

ILLINOIS MASTER PLUMBER

ILLINOIS ASSOCIATION OF PLUMBING•HEATING•COOLING•CONTRACTORS

Volume 100, No. 8

August 2014



What's
WRONG
With
This
Picture?



PRESORTED
STANDARD
U.S. POSTAGE
PAID
Springfield, IL
Permit No. 137



PO Box 5007
 2800 N.E. Adams St.
 Peoria, IL 61601-5007
 309-688-1068 309-688-4120

“Best Products....Best Prices....Best Service”

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.



- Peoria, IL. 61615
 1209 W. Pioneer Parkway
 PH: 309-693-7229

- Macomb, IL 61455
 433 N. Campbell
 PH: 309-833-2148

- Kankakee, IL 60901
 1600 Grinnell Road
 PH: 815-933-6688

- Urbana, IL 61801
 1900 N. Lincoln Ave.
 PH: 217-367-7601

- Peru, IL 61354
 3 Terminal Road
 PH: 815-224-1205

- Sugar Grove, IL 60554
 694 Heartland Dr.
 PH: 630-466-3284

- East Moline, IL 61244
 4342 Kennedy Dr.
 PH: 309-796-2120

- Springfield, IL 62703
 1400 South 9th St.
 PH: 217-544-9612

- Mattoon, IL 61938
 1308 Lakeland Blvd.
 PH: 217-235-4328

- Bloomington, IL
 413 E. Oakland Ave.
 PH: 309-828-000

- Galesburg, IL 61401
 2315 Grand Ave.
 PH: 309-342-7000

- McHenry, IL 60051
 3918 N. Richmond Road
 PH: 815-385-4404

- Danville, IL 61832
 520 E. Fairchild
 PH: 217-446-1818

- Rockford, IL 61109
 3537 Merchandise Dr.
 PH: 815-874-1515

- Terre Haute, IN 47802
 2800 S. State Road 63
 PH: 812-232-3333

- Quincy, IL 62301
 1328 Seminary Rd.
 PH: 217-228-7898

- Collinsville, IL 62234
 #3 Business Center Court
 PH: 618-344-9200

- Decatur, IL 62526
 3130 N. Grand Prix Dr.
 PH: 217-875-5626

- Marion, IL 62959
 801 Skyline Dr.
 PH: 618-993-1031

- Jacksonville, IL 62650
 630 Brooklyn Ave.
 PH: 217-243-3411

- Freeport, IL 61032
 1028 Il Rte. 26 N.
 PH: 815-235-7789

- St. Louis, MO 63146
 2374 Grissom Dr
 PH: 314-994-9799

- Comfort Supply
 Peoria, IL 61603
 2800 NE Adams St.
 PH: 309-688-4407



ILLINOIS MASTER PLUMBER

ILLINOIS ASSOCIATION OF PLUMBING-HEATING-COOLING CONTRACTORS



Volume 100, No. 8



AUGUST 2014

CONTENTS

OFFICERS

President

Steve Jany
Chester

Secretary

John Matthews
Champaign

President Emeritus

Bill Todd
Murphysboro

President-Elect

Erik Graybeal
Bloomington

Executive Director

Beverly Potts

Treasurer

Steve Stimson
Deer Creek

Associate Director

Shelly Lott

The Illinois Master Plumber published monthly, is the official publication of the Illinois Plumbing-Heating-Cooling Contractors Association, only insofar as notices, bulletins, and reports are concerned.

Editorial and personalized news stories reflect the opinions of the writers, and not necessarily that of the Association. Neither the Association nor this magazine accepts responsibility for statements or claims made by advertisers for their products or services.

POSTMASTER: Please Forward Change of Address Notice on Form 3578 and Copies Returned Label Form 3579

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

EDITORIAL AND EXECUTIVE OFFICES

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

President's Thoughts	4-5
Calendar of Events	6
What's Wrong With This Picture?	6
In Memory	7
Plumbing Code Book Order Form	8
2014-2015 Continuing Education for Illinois Licensed Plumbers	9
"APPY" Hour	10-14
How to Handle the Foreign Accent.	16-17
News from the Illinois Small Business Environmental Assistance Program	18-19
Past Presidents Award Scholarships	20
Auxiliary Awards Scholarships.	20
National News.	22-23
Invest in Your Future Form.	24
Backflow Parts For Sale	25
IMSCA-PAC Order Form	26

ADVERTISERS

Connor Company	2
Federated Insurance	15
Franklin Electric	5
Hodes	20
H.R. Stewart	14
Jim Murray	7
SureSeal	Back Cover
Torvac	19
Zurn.	27



PRESIDENT'S THOUGHTS

by Steve Jany
Illinois PHCC President

Greeting friends,

We are entering the time of rolling speed bumps again. Please remind your technicians to watch for young people running into the streets, in the cross walks, or getting on or off the school bus and running across the street to their homes or friends. These little people are our future. Just beware as the younger ones will always do the unexpected.

Plumbing contractors, remember to renew your plumbing contractor's registration as soon as you get the notice. It is so easy to lay it aside then forget about it. You can renew by snail mail or on line at Illinois Department of Public Health (IDPH). Beware - no current contractor's license, you will be in violation of state statute.

The new Illinois Plumbing Code became effective April 24th and a printed version is now available from the Illinois PHCC. An order form is included in this issue of the magazine. The book includes the Plumbing License Law, Plumbers Licensing Code, Plumbing Code, and the Plumbing & Lawn Irrigation Contractor Registration Code. IDPH will not be printing Code books, but instead is making the Code available on their website. A quick way to get to the electronic version of the Code is by going to www.ilphcc.com and clicking on the Quick Link marked Illinois Plumbing Code.

Take time to read about the "Appy Hour" at convention in this issue. It is hard to keep up with changes in our fast paced world today. The use of some of these "apps" may make your decisions faster and more accurate. Keeping in touch with some of the tools available are mind boggling. Want to know where that plane is going over head? Yes there is an "app" that can tell you all the information about that plane. The list from convention has "apps" for professional and personal use.

Have you made plans for attending the PHCC National Convention yet? Time is fast approaching. Now is the time to register for this 132nd annual event which will be held in New Orleans at the Marriot Hotel on October 8th through the 10th. You can check out the venue and also register on the PHCC National website, www.phccweb.org, to see what is planned.

The quarterly board meeting of the Illinois PHCC will be held in Springfield on August 23rd. Your participation at these meetings is very important to the smooth running of our organization. It also keeps you informed of what is going on in the plumbing/piping industry. Please plan to attend, as at the convention meeting on the August 22nd we will determine convention plans for 2015.

Remember that IMSCA is selling raffle tickets for the PAC fund. Prizes are \$500.00 worth of America

PRESIDENT'S THOUGHTS

CONTINUED

Airlines airfare and a \$500.00 Hilton Gift card. This is an election year and the PAC fund is very important to see that IMSCA can continue to fight for the construction industry. Issues are a constant battle in the construction industry and we are battling some very deep pockets of special interest groups. You can find the form in this issue of IMP. The drawing will be September 19th at the IMSCA meeting.

Here in the southern part of the state we are enjoying home grown tomatoes as well as other garden fare. Peaches are ripe here and Donna has made an excellent peach cobbler. It really didn't last long. The pecans are growing on our pecan trees. Blackberries are ripening. Berries and ice cream go really well together after supper.

Work is not overly plentiful, but we seem to be getting by at this end of the state. No large projects, so everyone has had to adjust to smaller projects.

If you like August weather, you should be happy as this year as we have 5 full weekends in August. This only happens every 823 years. Chinese call it "Silver Pockets Full".

President Jany



LittleGIANT®

www.franklinwater.com

Little Giant sump, sewage, effluent, and utility products offer more features, accessories, and total value for the plumbing and HVAC markets.

For more information on Little Giant products, contact your local plumbing distributor.

Franklin Electric

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 2015 Illinois PHCC Convention.

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



CALENDAR OF EVENTS

AUGUST 22, 2014

Illinois PHCC Convention Committee Meeting
President Abraham Lincoln Hotel
Springfield, IL

AUGUST 23, 2014

Illinois PHCC & Auxiliary Board Meetings
President Abraham Lincoln Hotel
Springfield, IL

SEPTEMBER 9-12, 2014

Cross Connection Control Class
Rockford, IL

SEPTEMBER 26, 2014

Illinois PHCC 4 Hour CEU Class
John A. Logan College
Carterville, IL

SEPTEMBER 27, 2014

Illinois PHCC 4 Hour CEU Class
Kaskaskia College
Vandalia, IL

OCTOBER 7-10, 2014

Cross Connection Control Class
Joliet, IL

OCTOBER 8-10, 2014

PHCC National Convention
New Orleans, LA

NOVEMBER 7, 2014

Illinois PHCC 4 Hour CEU Class
Rend Lake Resort
Whittington, IL

NOVEMBER 8, 2014

Illinois PHCC 4 Hour CEU Class
Kaskaskia College
Vandalia, IL

NOVEMBER 12, 2014

Annual Backflow Symposium
Doubletree Hotel
Bloomington, IL

NOVEMBER 15, 2014

Illinois PHCC & Auxiliary Board Meetings
TBD

MARCH 20, 2015

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



IN MEMORY

ROBERT G. CLEM, 91, of Springfield, died Saturday, July 5, 2014 at Memorial Medical Center. Bob was the husband of former Illinois PHCC Executive Director Dorothy Sharpe Clem and attended many PHCC functions over the years.

Bob served in the United States Air Force during WWII and achieved the rank of Lieutenant Colonel. He was also employed as a Civil Engineer with the State of Illinois. He was a lifetime member of Springfield Benevolent and Protective Order of Elks Lodge #158, past-president of the State of Illinois Reserve Officer's Association, and past-president of State of Illinois

Chapter of the American Right of Way Association.

He is survived by his wife, Dorothy Clem of Springfield; two daughters, five grandchildren, and thirteen great grandchildren.

A Graveside Ceremony was held on July 14th at Camp Butler National Cemetery with military honors provided by Interveterans Burial Detail of Sangamon County and Department of Defense.

Memorial contributions may be made to: American Kidney Fund, 11921 Rockville Pike, Suite 300, Rockville, MD 20852.



WHEN YOU NEED A SUMP PUMP OR WASTEWATER PUMP SOLUTION
YOU NEED TO CALL THE EXPERTS



JIM MURRAY, INC.
Your partners in pumping since 1958



When you need a pump sized right for your application, Jim Murray Inc. is the company to call. Large selection and deep inventory for quick turnaround to save you downtime.

Don't know what you want? We'll help you with selection or design a custom system.

Sump, effluent, sewage, and grinder pumps for all sizes and all applications.

Visit our new website to view all we can offer you or contact us directly. We're here to help.

www.jimmurrayinc.com



BARNES[®]



Little**GIANT**

SJE-Rhombus
CONTROLS

1-800-234-5490
N116 W18455 Morse Drive
Germantown, WI 53022



PLUMBING CODE BOOK

ORDER FORM

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

Name: _____

Company: _____

Street Address: _____

City/State/Zip: _____

Email: _____

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



2014-2015 Continuing Education for Illinois Licensed Plumbers

<u>Date/Time</u>	<u>Location</u>	<u>Fee</u>
<input type="checkbox"/> **September 26, 2014 – 1:00 pm-5:00 pm	John A. Logan College, Carterville, IL	\$50.00
<input type="checkbox"/> **September 27, 2014 – 8:00 am-12:00 pm	Kaskaskia College, Vandalia, IL	\$50.00
<input type="checkbox"/> **November 7, 2014 – 1:00 pm-5:00 pm	Rend Lake Resort, Whittington, IL	\$50.00
<input type="checkbox"/> **November 8, 2014 – 8:00 am-12:00 pm	Kaskaskia College, Vandalia, IL	\$50.00
<input type="checkbox"/> **January 9, 2015 – 1:00 pm-5:00 pm	*Heartland College, Bloomington/Normal, IL	\$50.00
<input type="checkbox"/> **February 20, 2015 – 1:00 pm-5:00pm	*Heartland College, Bloomington/Normal, IL	\$50.00
<input type="checkbox"/> **March 20, 2015 - 9:00 am -1:00pm	Drury Lane, Oakbrook Terrace, IL	\$30.00

No Walkins – No Exceptions. All Registrations for the March 20 class must be received before March 1, 2015

<input type="checkbox"/> **April 17, 2015 – 1:00 pm-5:00 pm	Rend Lake Resort, Whittington, IL	\$50.00
<input type="checkbox"/> **April 24, 2015 - 1:00 pm-5:00 pm	*Heartland College, Bloomington/Normal, IL	\$50.00

****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. 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.

“APPY” HOUR

Attendees at the recent Illinois PHCC Convention shared their favorite mobile device applications during a session, called “Appy” Hour. See below for a list of mobile tools that people recommended trying for your business and personal use.

Business

Accubid Free app with software.

ASPE tables (free with membership)

Aver Viewer - Camera system for job sites. Free app with equipment.

Been Verified - Background check app. Use your iPhone to run a check instantly. One free check each month, or you can subscribe so you don't have to wait.

Blue Beam - Autocad based; \$10.00 per app, per tablet; free viewer. Desktop version \$150.00

Contractor estimating and invoicing tool-by Joist – Creates professional estimates on the job site-fast.

Dragon Dictation - Speak and see your text messages or email messages.

Dropbox - Allows you to sync files across multiple computers and smartphones by saving them to a folder provided by Dropbox. The real power comes from its ability to share links with any files in your Dropbox folder to clients or colleagues across the country instantly.

Evernote- One of the best apps for taking notes and saving ideas when you are on the go. This free app allows you to save notes, audio, pictures and organizes it for easy retrieval. It syncs to all of your mobile devices and is free.

Fleetmatics GPS – There is a cost, but is free with subscription.

Flashlight – Turns your camera flash into a bright flashlight.

Flying ruler - A tape measure, ruler, protractor and goniometer (angle-measure).

ihandy level – Instant access to a computerized level.

Log Me In – Get secure anytime, anywhere access to your computers from your iPad or iPhone. Remotely access your PC's and Macs over WiFi/3G with LogMeIn for IOS on your iPad or iPhone. Works with an account subscription of LogMeIn Pro on your computer, which also includes access from your desktop and web browser, so that everything you need is always at your fingertips.

Noteability - Take notes & annotate PDFs with Dropbox sync. Useful if you need to take meeting notes with lots of text. Seems to be better suited for rich text usage, similar to a word processor application, but you can also add audio.

Ridgid digital bubble level - features three vials for plumb, level and 45° miter. The display also shows the exact measurements currently being reported by the sensors.

Scan to pdf 2 - Turn your device into a document scanner. Scan to PDF allows you to obtain images of

documents from your camera and convert them into great looking multi-page pdf files. Scan in color or black and white. Once the PDF's are generated, you can export them via email or to any other app that accepts PDF's.

Scanner Pro – Makes pdf files.

Square- Square allows anyone with a smartphone or tablet to easily accept credit card payments. There are no sign-up or monthly fees – rather, the service takes a percentage of each transaction.

Dining

Happy Hours - Shows the latest food & drink specials near you.

Open Table – Open Table is an app that helps you make reservations at over 20,000 restaurants in the US, Mexico and Canada.

Yelp – Yelp is your local guide to finding just the right place to eat, shop, drink, relax and play.

Hobby

Audubon Guide (\$14.99) –Audubon mobile field guides. Four-in-one field guide to discover all the flora and fauna in your backyard. This guide includes subjects for Birds, Mammals, Trees and Wildflowers.

Bleacher Report –Get all your team's news and scores from across the web in one easy place with personalized streams that sends alerts as soon as a stories break. Be the first to know all of your team's news.

Distance Finder - Provides users the ability to find the distance between their location and an

intended target. Perfect for golfers, hunters, and anyone who needs to know a distance. Distances can be displayed in yards, meters, miles, and kilometers.

Flight radar 24 – Turn your iPhone or iPad into an air traffic radar and see planes around the world move in real time on a detailed map. Or point your device at a plane in the sky to identify it.

Golf Pad GPS – Golf pad is an advanced gold GPS rangefinder, scorecard and shot tracker.

Scanner 911 HD

Sky Guide – A star constellation guide has never been more beautiful and easy to use. Just hold it to the sky to automatically find stars, constellations, planets, satellites and more. It's stargazing fun for all ages and experience levels.

Star Walk - Star Walk will become your go-to interactive astro guide to the night sky, following your every movement in real-time and allowing you to explore over 200,000 celestial bodies with extensive information about stars and constellations that you find.

Vivino Wine Scanner - A unique way of discovering the best wines in your area. Take a photo and get to know any wine in seconds. Remember wines and explore more of them. Get personalized wine recommendations. Updated weekly so you always know what's hot!

Media

Consumer Reports

Golf Channel

News-Live TV (local stations)

Newspapers

Meeting/Convention

Eventsential - is the official app for PHCC-National events.

Music/Movies

IMDb- IMDb is the world’s largest collection of movie, TV and celebrity info. They list every detail about every movie and TV show ever made, including who was in it, who made it, the plot, user ratings, trailers, photos, reviews, quotes, goofs, trivia and much more. Find showtimes, watch trailers, browse photos, track your must-see list and rate your favorite movies and TV shows.

Netflix- Get this free app as part of your Netflix membership and you can instantly watch thousands of TV episodes and movies on your iPhone or iPad.

Pandora Radio – Great music discovery is effortless and free with Pandora. Just start with the name of one of your favorite artists, songs, genres or composers and they will do the rest. It’s easy to create personalized stations that play only music you’ll love.

Shazam – Identification System – Shazam is the best way to identify music and TV. In seconds you’ll know the name of any song, or more about what you’re watching.

Spotify Music – Listen to music on your tablet or phone. Search for any track, artist or album and listen for free. Make and share playlists. Build your biggest, best ever music collection.

Vevo- offers the largest collection of premium official music videos. Start watching your favorite music videos and catch daily video premiers.

Photo

Clapmera- Clapmera allows you to take video, photo bursts and single pictures by clapping your hands. Configure Clapmera to give you enough time to pose before actually taking the picture. You can also configure the sensitivity of the microphone to allow you to take pictures by clapping or snapping your fingers.

Mosaic Cam – Inspired by the multi-lens camera of yesteryear. Mosaic Cam is a fun camera app that allows you to shoot and share mosaics made up of multiple pictures. It’s perfect for everything from selfies to landscapes.

Pic Stitch- Quickly combines multiple photos into one beautiful framed picture.

Reading

Bible by Tecarta – A simple powerful design will allow you to easily read the Bible off-line (without an internet connection), navigate, search, highlight verses, bookmark, make margin notes, copy/paste or take notes. A number of versions are available.

Kindle – Gives users the ability to read Kindle books, newspapers, magazines, textbooks and PDF’s on a beautiful easy-to-use interface.

Nook - Gives users the ability to read Nook books on your mobile device.

Real Estate

Realtor.com - Find homes for sale or apartments for rent. This app is the only app to get real estate listings sourced directly from over 800 MLS’s. 90% of listings refreshed every 15 minutes.

Trulia- Makes searching for a home easy. With just a tap, see homes near you for sale or rent. Refine your search by location, home features and more.

Zillow- Find homes for sale or rent; check values on 100+ million homes in the US.

Shopping

Coupon.com- Find high value coupons, discount codes and other deals and discounts for any type of purchase, online or in store. Show your device to redeem in-store coupons.

Key Ring Rewards Cards – Never carry plastic or paper loyalty, membership, library cards or coupons again. Add your cards: Loyalty, Gift, Library and membership cards are all welcome in key ring.

QR Reader - Scans QR codes, barcodes, words and even creates PDF files with the “Scan to PDF” feature.

RetailMeNot – Coupons – Search for deals and coupons from over 50,000 stores. This app makes it easy to save in store at the places you shop.

Social Networking

Facebook – See what friends are up to, share updates, photos and videos. Get notified when friends like or comment on your posts. Text, chat and have group conversations. For personal and business use.

Houzz - called the “wikipedia of interior and exterior design” by CNN. Houzz has the largest database of home design ideas on the net with over 2,000,000 high resolution photos. Browse photos by style, room, and location and save them to your virtual idea book.

Instagram - A simple way to capture and share the world’s moments in photos and videos. Share your photos and videos with friends and followers on a photo feed, or send post directly to your friends.

LinkedIn – Build your personal brand, network to create meaningful business connections, and engage with professional content. A must use for anyone serious about serious networking sites.

Pinterest - A tool to help you discover and plan things you want to do. When you find something that looks interesting, just pin it! Pins are visual bookmarks that you organize and share the way you want.

Skype - Talk face to face with video calls.

Twitter - Let’s you connect with people, express yourself, and discover more about all the things you love. Be the first to hear breaking news.

Vine – Video sharing –Create short, beautiful, looping videos in a simple and fun way for your friends and family to see.

Travel

Duolingo- Learn languages for free. Reading and speaking conversion to many different languages.

Gas Buddy- Helps you find the cheapest gas in your area.

Gate Guru- The only travel app that provides all of the flight and airport information you need to manage your entire day of travel.

iExit - Interstate exit guide – Tells you what’s at upcoming exits when you are on the highway. It uses your device’s location to determine where you are on the highway, and then displays upcoming exits in real time.

Google Maps - Find the best spots in town and the information you need to get there.

Translate Professional - Translate text between 50 languages in an instant.

Waze – GPS, Maps & Traffic- Join drivers in your area who share real-time traffic and road info to save you time, gas money and improve daily commuting.

Utility

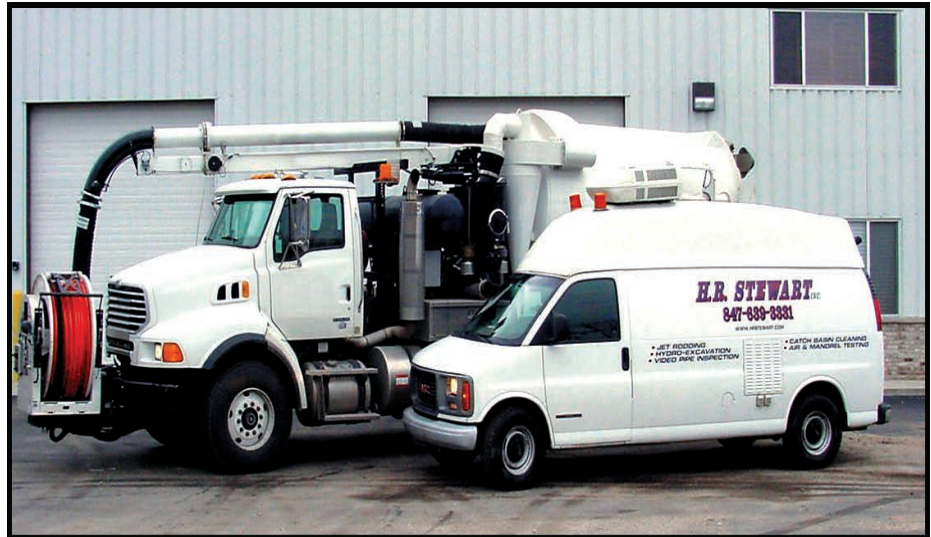
Find My Phone- will help you locate your missing device on a map, remotely lock it, play a sound, display a message, or erase all the data on it.

Zedge- Get free ring tones and wallpapers.

Weather

The Weather Channel – Plan your work day with the most accurate forecast available.

Weather bug - Access the world’s largest network of weather and lightening sensors for the most accurate forecasts, real-time lightening detection, the fastest alerts and more.



H.R. STEWART, INC.
Heavy Sewer Cleaning & Televising

- Sewer Jetting – up to 72 inches
- Steerable Mainline Televising – 4 to 72 inch, lengths up to 850 feet
- Push Camera – 3 to 6 inch, lengths up to 500 feet
- Catch Basin Cleaning
- Root Cutting & Destroying
- Air & Mandrel Testing
- Hydro-Excavation
- Municipal Work



H.R. Stewart, Inc.
(847) 639-3331
WWW.HRSTEWART.COM



SUMMONS

State

County

Employee,

Plaintiff,

vs.

Your Company,

Defendant.

Call
Employment
Lawyer!!!

THIS SUMMONS IS DIRECTED TO THE BUSINESS OWNER.

1. YOU ARE BEING SUED. The Plaintiff has alleged that she was harassed in the workplace. Plaintiff's Complaint against you is attached to this summons. Do not throw these papers away that affect your rights. You must respond to this lawsuit even though it is not your fault. Please file number on this summons.

Who's Keeping You Out of Court?

Every employer, no matter what size, has to deal with human resource issues, regulations, and employment law changes. Contact your local marketing representative to learn how you can gain complimentary, unlimited access to independent employment law attorneys who provide state-specific legal advice on your employment-related questions.

Visit www.federatedinsurance.com to find a representative near you.

*Get Answers
to Questions!*

It's Our Business to Protect Yours®

**FEDERATED
INSURANCE** 

Federated Mutual Insurance Company • Federated Service Insurance Company* • Federated Life Insurance Company

Owatonna, Minnesota 55060 | Phone 507.455.5200 | www.federatedinsurance.com

*Not licensed in the states of NH, NJ, RI, and VT. © 2014 Federated Mutual Insurance Company

HOW TO HANDLE THE FOREIGN ACCENT

By Nancy Friedman, the Telephone Doctor

As a keynote speaker I address all types of individuals and multicultural audiences. It's more and more common to have a variety of those whose native language isn't our own in the audience. These accents can be both international and domestic. How many times have you talked with someone simply from a different region of the United States and not been able to understand them?

And our customer service programs are usable in most every country. People are people are people are people! The customer service issues, problems and concerns are the same in most countries. The United States does not have a monopoly on this issue.

Miscommunication is easy within any language and especially with those who have an accent where we have a bit of trouble understanding and they cannot understand us. Today, there's more business going global than ever before, so it's key to be ready to know how to deal with a foreign accent.

Oddly enough, sometimes it's us that has the foreign accent to others. To those from another country, we are the ones with the foreign accent. So these tips will go both ways and they're effective both on the phone and in person.

Taken from our popular DVD of the same name, *How to Handle the Foreign Accent*, here are the five key points to know to help you at your job (and your personal life as well) when working with someone

who is difficult to understand – accent or not.

1. Don't Pretend to Understand. It is perfectly correct to gently explain you're having a little difficulty understanding them. Let's face it, if you have an accent, you know it. So it's not a surprise. One of the least effective things one could do when not understanding someone is to PRETEND to understand. Some folks nod or say, "OK" simply to move the conversation along. That's not doing anyone any good. It's perfectly OK to simply and gently say, "I apologize. I am having a little difficulty understanding you. If you could slow down just a little bit I'll be able to get it all correct for you."

That's the most important thing to the person with the accent; knowing you WANT to help and will get it right. They're aware you might be having difficulty understanding. And nodding yes or pretending you understand won't help the situation at all.

Your tone of voice is international; universal. So keep it at a light and slower pace and yes, smiling is also universal. They'll hear your smile in any language.

The phrase mentioned above is most effective and a key phrase to learn. It's accepted warmly. I've had many a person from another country come up

and thank me for sharing this technique with the audience. It apologizes, acknowledges, empathizes and creates credibility. It shows you want to help.

- 2. Don't RUSH.** Rushing threatens customers. Often there's a tendency to want to really rush someone who speaks with an accent. Not a good idea at all. Rushing threatens the best of us, let alone someone who is not able to express themselves in our own style. Slow down. Take your time. Not to excess of course, but if you find yourself constantly saying "uh huh," over and over in rapid succession, you're probably rushing the person.
- 3. Don't Shout.** Those with a foreign accent are NOT hard of hearing. Many a time we subconsciously speak louder or repeat the same word over and over, thinking that will help. It doesn't. People with accents normally hear very well. It's insulting to shout at them. Keep that smile on your face. It'll show you have the patience to help and keep trying to let them know 'you are there to help.' It might take time, but it will help.
- 4. Don't Be Rude.** No one really thinks they're rude. But if you've ever said to that person: "Hey, I can't understand you" or even a short, terse, "HUH?" you're considered rude. Again, go back to #1 and explain you're having a little difficulty understanding them. They'll often repeat it for you. If the situation is hopeless and you simply aren't getting anywhere, don't be embarrassed or afraid to call for help. Perhaps another person can better understand what the customer is saying. But remember, being shuffled from one person to another is frustrating to anyone – accent or not. It's as frustrating to them not being understood as it is to you.

- 5. Consider a Job Aid at Your Desk.** If your job has you working with a large percentage of one accent, keep a few simple phrases in that language near you. Short phrases that would let the customer know you're trying. If you're in a Hispanic environment, phrases like, "Un momento por favor" (one moment please) will help. Even if we mispronounce it, they'll understand. Hopefully, there is someone in your area that is either fluent or well-spoken in one particular language that can help you formulate an effective job aid.

And remember what we said earlier, our smiles are universal. Use it early and often, no matter who you're talking to!

Nancy Friedman, president of Telephone Doctor Customer Service Training, is a featured keynote speaker at franchise, association and corporate meetings. She is the author of eight books on sales and customer service and is the spokesperson in the popular Telephone Doctor customer service training programs. For more information call 314.291.1012 or visit www.nancyfriedman.com.



NEWS FROM THE ILLINOIS SMALL BUSINESS ENVIRONMENTAL ASSISTANCE PROGRAM

Technical Assistance Expertise Geared Up to Eliminate Waste

The Illinois Sustainable Technology Center (ISTC) now offers a Zero Waste Program, providing assistance to achieve waste minimization and diversion assistance. The Center's trained engineers, scientists, and partner organizations will assess waste-handling practices and provide innovative management and materials reuse planning.

The program team is available to conduct waste characterization assessments, develop or refine waste management programs, and help connect clients with other businesses and resources to achieve greater material recycling and beneficial use to help achieve the goal of zero waste to landfill. The program is available to a wide range of organizations including industrial and commercial business, manufacturers, food and beverage providers, solid waste managers, government entities, and others.

The team has received more than 100 inquiries since the program launch in early 2014, showing the widespread interest by business and communities in waste reduction, recycling and sustainable processes. To learn more about the Zero Waste

Program, visit http://www.istc.illinois.edu/tech/zero_waste.cfm.

The Illinois On-Site Safety and Health Consultation Program

The Illinois On-Site Safety and Health Consultation Program provides FREE and confidential safety and health advice to small and medium-sized businesses committed to improving workplace safety and health. The consultants are experts in identifying workplace hazards and making recommendations to eliminate these hazards with the goal of improving workplace safety and health.

Services Include:

- Written Program Review
- Hazard Identification and Control
- Industrial Hygiene Monitoring (air and noise)
- Injury and Illness Record keeping Review and Analysis
- Safety and health Management Program Evaluation
- Informal Training

Benefits:

- Reducing worker injury and illness rates
- Decreasing worker's compensation costs
- Improving worker morale
- Increasing productivity
- Recognizing and removing hazards from your workplace
- Improving Safety and health

To request an On-Site Consultation please go to our website osha.illinois.gov and click on the **On-Site Consultation Request Form.**

The Illinois Small Business Environmental Assistance Program (IL SBEAP) is a federally mandated program to assist small companies in understanding their environmental requirements and achieving compliance. The program is located in the non-regulatory, business assistance agency, the Department of Commerce and Economic Opportunity to alleviate small business' fears in seeking assistance. Questions? Call 800-252-3998.



A division of DARLING RESTAURANT SERVICES

GREASE REMOVAL, PUMPING, JETTING



Our Vactor Truck is the most powerful vehicle in the industry, which can open even the most clogged lines. Using state-of-the-art equipment like this enables TORVAC to do the job right the first time and every time! Trust Torvac to eliminate the headaches that come along with cooking oil removal, grease trap pumping and water jetting of your sewer lines.

- **Cooking Oil Removal**
- **7 Day/24 Hour Service**
- **Fastest Response Time**
- **We Guarantee Against Sewer Backups**
- **Serving All Major Markets Across the U.S.**

SIGN UP NOW FOR SPECIAL PRICE SAVINGS ON OUR MAINTENANCE SERVICE TO PREVENT LINE BLOCKAGES!

**For More Information
Call Our Service Team Today
(888) 486-7822**

PAST PRESIDENTS AWARD SCHOLARSHIPS

The Illinois PHCC Past Presidents Club announced the following scholarship awards at the Illinois PHCC Convention in June.

Connor Atkisson of Marion was awarded a \$1,000 scholarship towards his education at Southern Illinois University at Carbondale. Connor will be majoring in Mechanical Engineering and Physics with a minor in Mathematics. He was sponsored by his father, Bill Atkisson, Jr.

Another \$1,000 award was given to **Colton Emmerich** of Highland Park. Sponsored by Dan Mahoney, he will be attending the University of Illinois with a major in Engineering.

Kendall Lentine of Lake in the Hills received a \$1,000 scholarship towards her education at Judson University. She will be taking courses in business, accounting, and architecture to enhance her career in the plumbing industry.

Congratulations and best wishes to Connor, Colton and Kendall as they move forward with their education.



AUXILIARY AWARDS SCHOLARSHIP

At the June 2014 Auxiliary Convention at the French Lick Resort Hotel, French Lick, Indiana, the Auxiliary announced this year's scholarship winners.

Emma Kerrigan of Evanston was awarded a \$750 scholarship. She was sponsored by Joan Flader. Emma is attending St. Olaf's College in Minnesota with a major in Environmental Studies with Management Studies Concentration, along with a possible double major in Spanish.

McKenzie Heise of Litchfield was sponsored by Barb Miller and received a \$1,000 scholarship. She is attending St. Louis University majoring in physical therapy, with hopes to become a Pediatric Physical Therapist. McKenzie has started with the graduate program and will continue for the next 3 years to attain her goal. Congratulations and Best Wishes to Emma and McKenzie in their future endeavors.



HODES CO
PREFERRED PLUMBING PRODUCTS
FAMILY OWNED AND OPERATED SINCE 1943

**GET YOUR FREE
CONTRACTOR DIRECT
FULL LINE
BUYERS CATALOG**

Phone: 1-800-777-6500
Fax: 1-800-982-5934
www.HodesCo.com

**SIX MONTH
PRICE FREEZE**

**Over 10,000
Items In Stock**

- Toilet and Tank Repair
- Tubular and Supplies
- Valves, Fittings and Pipe Repair
- Chemicals, Tools, and Utility
- Faucets and External Trim
- Internal Faucet Repair

GET JAZZED.

CONNECT

OCT 8-10, 2014

NEW ORLEANS

NEW ORLEANS MARRIOTT



AMP UP YOUR BUSINESS. NEW STRATEGIES. NEW OPPORTUNITIES. NEW ORLEANS.

A big applause to our CONNECT 2014 sponsors!

DIAMOND



PLATINUM



GOLD



SILVER



BRONZE



Grab the Early Bird Discount Today!

Online: phccweb.org/connect

Call: 1-800-533-7694



PLUMBING-HEATING-COOLING
CONTRACTORS ASSOCIATION®
Best People. Best Practices.™




NATIONAL NEWS

PHCC FIGHTING TO CONTINUE FEDERAL TOILET RETROFIT GRANTS

PHCC and other plumbing- and water-related organizations sent a letter to the Senate leadership recently voicing strong opposition to an amendment recently passed by the House that would prohibit federal spending for the retrofit of high efficiency toilets.


“This amendment essentially eliminates an important incentive for water conservation programs that have proven results and that have benefited communities across our country,” the letter said. The co-signers asked the Senate to oppose the amendment and ensure that related language will not be included in the Senate’s

version of the Act.


The amendment (which was added to the “Energy and Water Development and Related Agencies Appropriation Act of 2015”), targets grants that are awarded to local utilities who use part of the funds to offer rebate programs for water conservation purposes – encouraging consumers to purchase and install high efficiency plumbing fixtures. In essence, the amendment prohibits any federal funds available by the Act to provide funding for high efficiency toilets. PHCC National will keep members informed of the status of the appropriation as the Senate begins debate. 



FIRST FINAL FURNACE RULE MEETING SCHEDULED

PHCC is looking forward to participating in the first meeting of a U.S. Dept. of Energy rule making group to begin negotiating proposed regional federal standards for the energy efficiency requirements of residential and commercial appliances covered under the Final Furnace, Air Conditioner, and Heat Pump Rule. Chuck White, PHCC's Vice President of Technical & Code Services, will participate in Aug. 13-15 meetings in Washington, D.C., in this follow-up process to the Final Furnace, Air Conditioner, and Heat Pump Rule, a portion of which had been set aside as a result of litigation. The 21-person group is composed of DOE officials, manufacturers, environmental groups, energy providers, distributors and installation contractors. 

EPA Reminder: Recharging Air Conditioners with Wrong Refrigerant Poses Injury and Fire Risks

The Environmental Protection Agency (EPA) distributed an alert last week warning HVAC technicians and homeowners to avoid using propane-based refrigerants to re-charge air-conditioning units. The press also announced an FBI investigation of those selling the unapproved substitute product. PHCC was instrumental in alerting the EPA to this danger and has been actively communicating about the potential health and fire risks related to using these substitute refrigerants. 



PHCC Educational Foundation

Plumbing-Heating-Cooling Contractors-National Association
180 S. Washington St., Suite 100, Falls Church, VA 22046
foundation@naphcc.org (800) 533-7694 www.phccfoundation.org



MOSIER PEUGEOT GRIM RIVERS KILLEN

PIB

PROS IN BLACK

PROTECTING THE FUTURE OF OUR PROFESSION, ONE CONTRIBUTION AT A TIME

Your tax-deductible gift is used to create powerful contractor education programs from the PHCC Educational Foundation and fund scholarships for students from the PHCC National Auxiliary.

INSINKERATOR & FERGUSON PROVIDE A ONE-THIRD MATCHING GIFT, boosting the impact of your contribution even more.

Contribute at phccfoundation.org/invest or call (800) 533-7694



2014 Invest in Your Future Annual Giving Campaign

Please make checks payable to the **PHCC Educational Foundation** & return to:

180 S. Washington St., Suite 100, Falls Church, VA 22046. Call with questions or to give: (800) 533-7694.

The PHCC Educational Foundation is a 501 (c)(3) non-profit organization and your gifts are tax deductible to the fullest extent allowed by law. You will receive a letter confirming your contribution for your tax records.

COMPLETE THIS FORM ONLINE AT: WWW.PHCCFOUNDATION.KINTERA.ORG/GIVE - OR SCAN THIS QR CODE:



Name: _____ Date: _____

Company: _____ Phone: _____

Address: _____

City/State/Zip: _____

My Annual Campaign Gift – Charge: MC Visa Amex Bill Me Check Enclosed

Card #: _____ Exp. Date: _____ CID #: _____ Signature: _____

- \$50 (Sustaining Donor) \$100 \$250 (Century Club) Other: \$ _____
- \$500 (Chairman's Circle) \$1,000 (Foundation Fellow) Add \$10 to Honor Ferguson's 10 Years of Support

Recurring Gift Option – Please Charge My Credit Card:

Amount of Charge	# of Payments	Payment Frequency	Total Gift Amount
\$ _____ X _____		<input type="radio"/> Monthly <input type="radio"/> Quarterly	Total: \$ _____

NOTE: This transaction will count as the first payment toward your total gift amount.

PLEASE SCAN & EMAIL THIS SHEET TO FOUNDATION@NAPHCC.ORG OR FAX TO 703-237-7442. THANK YOU!
MORE DETAILS OR GIVE ONLINE AT www.phccfoundation.org.

BACKFLOW PARTS FOR SALE

Bill Rich at Rich Environmental in Normal, IL has discontinued his business and has the following items for sale. If you are interested, contact him at richenv1@frontier.com.

FEBCO Replacement Parts

825Y	905111	3/4-1 1/4 (4)
825Y	905112S 1 1/2	(1)
860	905355 1/2 & 3/4	(1)
825Y	903102	4-10 (1)
805/825-4"	905061	(1)
825	905067 4-10/825D 6-10	(1)
805/825-6	905062	(2)
825Y	905043	3/4-1 1/4 (1)

WILKINS

375A 2 1/2"	(4)
950 2 1/2"	(3)
575 3/4-2"	(1)
350 2 1/2" & 3"	(1)

WATTS

RK 800M4 B1	Bonnet Assembly Kit (1)
RK 909RT 3/4-1	Total Valve Rubber Repair Kit (1)
RK 007CK1 3/4-1	Repair Kit (1)
RK 909 MI -RV 1 1/4-2	relief Valve Rubber Parts Repair Kit (1)



IMSCAPAC



Enter to WIN your chance to TRAVEL!

IMSCA-PAC is selling raffle tickets for a \$500 gift card to American Airlines and a \$500 gift card to Hilton Hotels! This raffle is for anyone who travels for business or leisure. These gift cards don't expire – and can be used when YOU are ready for some downtime.

IMSCA-PAC provides financial contributions to candidates who are supportive of issues facing the Illinois construction industry. IMSCA-PAC provides your IMSCA lobbying team with the necessary tools to fight for legislation that is important to YOU as a contractor. By contributing to IMSCA-PAC, you are making your voice heard on issues that affect you and your business!

Join your colleagues in supporting IMSCA-PAC!

The winning ticket will be drawn on September 19, 2014 at IMSCA's Board Meeting. You do not need to be present to win.

Please return this form to: IMSCA, 519 South Grand Ave., Springfield, IL 62704
If you have additional questions regarding IMSCA-PAC, please contact Jessica Newbold at 217.523.4361 or JNewbold@gcsconsult.com

YES! I would like to support IMSCA-PAC!

I want to purchase _____ tickets at \$50.00 each. Please make check payable to IMSCA-PAC.
Under State Law, IMSCA-PAC can accept both corporate and personal checks. Your support is appreciated.

Name: _____

Address: _____

Company: _____

Phone: _____

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.

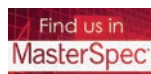


Unique product solutions that save time and money.

One Choice. One Zurn.

Zurn provides lean construction and engineered solutions that will reduce material cost, site work and labor. Our goal is serving the customer through innovative products that create efficiencies in new construction and retrofit applications. Choose Zurn for a reliable, recognized manufacturer to supply your entire installation, from behind the wall rough-in, to finish trim product and fixture systems.

zurn.com
1.855.ONE.ZURN



Fassett Sales Company
1101 E. Lincoln
Bloomington, IL 61702
309-663-8451

Herkowski Stickler Associates
340 S. Lombard
Addison, IL 60101
262-512-1900



ASSE 1072 Approved
ICC-ES Listed: PMG-1070
IAPMO Listed: C-4165

STOP floor drain odors before they start with waterless trap protection.

✓ New Construction ✓ Repair & Retrofit

100% SAFE & EFFECTIVE! TRAP PRIMER REPLACEMENT

SureSeal eliminates the need for expensive and failure prone trap primers, yet blocks the emission of noxious sewer gases from backing-up into living or work areas. SureSeal is cost effective, simple to install, and easy to maintain; eliminating complex, time consuming, and expensive repairs when trap primers fail.

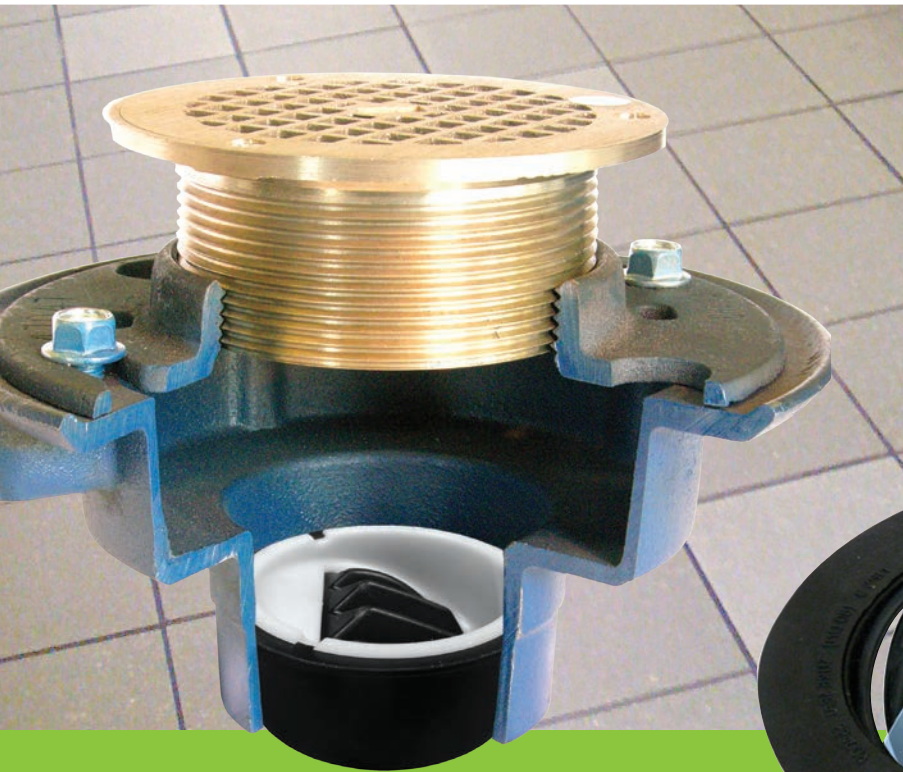


NO PROBLEMS!

CALL US TODAY!

North IL - Chicago
Herkowski Stickler
630-458-8816

Central - South IL
Fassett Sales
309-663-8451



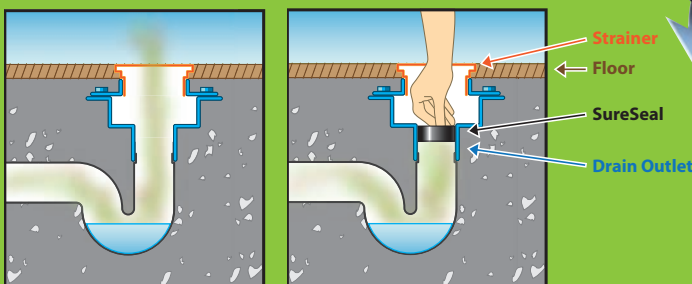
Available in 4 sizes: 2", 3", 3.5" & 4"

- Stops floor drain odors
- Resistant to lime scale and microbiological growth
- Effective alternative to trap primer replacement
- Fast & simple to Install
- No special tools or silicon needed
- Prevents insects from escaping the drain
- No Effective Flow Restriction
- Suitable for both new & retrofit applications
- Eliminate Callbacks
- 10 year Limited Warranty



Before SureSeal

After SureSeal



Ideal for use in the following applications:

- Washroom Drains
- Shower Drains
- Basement Drains
- HVAC & Maintenance Areas
- Outdoor Drains
- Condensation Drains



SureSeal
www.TheSureSeal.com/lrphc
 800-405-7714