Hearing is Not Enough
For service and repair contractors, PHCC’s Quality Service Contractors (QSC) powered an exclusive race-car themed hub – Service Contractors Central – where QSC members huddled for targeted information sessions, networking and even virtual reality games!

A highlight came in the form of a “Hearing is Not Enough: Overcoming Objections and Take Control by Listening” session where representatives from Pointman, a field service management company, engaged contractors to become better listeners to overcome objections from customers and take control. During role-playing sessions, attendees took on the roles of both contractor and homeowner to experiment with a LEAP (Listen. Empathize. Ask. Produce) approach to sales. When trying to make a sale, Pointman’s Tim McGuire advised it should never be the customer vs. the contractor; it should be the customer and the contractor together vs. the problem.

“Hire Character, Teach Plumbing”
During a “Women, Workforce and Wisdom” breakfast – facilitated by Brenda Dant of PHCC of Indiana – female p-h-c business owners shared their tips for recruiting and retaining women in the skilled trades. “Hire character, teach plumbing,” said Laura Ciriello-Benedict, president of Ciriello Plumbing. “Engage your entire company to find talent,” added Beth Rovazzini of B & W Plumbing and Heating. Elevating the image and importance of the trades again surfaced as key, with several participants urging others to use smart technology as a selling point to the younger generation.

Honoring 2019’s Very Best
PHCCCONNECT2019 also was time for celebration, as the PHCC National Auxiliary kicked off its 100th Anniversary in Indianapolis, commemorating its history of working with PHCC to further the association’s mission to advance the industry and protect the public’s health and safety and the environment. In fact, during the week the Auxiliary shared several videos produced this year to raise awareness about career opportunities for women in the industry.

Together with PHCC and the PHCC Educational Foundation, the Auxiliary hosted an Awards Luncheon on Oct. 4 to honor the best contractors, students and instructors in the industry (click here for a complete list of award winners).

Jim Steinele of Atomic Plumbing & Drain Cleaning in Virginia Beach, Virginia, received PHCC’s prestigious Col. George D. Scott Award. Steinele’s impact on both PHCC and on the dozens of kids who entered the trades due to his passion for the industry made him deserving of this very special award, inspired by PHCC’s first president. “Jim has brought great honor upon himself, his family, his company, his local, state and National PHCC associations, his local community and our beloved industry,” outgoing PHCC president Ken Nielsen said during the award presentation.

PHCCCONNECT2019 also featured two days of Plumbing and HVAC Apprentice Contest action, with 19 plumbing and 10 HVAC apprentices from across the nation competing for top honors. Click here for complete coverage, including the winners and the dedicated team of contractor volunteers behind the scenes. Following the competition, the PHCC Educational Foundation donated many of the contest materials to the Greater Indy Habitat for Humanity.

Now in the Lead
During the Annual Business Meeting on Oct. 4, Ken Nielsen of AccuAire, Inc., in North Reading, Massachusetts, reflected on his time as PHCC National President. An HVAC contractor himself, Nielsen is proud of the headway PHCC made this past year escalating opportunities in that arena, particularly within PHCC’s new Education and Training Department and with expanding corporate partnerships, most recently welcoming Bradford White as a Strategic Partner and Rheem as an HVAC Corporate Partner.

Now taking over the lead car is Jonathan Moyer of Cocalico Plumbing & Heating in Denver, Pennsylvania. After being sworn in as the 2019-2020 PHCC President, Moyer pledged his commitment to protecting the professionalism of the industry by working to keep licenses intact and ensuring that PHCC helps set crucial standards. During interviews with Moyer in both CONTRACTOR and PHCP Pros, Moyer details what he believes are the most pressing issues facing the industry today and his goals for the association this year.

PHCC members elected Joel Long of GSM Services in Gastonia, North Carolina, as their new Vice President. Donning a hard hat to illustrate his commitment to workforce development, Long said he believes that “PHCC has the best opportunity to change the future ... so let’s go make a difference!”

Also at the meeting, PHCC members approved two proposed bylaws: the merger of the PHCC National Auxiliary within the PHCC National Association with a designation as an Affiliate; and the addition of a new Business Development Committee, a standing committee that will explore new partnership opportunities and work with staff to secure new partners, sponsors and affinity programs.

Investing in the Future
Invested in the next generation of industry leaders, the PHCC Educational Foundation and the PHCC National Auxiliary announced scholarship awards totaling $167,850 this year: the Auxiliary Scholarship Committee awarded $54,850 to 25 deserving students, and the Foundation and its industry partners awarded $113,000 to 50 apprentices and college students.

Since their inception, the PHCC Educational Foundation and PHCC National Auxiliary scholarship programs have awarded over $4.6 million in scholarships to more than 2,370 deserving young men and women across the nation.

Also during the Awards Luncheon, the Foundation announced that it raised more than $34,000 at PHCCCONNECT2019 toward its Invest in Your Future Campaign. With matching funds from InSinkErator, Ferguson, NIBCO and several other manufacturers, the Foundation surpassed its $170,000 goal for this year’s campaign (up from $165,000 last year).

New this year, donors were able to link to a mobile-friendly contribution form, with their gifts showing on screen at the luncheon in real time. More than $23,000 was raised through this mobile giving system ... most of it in just one hour!

Planning for Dallas
PHCC already is planning to go BIG in Dallas next year ... and you should be, too! Save the date for PHCCCONNECT2020 – Sept. 30 – Oct. 2 in Dallas, Texas – where you can enhance your vision for success.

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FEBRUARY 27 & 28, 2020
THE LODGE, DEADWOOD, SD

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Call The Lodge at (605) 584-4800 to reserve your room.
Be sure to ask for the SDAPHCC room block and rate ($79).

Convention Schedule
THURSDAY, FEBRUARY 27
  7:00am - 6:00pm  Registration
  7:30am - 9:00am  Breakfast
  8:00am - 11:45am Continuing Education Class for Plumbing Contractors
  10:15am - 11:45am Apprentice Contest
  12:00pm - 1:30pm  Awards Luncheon
  1:45pm - 5:00pm  Seminars
  1:45pm - 4:00pm  Apprentice Contest
  1:45pm - 4:30pm  Spouse Event
  1:45pm - 5:30pm  Vendor Set up
  6:00pm - 9:00pm  Trade Show
  9:00pm - 11:00pm  Entertainment

FRIDAY, FEBRUARY 28
  7:30am - 8:30am  Breakfast
  8:30am - 11:45am  Seminars
  12:00pm - 1:30pm  Lunch with Federated Insurance and Annual Meeting

*Schedule times subject to change

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From the Executive’s Desk

Connect Review
Last month, I had the privilege to attend the PHCC CONNECT 2019 in Indianapolis, IN. The trip started with an interesting twist. The plane that I supposed to fly to Minneapolis was struck by lightning on it’s way to Sioux Falls! Needless to say, I was more than ok waiting for a new plane.

The conference was full of great content and beneficial conversations. The speakers were informative and the networking was invaluable. The trade show was full of interactive displays and new information.

It was great to have a group of members and apprentices from SD attend the event. We had a total of 14 individuals present. SDAPHCC hosted a dinner for everyone on Wednesday night and on Thursday, we were able to attend the awards lunch together.
I especially enjoyed seeing our 2 SD apprentices compete in the national contest. It’s great to see them get involved at this early point in their careers.

I have been fortunate to be able to get involved in the Association Executives Council. During their Board meeting, I was elected to serve on the AEC Board of Directors. I look forward to learning from my peers and representing South Dakota for the next two years.

I can’t help but share a few photos from the closing event. Thanks to Federated Insurance and Nibco, we had a fun night at the Indianapolis Motor Speedway. One of the highlights was a ride around the track at 120+ mph. It was frightening, exhilarating and dizzying all at the same time!

Membership Renewals
It’s that time of year again for our annual membership renewals. You should be receiving your renewal information this month. Please know that your membership is valuable and vital to the health of our organization. The Board appreciates the support of our members and looks forward to another great membership year.

Emails Wanted
I’m always looking to grow our newsletter email distribution list. If you know someone who should be receiving a copy of this newsletter, please notify our office with their contact information. You can call or email me with the information.

Scholarships Deadline is Approaching
If you know a student considering a career in the p-h-c industry, please have them submit a scholarship application. The SDAPHCC Educational Foundation would like to assist these students and encourage them. The deadline to apply is December 31, 2019. A copy of the application is included in this newsletter for their use.

Medical Gas
If you are interested in Medical Gas Certification, please contact our office by November 15 and indicate how many students would like to attend. In order to secure an instructor, we need to have sufficient interest. I’m hoping that we can once again offer a course this winter, but I can’t bring in a speaker if we don’t have enough interest. Please continue to watch the PipeChatter newsletter and your emails for further information.

SDAPHCC Annual Convention
Plans for the next convention are still taking shape. I hope to have registration information out to everyone next month. We will have a full day of activities on Thursday, February 27th. On Friday, February 28th, we will wrap up events right after lunch. For those who want to extend their stay, there’s plenty of time to have additional fun in the Black Hills for the rest of the weekend!

Apprenticeships Available
I have seen a flurry of apprenticeship activity in the last two months. It’s so fun and encouraging to sign up individuals who are interested in starting a new career. I love visiting with new apprentices about the opportunities in front of them. If you are interested in enrolling an apprentice, please contact me and we can set up a meeting time.
Welcome

Please welcome our newest SDAPHCC Member

G Pulse Plumbing, Heating & Cooling
Gleen Pulse
46516 316th St
Vermillion, SD 57069
605-421-1641

Medical Gas Certification

Is your company in need of medical gas training?

Please contact the SDAPHCC office by November 15 to indicate your interest in medical gas certification.

Email: kristie.phcc@midco.net
Phone: 1-800-640-7422

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Overtime Rule Webinars Available in November

By Chuck White, Vice President of Regulatory Affairs

As previously reported, the U.S. Department of Labor (DOL) has finalized the threshold levels for exempt workers. This rule will adjust pay levels and could bring some workers under requirements for overtime pay. Detailed information on the Overtime Rule is available online at https://www.dol.gov/whd/overtime2019/.

The rule is slated to be effective January 1, 2020. DOL has announced a free webinar to help employers and employees understand the changes in the law.

Online registration is available for a session on November 12th or November 19th at 1 p.m. EST.

From the Department of Labor Website

Final Rule: Overtime Update

On September 24, 2019, the U.S. Department of Labor announced a final rule to make 1.3 million American workers newly eligible for overtime pay.

The final rule updates the earnings thresholds necessary to exempt executive, administrative and professional employees from the Fair Labor Standards Act’s (FLSA) minimum wage and overtime pay requirements, and allows employers to count a portion of certain bonuses/commissions towards meeting the salary level. The new thresholds account for growth in employee earnings since the thresholds were last updated in 2004.

In the final rule, the Department is:

- raising the “standard salary level” from the currently enforced level of $455 per week to $684 per week (equivalent to $35,568 per year for a full-year worker);
- raising the total annual compensation requirement for “highly compensated employees” from the currently enforced level of $100,000 per year to $107,432 per year;
- allowing employers to use nondiscretionary bonuses and incentive payments (including commissions) paid at least annually to satisfy up to 10% of the standard salary level, in recognition of evolving pay practices; and
- revising the special salary levels for workers in U.S. territories and the motion picture industry.

The final rule is effective on January 1, 2020.
Application for the
South Dakota Association of Plumbing, Heating, and Cooling Contractors
Educational Foundation Scholarship

This Scholarship is intended for those students who wish to have a career in the PHC industry. This application must be typed and must be returned NO LATER THAN DECEMBER 31. You must be sponsored by a SDAPHCC member, and the sponsor must sign the application. Each item must be completed in order for this application to be considered.

Please indicate your major below:

- Construction Management
- Construction Related Engineering
- Business Management
- Technical School (PHC or Business)

Date: ______________________________

Telephone: _________________________

Name of Parent/Guardian
Name: ______________________________

Address: ____________________________

City/State/Zip: ________________________

Name of school and grade level:
Name: ______________________________

Grade Level: _________________________

On your own paper, please answer the following:

1. State the reasons why you are applying for a PHC industry-related scholarship.

2. What are your career goals?

3. Describe your experience in the Plumbing-Heating-Cooling industry.

4. List your high school/college extracurricular activities and community service activities.

Your sponsor must be a SDAPHCC member in good standing who has retained such status without interruption for at least two years prior to the date of application. The candidate’s sponsor must maintain good standing during the full term of the scholarship. The sponsor must fill out the following:

Name: ______________________________

Company Address: ______________________

City/State/Zip: _________________________

Signature: ____________________________

Below is a check list of everything that must be included with the application.

- A complete copy of your high school transcript.
- A complete copy of your college transcript (if applicable).
- A letter of recommendation from your principal, counselor, or dean.
- A letter of recommendation from your sponsor. (Must be on company letterhead)
- An official ACT/SAT score
- Sign back of application
Information about the Scholarship

The purpose of the South Dakota Association of Plumbing, Heating and Cooling Contractors (SDAPHCC) Educational Foundation Scholarship Program is to elevate the technical and business competence of the plumbing, heating, and cooling industry by awarding scholarships to young people who wish to attain a career in the Plumbing, Heating and Cooling Industry.

This year, the SDAPHCC Educational Foundation Scholarship Trust Committee will grant two scholarship awards. The dollar amount of the scholarship awards are $1,000 and $500.

The deadline for all applications and supporting materials is December 31. Entries that are received after the deadline but have a postmark of December 31 will be accepted. No extensions or exceptions will be made to this rule.

All applicants must be a senior in high school or a freshman in college and must be sponsored by a member of SDAPHCC. Payments are made directly to the college on behalf of the recipient. These monies can only be applied to a college or technical school in the United States of America.

The applications are evaluated on a 100-point grading system. Points are gained by how well the student answers each question/section and the supporting material. The results are recorded at the State Office where the five highest averages are considered to be the finalists.

Once an applicant is a finalist, his or her name is given to a Past State Officer (PSO) of the SDAPHCC. The PSO may contact the student to set up an interview. After the interview the PSO reports back to the State Office. Based on the information supplied by the PSO, the full Committee will make the final decision.

Finalists and alternates will be selected and notified in February.

Upon receiving a scholarship the student will need to arrange for their college transcript to be forwarded to the Scholarship Coordinator at the end of each grading period. A “C” average or better must be maintained.

The Board of Directors of SDAPHCC Educational Foundation, members of the Foundation’s committees, their immediate families or any applicant who is sponsored by a Board member, Foundation member or committee member are automatically disqualified.

All SDAPHCC Educational Foundation Scholarship award recipients are selected without regard to race, color, creed, sex, handicap, age or national origin.

I have read and understand the following information.

Applicant’s Signature: ___________________________ Date: ______________________

Please return your application to:

SDAPHCC Educational Foundation Scholarship
707 E 41st St, #220
Sioux Falls, SD 57105
SOUTH DAKOTA STATE PLUMBING COMMISSION
308 S Pierre St, Pierre, SD 57501, Phone: 605-773-3429
Commission Members
Christopher Moore, Chair - Public Member - Madison, SD
James Bailey, Vice-Chair - State Health Dept Rep - Sioux Falls, SD
Dave Hansen - Plumbing Contractor Member - Dell Rapids, SD
David Baumberger - Plumber Member - Rapid City, SD
Mark Rogers - Public Member - Dell Rapids, SD
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Next Meeting: January 16, 2019 in Pierre

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Winter Driving Safety
Tuesday, November 19, 2019 (1 PM CT)
30 minutes | Complimentary | Advance registration required

With the changing of the seasons, our driving risk also changes. Winter brings shorter days and treacherous weather. We’ll discuss the risks of driving in rain, sleet, snow, ice, fog, and wind. In addition, we’ll discuss how the lack of daylight can contribute to increased fatigue and other risks.

WHO SHOULD ATTEND

- Owners/Officers
- Operations Management
- Risk Managers
- HR Professionals
- Fleet Managers

WHAT YOU WILL LEARN

- Analyze winter-driving risks
- Analyze seasonal fatigue risks
- Discuss risk management practices

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Under “Services” choose “Education & Events” and then choose “Events”

After registering, you will receive a confirmation e-mail and calendar appointment.
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