one of you who has facilitated, molded, encouraged, and helped me prosper to the individual I am today. I wish you all a peaceful and joyful summer and look forward to the many more opportunities we may share together!

“You don't have to hold a position in order to be a leader. “

-Henry Ford-

Best Regards,

William D. Todd



NEW ILLINOIS PLUMBING CODE

Effective April 24, 2014, new amendments to the Illinois Plumbing Code have been approved. This is long overdue since it has been 10 years since the last Code was published. IDPH will soon be providing a link to view and use the new Code. We will provide that information via emails, LinkedIn, Facebook, www.ilphcc.com, and the Illinois Master Plumber magazine.

The revisions include a comprehensive update of all the standards, clean-up of all illustrations, and various other changes. The Illinois PHCC will be providing a compilation of all the changes in the near future.



CALENDAR OF EVENTS

MAY 21-22, 2014

PHCC National Legislative Conference
Arlington, VA

JUNE 12, 2014

Illinois PHCC CEU Class
French Lick Resort
French Lick, Indiana

JUNE 12-14, 2014

Illinois PHCC Convention
French Lick Resort
French Lick, Indiana

OCTOBER 8-10, 2014


PHCC National Convention
New Orleans, LA



WHAT'S WRONG WITH THIS PICTURE?

Is there an Illinois Plumbing Code violation in the cover photo of this month's issue? Let us know what is wrong, or if there is no violation. Fax or email your answer to the Illinois PHCC at the address inside the front cover of the magazine.


Correct entries will be placed in a drawing to receive an Illinois PHCC logo item. All monthly winners will have their names placed in a drawing for a free registration to the 2014 Illinois PHCC Convention at French Lick Springs Resort in French Lick, Indiana.

Please contact the Illinois PHCC with any questions or comments regarding the contest. 

FREE RISK MANAGEMENT SEMINAR FOR PHCC MEMBERS

Do you know what is driving your insurance costs? Have you ever wondered how your insurance is priced? How can you increase your profitability by focusing on risk management? What are "best practices" as it relates to hiring practices and employment related policies? These are just a few of the questions you may have as it relates to your business.


Answers to these questions, plus many more are available to you by having someone from your business attend Federated's Designated Risk Manager class on August 11-13, 2014. This is a 2 ½ day class held annually at Federated Insurance Company's home office in Owatonna, MN. Sign up today as class size is limited. For additional information contact your local Federated Marketing Representative or PHCC.

All PHCC members are eligible to register and there is no charge to attend the training. 

ELECTRONIC REPORTING - SMALL BUSINESSES MUST FILE REPORTS ELECTRONICALLY

The phase-in of monthly electronic wage reporting will touch businesses that employ 25 or more workers beginning with July 2014.

Requiring businesses to file these reports electronically is estimated to save tens of millions of taxpayer dollars. It also gives Illinois Department of Employment Security another tool to fight fraud. IDES will use these wage reports to make sure a person does not receive wages while receiving unemployment benefits. Like business owners, most workers follow the rules. Those who do not, however, should be held accountable.

The fastest, most efficient way to file monthly and quarterly reports electronically is to use TaxNet. This secure website is easy to use and will save you time and money. Please remember that previous electronic methods for reporting, such as CDs, cartridges, diskettes, magnetic strips, reel-to-reel and others, no longer are supported. 



2014-2015 Continuing Education for Illinois Licensed Plumbers

<u>Date/Time</u>	<u>Location</u>	<u>Fee</u>
<input type="checkbox"/> **June 12, 2014 – 1:00 pm-5:00 pm	French Lick Resort, French Lick, IN	\$50.00

**State hours for Certified Plumbing Inspectors

TOTAL AMOUNT ENCLOSED \$ _____

Fee must accompany application.

Sponsored by the Illinois PHCC

IDPH Sponsor # 750-002

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

4 Credit Hours

To register, complete this form, **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. There will be a \$40.00 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.



KEVIN BROWN TO BE KEYNOTER AT THE ILLINOIS PHCC CONVENTION

Kevin Brown's unconventional path to business and personal success has taught him that winning in business and in life requires anything but conventional thinking. He has been learning and earning since he was a teenager growing up on the streets of Muskegon, Michigan. His resume includes working in a funeral home, washing oil drums, selling household appliances door to door and buying a franchise at the age of seventeen.

With a "street-wise aptitude" and a "never quit attitude" he worked his way from the front lines in business to the executive boardroom of a company that is ranked in the top ten of all franchisors and #1 in their industry. For the past sixteen years he has been part of a leadership team that has grown a little known brand into an industry giant with annual revenues exceeding one billion dollars.

Kevin has overcome personal tragedy, self sabotage and a lack of resources to create a life that not only makes him proud, but inspires him to want to help others. He is passionate about helping people expand

their vision, develop their potential and grow their results. And, as the father of an autistic child he knows firsthand how the principles of true success reach beyond the boardroom and into the lives of real people facing the challenges of everyday life.

Kevin is the Assistant Vice President of Marketing for SERVPRO, an international franchise system with nearly 1700 franchise locations specializing in fire and water cleanup and restoration. In addition

to his corporate responsibilities, he is a highly sought-after speaker that has entertained and inspired audiences for organizations that include Siemens, State Farm, Bristol-Myers Squibb, Delta Airlines and The Boy Scouts of America to name just a few.

Kevin challenges people to show up every day and make a positive difference at work and in life!

Kevin has overcome personal tragedy, self sabotage and a lack of resources to create a life that not only makes him proud, but inspires him to want to help others.



Invitation From the President

I would like to invite you and your family to attend our 121st annual Illinois PHCC Convention. This year we are making the convention a PHCC reunion of sorts and are inviting all of our PHCC and Auxiliary Past Presidents, former members, staff, associates, and anyone ever connected to PHCC to attend. The Convention Committee has developed a program that provides something for everyone. There will a good mix of educational, social, and networking opportunities.

At the end of the convention we will be giving away cash and prizes to those in attendance. The more you participate, the more chances you have to win. All fully registered attendees will receive one chance, but you can add more chances by:

Bringing a new contractor with you will give you an additional chance.

Each contractor attending for the first time will receive an extra chance.

Paid registration by April 30, 2014 will give you two additional chances.

Paid registration by May 16, 2014 will give you one more chance.

You will also get an additional chance for each event you attend.

So your chances just continue to GROW! Don't miss a CHANCE.

The Auxiliary will be having their Convention at the same time and we will be again offering our Youth Program. Please join my family and I as we celebrate the past 120 years of the Illinois PHCC. You won't be disappointed.

William Todd



French Lick Springs Hotel

8670 West State Road 56

French Lick, IN 47432

Phone 888/936-9360

Website: www.frenchlick.com



Please use the group code in order to receive the special group rate of \$139.00 on June 11 & 12 and \$179.00 on June 13 & 14, 2014. Group code: 0614PHC

Reservation Deadline May 16, 2014

Thursday, June 12, 2014

1:00 pm - 5:00 pm CEU Class for Illinois Licensed Plumbers

5:00 pm - 7:00 pm **Vintage Wine/Vintage Time**
Enjoy tasting local wines in an outdoor setting while hearing the fascinating history of French Lick.



Friday, June 13, 2014

8:30 am - 10:00 am **Opening Session/Keynote Speaker**



Kevin Brown's unconventional path to business and personal success has taught him that winning in business and life requires anything but conventional thinking. With a "*street-wise aptitude*" and a "*never quit attitude*" he worked his way from the front lines in business to the executive boardroom of a company that is ranked in the top ten of all franchisors and #1 in their industry. For the past sixteen years he has been part of a leadership team that has grown a little known brand into an industry giant with annual revenues exceeding one billion dollars. This insightful, and humorous, presentation will make a positive impact on your way of thinking.

8:30 am - 3:00 pm **Youth Program**

10:00 am - 11:15 am **Auxiliary Annual Meeting**

10:15 am - 12:00 pm **PHCC Annual Meeting**

11:30 am - 1:00 pm **Auxiliary/Guest Culinary Challenge**

The renowned chefs of French Lick will guide our teams through food preparation, cooking, plating and presentation techniques. Each team presents their culinary creation to a panel of judges who will award prizes. Following the awards, everyone will enjoy a celebratory feast!

12:00 pm - 4:00 pm **Facilitated Networking with optional events**

5:30 pm **Board train for 6:00 pm departure**

6:00 pm - 9:00 pm **Dinner, drinks and entertainment on the French Lick Scenic Railway**

Join us as we travel thru the Hoosier National Forest, past limestone rock-cuts, and into the 2200 foot Burton Tunnel on the French Lick Scenic Railway. Drinks, dinner, and entertainment will all be a part of this fun evening.



Saturday, June 14, 2014

- 9:00 am - 10:15 am **Legislative/IMSCA/CDB Update**
Louis Giordano, IMSCA Executive Director
Mark Riso, PHCC National Association Government Relations Director
Legislative and regulatory actions at both the state and federal level can play a big part in the profitability of your business and the ability to grow your business. Come hear Illinois Mechanical & Specialty Contractors Association (IMSCA) Executive Director Louie Giordano inform you about the happenings in the Illinois General Assembly, activities of the Capital Development Board (CDB), and provide his insight on the upcoming elections. PHCC National Association Government Relations Director Mark Riso will report on the activities in Washington, DC that effect your business and the industry. PHCC's input into pending industry regulations is crucial to your livelihood.
- 10:30 am - 11:15 am **PHCC National Updates**
Elicia Magruder, National PHCC
Vice President, Member Services
Are you getting the most bang for your membership investment buck by using what PHCC offers? Vice President of PHCC National Member Services, Elicia Magruder will show you the latest and greatest your association has to offer. Come hear how to make your investment pay for itself and much more.
- 9:00 am - 3:00 pm **Youth Program**
- 11:30 am - 1:00 pm **"120 Years of PHCC Excellence" Joint Luncheon**
Honoring Association and Auxiliary Past Presidents
- 1:15 pm **PHCC Board of Directors Meeting**
- 2:00 pm - 3:00 pm **"Appy" Hour**
Do you have a favorite App that makes your life or job easier? Would you like to find out what works for others? Come join us for refreshments and idea sharing of what works and what doesn't.
- 3:00pm **Past Presidents' Reception & Annual Meeting**
All Illinois PHCC Past Presidents (whether you are a member of the Past President's Club or not) are invited to join in this time of reminiscing and refreshments.
- 5:00 pm - 8:00 pm **Youth Dinner/Event**
- 5:30 pm - 8:00 pm **President's Reception, Installation, Dinner, and the Comedy of Jonathan Pfendler**
Come see our new officers installed, enjoy dinner, then sit back and get ready to laugh. Jonathan Pfendler's stand-up comedy is anything but normal. He will lead you off the beaten path and delve you into his own absurd world, while occasionally blending in layers of satire and social commentary. Some have said his comedy style is a blend of Steve Martin, Jonathan Winters, Steven Wright, and Andy Kaufman. Jonathan has appeared on Comcast on Demand's "Trial By Laughter, was a part of the 2013 Laughing Skull Comedy Festival in Atlanta, GA and was also part of the 2013 Laughing Devil Comedy Festival in Queens, NY., performed two different years at the World Series of Comedy in Las Vegas, and has opened for many including "The Ladies Man" and SNL alum Tim Meadows, Mayor Drew Hastings, and Sinbad.
- 8:00 pm **Evening to enjoy networking, casino, live entertainment**



2014 Illinois PHCC Convention Registration Form
 Use this form for Convention Registration
 Please Print or Type, Use one form for each registrant

Name _____ Plumbing License # 058-_____

Company _____

Street Address _____

City/State/Zip _____

Phone # _____ Fax # _____

Email Address _____

(Please Check One)
Please use a separate form for each person you are registering for the convention. Please make as many copies as you need.

- | | |
|--|---|
| <input type="checkbox"/> Contractors, Associate Members,
Executive Directors.....\$255.00

<input type="checkbox"/> Additional Registrant from registered firm.....\$205.00

<input type="checkbox"/> Saturday ONLY\$175.00 | <input type="checkbox"/> Auxiliary Member/Spouse/Guest\$205.00

<input type="checkbox"/> Additional Auxiliary/Spouse/Guest of
Same Firm.....\$180.00

<input type="checkbox"/> Youth Program <i>ages 5 –14</i>\$ 65.00
_____ Age _____ T-Shirt Size |
|--|---|

Please add \$50.00 for registration postmarked after May 16, 2014 **TOTAL AMOUNT ENCLOSED \$ _____**

(Please Indicate ALL the Functions You Will Be Attending)

- | | |
|---|---|
| <input type="checkbox"/> Thursday Continuing Education
<input type="checkbox"/> Thursday Welcome Event –Vintage Wine/Vintage Time
<input type="checkbox"/> Friday PHCC Annual Meeting
<input type="checkbox"/> Friday Auxiliary/Spouse/Guest Culinary Challenge
<input type="checkbox"/> Friday Dinner and Scenic Train Ride
<input type="checkbox"/> Friday Youth Program | <input type="checkbox"/> Saturday 120 Years Joint Lunch & Program
<input type="checkbox"/> Saturday “Appy” Hour
<input type="checkbox"/> Saturday PHCC Past Presidents’ Reception
<input type="checkbox"/> Saturday Night President’s Reception/Dinner/Comedy
<input type="checkbox"/> Saturday Youth Program |
|---|---|

*French lick Springs Hotel • 8670 West State Road 56 • French Lick, IN 47432 • Phone: 888/936-9360
 www.frenchlick.com*

Rooms are \$139 per night single or double occupancy for the nights of June 11 & 12, 2014 and \$179 per night single or double occupancy for the nights of June 13 & 14, 2014. Reservation Deadline May 16, 2014.

Please be sure to tell the reservation agent you are with the Illinois PHCC in order to get the group rate.
 Group Code 0614PHC

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Phone # 800-795-7422 Fax # 217-522-4315
www.ilphcc.com

In compliance with the Americans with Disabilities Act of 1990, the Illinois PHCC Association will make all reasonable efforts to accommodate persons with disabilities at its meetings. Please call 800-795-7422 with any special requests.



**2014 Illinois PHCC Reunion
June 12-14, 2014
French Lick Resort, French Lick, IN**

Sponsorship Opportunities

(Please check one)

- Platinum Sponsor—\$5000.00**
Platinum sponsorship would include a column in the Illinois Master Plumber magazine; a complimentary registration for the convention; listed in the On-Site Schedule of Events; recognition at all events; 5 minutes at the podium during one event; recognition with signage at all events.

- Gold Sponsor — \$2500.00**
Gold sponsorship would include mention in the Illinois Master Plumber; discounted registration for the convention; listed in the On-Site Schedule of Events; recognition with signage at all events.

- Silver Sponsor — \$1000.00**
Silver sponsorship would include a mention in the Illinois Master Plumber; listed in the On-Site Schedule of Events; recognition with signage at all events.

- Bronze Sponsor— \$500.00**
Bronze sponsorship would include a mention in the Illinois Master Plumber and recognition with signage at all events.

**Please call the Illinois PHCC office at (217) 522-7219
if you need additional information.**

Contact Name _____

Company Name (for signage) _____

Address _____

Contact's Phone Number _____

Contact's Email Address _____

Check Enclosed Bill Me

Please Complete Form and e-mail, mail or fax to:
Illinois PHCC, 821 South Grand Ave., West, Springfield, IL 62704
Fax : (217) 522-4315 Email: shelly@ilphcc.com

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LEGISLATIVE UPDATE

BY BEV POTTS

The Illinois General Assembly has now returned from their spring break and is entering into the final month of the session. The deadline for bills to be out of their chamber of origin has passed. House bills that are listed as in Rules and Senate bills listed in Assignments are considered dead for the most part. We will continue to monitor Industry issues along with the bills listed below.

Plumbing/Piping/Trade Related Bills:

HB 4180 (M. Madigan) Makes a technical change to the Employee Washroom Act. Re-referred to House Rules.

HB 4267 (L. Chapa LaVia) Amends the Illinois Plumbing License Law to provide that no governmental unit shall act as a plumbing contractor. Further provides that a person employed by a governmental unit as a Plumbing Inspector is prohibited from acting as a plumbing contractor on behalf of the governmental unit. Referred to House Rules.

HB 5038 (J. Durkin) Makes a technical change in the Illinois Plumbing License. Re-referred to House Rules.

HB 5410 (R. Gabel) Amends the Lead Poisoning Prevention Act. Prohibits persons from acting as lead abatement contractors, supervisors, and workers unless licensed accordingly by the Department. Sets forth criminal sanctions and civil penalties for violations of the Act. Makes other changes. Passed the House and assigned to Senate Public Health Committee.

HB 5595 (B. Phelps) Creates the Facilitating Business Rapid Response to State Declared Disasters Act of 2014. Provides that an out-of-State business that conducts operations solely

for work or services related State disaster or emergency shall not be required to register, file, or remit State or local taxes, and is not subject to any State licensing or registration requirements; provided that, in the case of an out-of-State employee who is required to have a professional license to perform the disaster relief or recovery work, that employee is required to maintain a current license in his or her home state or another state during the disaster period. Re-referred to House Rules.

HB 5735 (A. Williams) Creates the Home Repair and Construction Task Force Act. Provides that the Task Force shall: (1) discuss whether the residents of Illinois would benefit from legislation requiring home repair and construction service providers to be licensed; (2) if it is determined that licensure is required, determine the requirements applicants must meet to qualify for a license, and any other considerations relevant to a licensing requirement; and (3) make recommendations to the General Assembly. Provides that the Task Force shall report to the General Assembly no later than November 1, 2015. Passed the House and assigned to Senate Judiciary.

HB 5776 (T. Demmer) Amends the Higher Education Green Jobs and Technology Act. Permits public community colleges to establish green jobs certificate programs for workers in certain industries, including the energy efficient building industry, construction and retrofitting, and others. Re-referred to House Rules.

SB 3215 (J. Morrison) Makes a technical change in the Illinois Plumbing License. Referred to Senate Assignments.

SB 3047 (D. Kotowski) Creates the Water Loss Accounting Awareness Act. Provides that the Illinois EPA, in consultation with the DNR, the ICC, the Illinois State Water Survey, and other local and regional water management leaders and interested parties, shall submit to the General Assembly and the Governor a report that reviews and evaluates the latest available information on water loss in Illinois. Re-referred to Senate Assignments.

SB 3055 (D. Biss) Amends the Illinois Water Well Construction Code. Changes the definitions of “modification” and “closed loop well”. Makes other changes. Passed the Senate and assigned to House Environment Committee.

Other Construction/Business Related Bills:

HB 4657 (A. Turner) Amends the Mechanics Lien Act. Provides that an applicant may file a petition to substitute a bond for the property subject to a lien claim on the property against which the lien claim is asserted. “Bonding Over” would seriously weaken the mechanics lien rights of contractors, subcontractors, laborers and material suppliers that the construction industry has fought hard to secure. Often times, the only leverage available to a contractor who is owed money for work performed is to record a mechanics lien against a project. Without a mechanics lien on the property, contractors and subcontractors are compelled to either accept a significantly smaller payment for their work, or endure expensive and lengthy litigation. IMSCA and the Illinois PHCC strongly oppose this bill. IMSCA has worked to have this bill remanded to the House Subcommittee on Civil Process and

Procedures for further study. This is more great work by our IMSCA Lobbying staff.

HB 4769 (D. Beiser) This bill is an initiative of IMSCA and amends the Public Construction Bond Act to provide that the surety on a bond shall be a company with a certificate of authority from the Department of Insurance specifically authorizing it to execute surety bonds and a financial strength rating of at least A- as rated by A.M. Best or a similar rating agency. Passed the House and assigned to Senate State Government and Veterans Affairs Committee.

HB 5663 (E. Simms, Jr.) Amends the Mechanics Lien Act to provide that the Act does not apply unless there is a written and executed contract to improve the lot or tract of land or for the purpose of improving the tract of land or to manage a structure under construction thereon. This proposal would require a written and executed contract before a subcontractor could have lien rights. IMSCA and the Illinois PHCC are in opposition of this proposal. Re-referred to House Rules.

SB 3023 (J. Mulroe) This important bill is an IMSCA initiative seeking to amend the Mechanics Lien Act to prevent the elimination of lien rights through the use of subordination clauses. Passed the Senate and assigned to House Judiciary.

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



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NATIONAL NEWS

SOLDERING NEW LEAD FREE PRODUCTS

Are you and your plumbers having problems when soldering the new no lead copper alloys or finding poor coverage when joints are broken? Many are. Visit <http://www.phccweb.org/EducationEvents/webinar.cfm> to learn the proper installation practices

to get consistent high quality soldered joints for lead free pipes, valves, and fixtures. This webinar is one of many produced by the PHCC National Educational Foundation and archived on the PHCC National Association website. 

COURT APPROVES FURNACE RULE SETTLEMENT

The U.S. District Court of Appeals for the D.C. Circuit has approved a settlement that would rescind new federal efficiency standards for non-weatherized gas furnaces.

The settlement is a result of a lawsuit filed by the American Public Gas Association challenging the DOE's Final Furnace, Air Conditioner, and Heat Pump Rule. The rule sought to set new minimum efficiency

standards for a myriad of regional standards for furnaces and central air conditioners and residential HVAC products.

DOE will now begin the rule making process regarding DOE's regional standard for non-weatherized natural gas and mobile home furnaces, and provide a forum for DOE to consider the concerns of all interested parties.





NATIONAL NEWS

INTERNATIONAL EMERGING TECHNOLOGY SYMPOSIUM FOCUSES ON WATER AND ENERGY CONSERVATION, HEALTHY PIPING SYSTEMS AND CLEAN WATER

At the International Emerging Technology Symposium in Washington, D.C, held on April 23rd and 24th, conservation of water and energy were, of course, a focus, but concerns for healthy piping systems and clean water were a major point of discussion as well. There is growing awareness of bio-film activity in water systems – Legionella for example – and how piping design may play an important role in the mitigation of these colonies of microbes. Minimizing stagnant piping loops and avoiding optimum water temperatures seem to be key factors. Related to this, the impact of sanitization of systems, both initial and remedial, was explored with both positive and negative aspects considered. Other topics included the effects of piping insulation, waste water systems as alternate non-potable water sources, and the policies and practices of several governmental agencies. This forward-thinking event could well chart the course of the industry in the coming years. PHCC, as a co-convener, was proud to participate in the planning and support of this valued industry event.



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9 WAYS TO GAIN THE COMPETITIVE EDGE

by Nancy Friedman,
The Telephone Doctor

Tight economy! Reduced staff! Demanding customers! “These days it’s extra challenging to satisfy and keep customers. It’s even more important than ever because customer loyalty is generally considered the primary engine today to retain sales levels and gain an advantage over the competition. It’s been this way for a long time; it’s just getting more attention now. We just need to do things better.

There are hundreds of ways to do better. Here are 9 we like:

1. Know your product and services . . .

inside and out. Not being knowledgeable frustrates customers. An uneducated employee is semi-useless to a customer. Job knowledge is key in any position. If for any reason your company doesn’t offer job knowledge training, make it your own priority to find out as much as you can. Job knowledge is a key ingredient to serving customers.

2. Believe in your product and services 150%.

We know of a salesperson who has never had any formal sales training. However, based on the belief in the product, services and contagious enthusiasm, this person is a top seller. People LOVE to buy from people who get excited about their product. Customer service reps are salespeople!!!

3. Walk the walk, talk the talk. Practice what you preach.

A Ford dealer would not drive a GM car. Employees need to support their company’s product or services before they can expect their customers to have confidence in them.

4. Keep your word.

Companies spend thousands, sometimes millions of dollars advertising their services and

products. They tell the customer they are THE BEST, THE ONLY, they are NUMBER ONE. “WE GUARANTEE OUR WORK” isn’t enough. Customers need to know that you’ll do what you and your advertising says you will. If you claim to provide the ‘best of anything,’ make sure you keep your word. And be sure all employees keep their word. Telling a customer something will be to them in 7 working days, and then having it NOT show up is a credibility buster.

5. **Return all calls and emails.**

It boggles my mind when a call or an email is not returned. There’s not an excuse in the world I could buy when that happens. Sure, some of us get way too many calls and aren’t able to return them in a timely manner. Well, then have the call returned on your behalf! Not returning an email? How much work does that take? DUH?

6. **Don’t ever forget “who brought you to the dance.”**

In other words, there are always customers who were with you from the start. They helped make your business a success. They believed in

you. A nice simple note once in a while is an ego booster to them and you’ll feel good about it too.

7. **Make NO ULTERIOR MOTIVE CALLS or NOTES.**

Every once in a while, drop a note or make a phone call to customers (and prospective customers) without trying to ‘sell’ them something. Telephone Doctor labels those “no ulterior motive” calls. They’re “just because” calls. . . and very welcomed. When was the last time you heard from a salesperson or a company just to say HI? (See what I mean?)

8. **Be in a good mood. All the time!**

Be the person that when the customer leaves or hangs up the phone, they think to themselves, “That was a great call/visit.” Not in a good mood? Learn how to be. Remember one of our Telephone Doctor mottos: “A phony smile is better than a real frown.” Do you really think the first runner up of the Ms. America contest is as “thrilled for the winner” as she says or shows she is? Talk about a great big phony smile!

9. Participate in customer service training programs at your company.

Sure you know how to be a good CSR. But everyone could use a refresher. And if there are no programs in place on customer service, ask for them. At best, you'll be ahead of the competition, and at worst, you'll at least be even with them. Customer service is not a department. It is a philosophy. And it's for the entire company. Everyone needs to embrace it – or it doesn't work.

Nancy Friedman, president and founder of Telephone Doctor Customer Service Training, St. Louis MO, is a speaker at association, franchise and corporate meetings. She can be reached in St. Louis at 314-291-1012. Or visit www.nancyfriedman.com.

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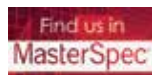


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Arlington Heights G.W. Berkheimer.....847-259-5596 Munch's Supply.....847-342-8498	Lombard G.W. Berkheimer.....630-932-8777 Lyons Harlem Supply.....708-447-2111
Aurora Connor Company.....630-897-9070 G.W. Berkheimer.....630-844-9000 Illco.....630-892-7904	Macomb Connor Company.....309-833-2148
Bellville Crescent Parts & Equipment.....618-277-0770	Mattoon Connor Company.....217-235-4328
Bloomington Capitol Group.....309-664-1770 Connor Company.....309-828-0000 Holt Supply.....309-820-0566 Rogers Supply.....309-827-0033 United Pipe & Supply.....309-828-8487 Winnelson.....309-828-7004	Marion Capitol Group.....800-477-0231 Connor Company.....618-993-1031 Crescent Parts & Equipment.....618-997-5608
Bradley United Pipe & Supply.....309-828-8487	McHenry Able Dist.....815-344-8899 Connor Company.....815-385-4404 G.W. Berkheimer.....815-385-0021
Carbondale Connor Company.....618-549-1012	Moline Trachtenberg.....309-762-5581
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Chicago Able Dist.....773-889-5555 Allied Supply.....773-545-5492 G & O Thermal.....312-763-1300 Mid-Lakes Dist.....312-733-1033 South Side Controls.....312-226-4900	Peoria Comfort Supply.....309-688-4407 Connor Company.....309-693-7229 T.F. Ehrhart.....309-676-1588 Rogers Supply.....309-637-5199
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Danville Connor Company.....217-429-4431 Rogers Supply.....217-443-4061	Pontoon Beach Crescent Parts & Equipment.....618-797-2500
Decatur Comfort Supply.....217-428-4407 Connor Company.....217-429-4431 Rogers Supply.....217-429-9151	Princeton Holt Supply.....815-872-0208
East Moline Connor Company.....309-796-2120	Quincy Connor Company.....217-228-7898 Crescent Parts & Equipment.....217-223-9750 T.F. Ehrhart.....217-222-9103
East Peoria Capitol Group.....309-699-3986	Rockford Connor Company.....815-874-1515 G.W. Berkheimer.....815-387-0230 Johnstone Supply.....815-874-8256
Elk Grove Village Illco.....847-228-1200	Springfield Capitol Group.....217-793-4300 Connor Company.....217-544-9612 Illinois Plumbing & Heating.....217-793-9800 Rogers Supply.....800-252-0405
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ILLINOIS PHCC PAST PRESIDENT'S CLUB SCHOLARSHIP FUND

1. Name of the Scholarship Fund shall be the 'Illinois PHCC Assn. Past President's Club Scholarship Award'.
2. Scholarship is established through dues income to Past President's Club.
3. \$1,000 shall be awarded to an individual who has been nominated by a member of the Illinois PHCC Past President's Club.
4. Applicant must have the following qualifications:
 - a. Applicant must be a member of the senior class or graduate of a secondary school.
 - b. Pursue or desire to pursue courses of study such as may prepare them to serve or to advance the interest of the plumbing-heating-cooling industry.
5. The President of the Past President's Club shall be the Chairman and appoint two members to assist him in selecting the Scholarship Winner.
6. In no case shall more than one Scholarship be awarded to any one applicant, but the Scholarship Committee may award more than one scholarship at their discretion.
7. Scholarships shall be awarded at the annual convention of the Illinois PHCC Association.
8. The Executive Director shall be directed to inform the applicant who will be awarded the Scholarship.
9. Applicants not winning the award may be eligible to apply the following year.
10. The Scholarship money shall be made payable to the school of the applicant's choice. If the winner has changed schools since applying, he or she shall notify the IL PHCC Executive Director immediately.
11. If a recipient should drop out of school during the year, the balance of the award should be returned to the Past President's Club.

Application must be received in the Illinois PHCC office no later than June 1, 2014.

SCHOLARSHIP APPLICATION

IL PHCC PAST PRESIDENTS SCHOLARSHIP APPLICATION

Name in Full _____ Age _____

Address _____

City and Zip _____

Parent's Name _____

Address _____

City and Zip _____

Applicant's Phone No. - Home _____ Business _____

Employed by _____

Name of Owner _____

Address _____

Address _____

City and Zip _____

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

What career do you intend to follow? - Give full details in letter form.

What school do you plan to attend? _____

Complete Address _____

When do you plan to enroll? _____

Scholastic Data

High School attended _____

Complete Address _____ Zip _____

Year Graduated _____ Rank In Class _____

Principal's Name _____

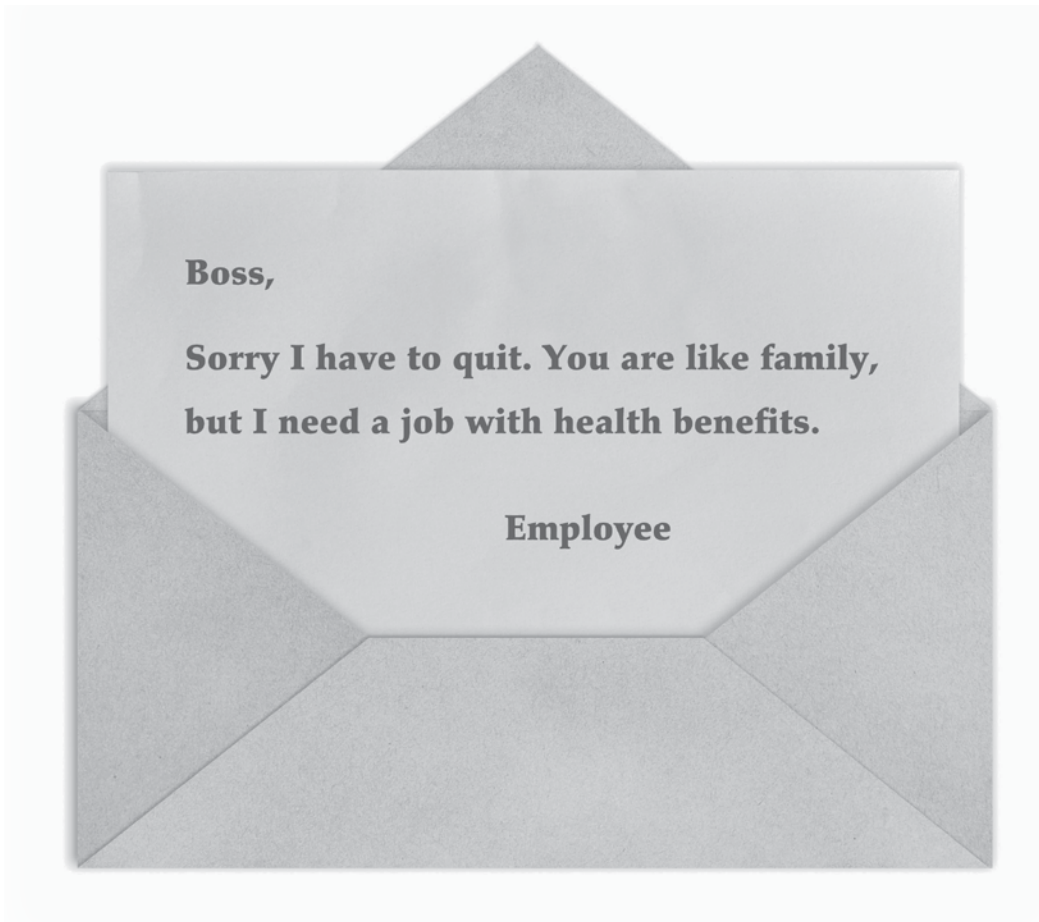
In what activities have you participated: Attach list.

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

Applicant's Signature

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

Parent or Guardian's Signature



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PHCC ILLINOIS

AUXILIARY SCHOLARSHIP RULES

1. Scholarships are awarded in the amount of \$500.00 or more but not to exceed \$2,000.00 and shall be given by the Illinois Auxiliary each year at the State Convention as funds are available to those who desire to further their education. The applicant shall be enrolled in solid subject curriculum.
2. The applicant must be at least a freshman in college having completed one full semester with at least 8 credit hours of study. You may NOT apply in your senior year of high school.
3. No person may receive more than one award from Illinois Auxiliary during his or her academic career and there cannot be more than two awards per family per year. A permanent current list of recipients will be kept in the scholarship files.
4. The applicant must submit a handwritten letter in cursive and ink to include personal data, family size, need of scholarship monies and plans for the future career. Knowledge of and/or working experiences with plumbing industry can be included, but not necessary.
5. The applicant must submit a total of three letters of recommendation.
 - a. One letter must be from your sponsor, either an auxiliary member or Illinois PHCC member.
 - b. The other two letters must be from people not related to the applicant who know you personally and can attest to your character and provide other pertinent information. Knowledge of parents would not necessarily qualify them for having knowledge of applicant.
6. Please attach a picture of yourself with the application.
7. **The deadline for submitting your application is May 31, 2014**

Your application must be postmarked no later than this date and include all the information required. If it is incomplete, we will discard the materials and your name will be removed from the applicants list. You can resubmit the following year.

The scholarship committee will have the final decision in awarding these applications. The committee wishes each and every one of you the best of luck. If you have any further questions, please feel free to contact me at using the information listed below:

Please Send Your Completed Applications To:

*Nancy Stewart
304 Fox Street
Cary IL 60013
847-639-4145*

e-mail: nstewart@hrstewart.com

PHCC ILLINOIS AUXILIARY SCHOLARSHIP APPLICATION ~2014~

Applicant Name: _____ Birth Date _____

Mailing Address: _____ City _____ State _____ Zip _____

Parents or Guardian's Full Name: _____

Phone Number: _____ E-mail _____

NAME AND ADDRESS WHERE CHECK SHOULD BE SENT:

Name _____

Address _____ City _____ State _____ Zip _____

NAME OF SPONSORING AUXILIARY MEMBER: (Sponsor Cannot be a Parent, Guardian or Spouse)

Name _____

Address _____ City _____ State _____ Zip _____ Phone _____

Signature _____

State and Name Of Sponsoring Auxiliary _____

SCHOLASTIC DATA:

High School Attended: _____

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

Principal's Name: _____

Name of College Attending & Career Plans: _____

Dean or Advisor's Name: _____

INSTRUCTIONS FOR APPLYING FOR SCHOLARSHIP:

Application must be complete with the items listed below for consideration:

- 1 Read the Scholarship Rules.
2. Small photo staples to application.
3. Three letters of Recommendation as follows:
 - A. One Letter of recommendation from Sponsoring Auxiliary Member (current member in good standing)
 - B. Two letters of personal recommendation, from people not related to applicant
4. Personal handwritten letter (state request and list curricular activities you participated in high school and college.)
5. Original Copy of High School and College Transcripts. These can be sent under separate cover. ****Note**** High School Transcript is required for all graduates from 2006 to current.

I hereby certify that the above is true and accurate.

Applicant's signature: _____ Date _____

Parent, Guardian or Spouse Signature: _____

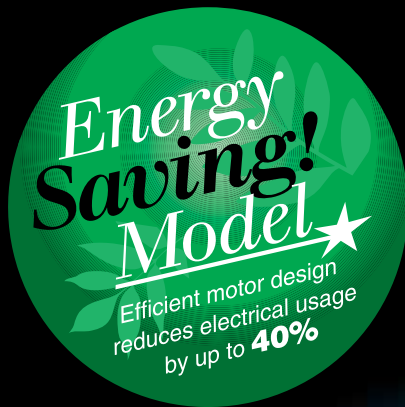
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DEADLINE TO BE CONSIDERED FOR THE SCHOLARSHIP IS MAY 31, 2014

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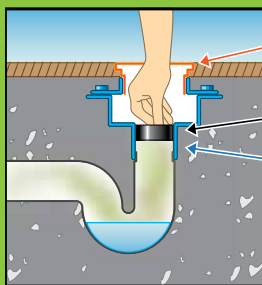
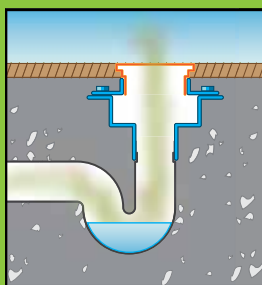
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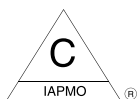
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