



Metropolitan Washington Association of Plumbing-Heating-Cooling Contractors

Newsleak

Message from the President — Bill Royston

Calendar of Events

- May 1 - Meeting
=> 5:00 - Board Meeting
=> 6:00 - T-4 Training : Ductless Mini Splits
=> 7:30 - Dinner and General Meeting
• June, July, August - No Meetings

This month will be our last meeting before we take our break for the summer. We will not have a training or general meeting in June, July or August and will resume our regular meeting schedule in September. Our Board of Directors will be meeting in August to plan ahead for the rest of 2014 and into 2015. If you have any suggestions, ideas and/or opinions for what you would like to see offered in the future, please do not hesitate to contact me or someone else on the Board of Directors. We always welcome feedback and we're always looking for new ideas. You can look at the back of this newsletter for the members on the Board of Directors and their contact information.

We will have representatives from The Joyce Agency HVAC Products Group providing a training on duct-free systems. These are single zone and multi-zone systems with great applications to many different situations for homeowners. With the ever changing rules and stricter code for duct work, these systems are going to be asked for more and more and a great solution for older homes with no duct work and room additions. Considering that many area jurisdictions (Montgomery, Prince George's and Anne Arundel Counties) are requiring a blower door test on any new duct work, everyone should be learning about ductless systems. I hope to see you there.

those that will need to renew their licenses in the District of Columbia. If you are a MWPHCC member, you will be receiving more information about bond renewal by mail in June. Also in the summer, we will have our Golf Tournament. This year it is scheduled for Friday, August 22nd at the Glenn Dale Golf Club. Save the date and more information will soon follow.



I want to wish everyone a safe and wonderful summer!

I hope you take the time to come to the May 1st training and meet-

ing. During the summer break, the MWPHCC will be getting Refrigeration and Air Conditioning Bonds for

If you have any ideas, suggestions or questions you can always feel free to contact me at 301-808-6800.

Inside this issue:

Table with 2 columns: Article Title and Page Number. Includes items like Bonds - A/C & Refrig (2), Marketing Tips (2), Working with Millenials (4), Monthly Meeting (insert), Calendar (insert), Heat -Related Illness (8), Water Heaters 2015 (10).

MWPHCC May Meeting Sponsored by The Joyce Agency HVAC Products Group

Be sure to join us for the next General Membership meeting on Thursday, May 1, 2014 at the Holiday Inn in College Park, MD sponsored by The Joyce Agency HVAC Group.

in 1982 and covers the plumbing and mechanical markets of Maryland, Virginia, Southern Delaware and Washington, DC. They formed the Engineered Products Group (EPG) in 1998 to focus on the HVAC and Hydronics markets, as well as the engineering community and the specification market.

finest manufacturers in the industry. They achieve this goal by focusing on intense customer service to the contractor, wholesaler and engineer; by hiring and retaining the best outside and inside sales people; and by representing select manufacturers who mirror their commitment to the customer.

At 6:00 pm, The Joyce Agency will be providing free technical training on Duct-Free Systems. Our general membership meeting and dinner will follow at 7:30 pm.

From the beginning, they endeavored to become the best manufacturers representative agency for the

Join us and see how The Joyce Agency can help your business!

The Joyce Agency was established

Refrigeration and Air Conditioning Bond Renewal

The MWPBCC will be offering a group discount on District of Columbia Refrigeration and Air Conditioning Licenses that are due to expire on September 30, 2014.

Although the bonds do not expire for several months, we are going to get an early start on bond preparation because of changing schedules during the summer months.

If you are interested in acquiring your bond with the discounted rate

of \$185 per bond, you must be a current member in good standing with the MWPBCC. The licensing procedure requires that you obtain two bonds, one for the company and one for the master within the business.

Letters will be sent to members in good standing in early June with additional information and a renewal form.

Bonds will be prepared by Willis

of Tennessee (and underwritten by Travelers). Bonds will be mailed to members.

Bond information will be sent by mail to current members in June. If you are interested in obtaining your bond through the MWPBCC or would like to become a current MWPBCC member, please contact Susan Northcutt at 301-879-2912 or susan@mwpbccc.org.



Marketing Tips for Plumbing and HVAC Companies by Steven Teneriello

Are you trying to find ways to get ahead in the plumbing/HVAC business? Here are 5 marketing ideas that you can utilize to get a good return on investment.

1. The use of social media – The web continues to evolve and with it comes its dynamics. You can practically do everything just by using the web. All you really need is a computer and a handy internet connection. That would already be your first step.

Second thing you need is to understand what social media is all about and how it can for you and your business. Samples of social media would be Facebook, Twitter, and YouTube just to name a few.

With the use of social media, you can create content and marketing campaigns that can be introduced into platforms. At the same time, you get to advertise your services through interacting with different people. You can post articles that talks about the services you offer or corresponding benefits that your product has to offer.

2. Be part of a New Homeowner

Program – There are a lot of website that offer homeowner mailing lists. You can be able subscribe via the websites. Some are free while others charge a small fee. The lists will give you an idea on empty homes that may need your services immediately or even identify potential clients. This would save you time and since the information will be readily available for you.

3. If you have a website, utilize search engine optimization – Search Engine Optimization or better known as SEO can help in promoting your website. It is an effective marketing tool that acts as an ad that showcases your services or products. SEO uses advance mathematical equations to analyze and sort websites.

You can refer to multiple online resources that can help you understand Search Engine Optimization. It may look difficult at first, but eventually it will all sink in and give you a better perspective.

4. Use your truck or car to do the

talking for you – This method is one of the many unique ways of doing marketing and advertising. This method can help you increase visibility on the services that you offer.

All you have to do is add a banner or decorate your vehicle with your ad. As your travel through towns and cities, people get to see that you offer plumbing services. It's always nice to add a contact number on your ad, so that people know where to reach you just in case they'll be in need of your services. It's a fun and colorful way to do marketing.

5. Door hangers – Not really referring to the hanger that you would use for your clothes to hang them on. But rather, these are ads that you can hang on doors. Although, some may not like the concept, it's still a method worth trying out. It may vary in size, but the goal is to capture your ad in that piece of paper in the best way possible.



“If you have a website, utilize search engine optimization – Search Engine Optimization or better known as SEO can help in promoting your website.”

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Why Would a 20-Year Old Want to Work for You? Prepared for PHCC Educational Foundation by TPO, Inc.

If your only answer to that question is “a steady job and a paycheck,” then think again and make it fast! What motivates employees in their 20’s is very different than what motivates you. Twenty year olds are part of the millennial generation and they have been studied widely. Why? This generation, also known as Generation Y, spans the ages of roughly 20 to the early 30’s and will soon represent the biggest chunk of the American workforce. As sobering as it is, between 2010 and 2025, up to 95 million Baby Boomers will leave the U.S. workforce or change work focus, but only 40 million workers will be available to replace them. The plumbing, heating, cooling industry is struggling and will continue to battle to find younger workers who have the skills and motivation to fill these positions. The good news is that there is a strong correlation between what millennials want and what you have to offer.

So What Do Employees in Their 20’s Want?
An abundance of studies have found that millennials want:

- To make the world a better place.
- To be their own boss. But if they do have to work for a boss, they want that boss to serve more as a coach or mentor.
- A collaborative work-culture rather than a competitive one.
- Flexible work schedules.
- Work-life integration, which isn’t the same as work-life balance, since work and life now blend together.

Millennials are discerning; they are looking strategically at opportunities to invest in a place where they can make a difference, preferably an organization that itself makes a difference. Before you turn a blind eye, dismissing what millennials desire as wishful thinking; let’s check their “wants” against what you can offer.

Make the world a better place – Check
Your industry is full of companies that are focused on better products and services – those that are more energy efficient, capture and reuse water efficiently, are environmentally friendly, and leverage technology in ways that save the earth and consumers pocketbooks.

Be their own boss, or work for a boss that is more of a coach – Check

Few industries offer a faster track to becoming your own boss or are as dominated by small entrepreneurs. Apprenticeship programs that pave the way to entrepreneurship are the embodiment of working with a coach and mentor. They are paid learning experiences that are designed to build skills by working side by side with experienced trades men and women at actual job sites – what could be a better example of working for a mentor rather than a typical corporate boss?

Collaborative work-culture rather than a competitive one – Check

The plumbing, heating, and cooling industry relies on collaboration and partnerships – with suppliers, vendors, customers, etc. .

Flexible work schedules – Check

You can offer flexibility to the extent that you can meet your customer’s needs. The possibilities for creating flexible work arrangements are limited only by your creativity.

Work-life integration – Check

The type of work that your skilled workers do lends itself to work-life integration. Unlike jobs that require being tied to a desk or an office, a field employee’s work can vary widely from day to day. With some planning and up-front agreements between employer & employee, that variable work schedule can allow for breaks in schedules to manage “life.”

What Do You Need to Do to Manage and Motivate Millennials?

Don’t expect them to read your mind

Skills and habits that may seem obvious to you are sometimes not obvious to millennials, simply because they were born and raised in a completely different era. Tell them what you need, how you need it, when you need it and why you need it. Spelling it out will take time but will save you time in the end.

Set boundaries from the top and with respect

It’s not the job of employees to figure out what is expected of them or what the boundaries are in their new job – boundaries need to be set and communicated from the top-down. Be clear about your boundaries, what you need from your team, what rewards they will receive for work well done and also any consequences if job expectations are not met.

Listen, challenge and give feedback

Millennials have grown up with loving, attentive parents who value their opinions and input. As a result, they have been encouraged to think differently and bring confidence and a fresh perspective to the workplace. Providing challenges will not only help get more work done, but will motivate them to stay engaged and plugged into your company. Give them regular and immediate feedback – informal is best. Let them know what they are doing that is good, as well as areas that need work. They want to excel, and the more they know how they are measuring up to your standards, the better.

Ask their expectations

Take time to find out what their ambitions are. If they seem unrealistic to you, use a tone of respect and be honest with what you think more realistic expectations would be. Share your wisdom about what they can do practically to achieve these goals.

Increase responsibility

Millennials thrive when given responsibility. It gives them a sense of ownership while making them feel connected and valued by the organization. Help them see the big picture, then let them run with it.

Be a mentor

If you want to get the best out of millennials, you have to invest in them. They have grown up with an abundance of role models who have worked hard to teach them how to steer their worlds – they will expect you to help them navigate the “adult world.”

Acknowledge accomplishment

Millennials grew up on a reward-based system and are used to being recognized for hard work and achievement. They value speed, efficiency, gratification – give it to them.

Remember the Golden Rule

Treat others as you want to be treated. Respect is a two-way street and millennials will contribute more time and effort when they feel they are respected. Even though they have not been in the work force as long, they want their results to be appreciated and ideas valued – they want a voice.

Have fun

Millennials believe that life is too short to take too much too seriously, so provide a fun, employee centered workplace. This generation wants to make friends in their workplace. Worry if your millennial employees aren’t laughing – their energy just might be contagious!

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Summer Workplace Safety Hazards: How to Beat Heat Stress by Julie Copeland

The summer season will soon be upon us, and that means stifling outdoor temperatures and a dangerous increase in heat-related workplace safety hazards.

Every year, thousands of workers nationwide suffer from serious heat-related illnesses (HRI). These HRIs, when not addressed properly through prevention and protection tactics, quickly turn from heat exhaustion to heat stroke. Heat stroke is a very dire, fatal level of HRI and has killed, on average, 30 people every year since 2003.

Although tens of thousands of workers have suffered serious heat-related illnesses and hundreds have died over the last decade, we must remember that *all of these incidents were 100% preventable*.

Here's what you need to know to protect your employees who face long hours in high-risk, heat-stress situations:

Understand The Five Categories Of Heat-Related Illness

If you know the warning signs of each, you have a better chance of taking care of any employee suffering from heat stress so they escape serious disabilities or even death.

1. Heat Rash -- Caused by skin being constantly wet from sweat and plugged sweat glands, this condition appears as a raised, red blistery rash.

2. Heat Cramps -- Caused by excessive loss of water and electrolytes, with cramps usually occurring in the legs or abdomen.

3. Heat Syncope -- Caused by prolonged standing or sudden rising from a sitting or laying position, includes fainting or dizziness.

4. Heat Exhaustion -- Symptoms are pale skin, excessive sweating, headache, nausea and vomiting, blurred vision and dizziness, with the potential for fainting.

5. Heat Stroke -- Symptoms are dry hot skin and a very high body temp, skin is red but without sweat, and the person suffering a heat stroke is incoherent or unconscious.

It's important to mention that some workers

are at a greater risk than others for HRI's. These employees include people who are over 65 years of age, are overweight, have heart disease or high blood pressure or take medications that may be affected by extreme heat.

Know The Early Warning Signs And Risk Factors

The following is a list of early warning signs and risk factors for HRIs. If you see a worker experiencing any of these symptoms, they should be taken to a cool place to rest and be provided with water right away. They should also be given immediate medical attention.

Early Warning Signs Of HRI:

- Headaches
- Dizziness or fainting
- Disorientation
- Mood swings
- Rapid heart rate
- Dark yellow urine (dehydration)
- Redness of skin
- Swollen lips
- Chills

Environmental And Job-Related Risk Factors:

- High air temperatures
- Direct exposure to sunlight
- High humidity
- Radiant heat
- Lack of air movement
- Lack of water or other fluids to rehydrate
- High work intensity

- Heavy and/or non-breathable clothing
- Long work hours

Jobs that potentially put workers at risk of HRI's are firefighters, bakery workers, farmers, construction workers, miners, boiler room workers and factory workers among others.

Protect Employees From HRI's By Taking Preventative Action

The following is a comprehensive list of tips to tackle the risks of heat-stress to ensure summertime workplace safety:

- Train and educate workers and supervisors on risk factors and early warning signs of HRI's
 - Provide cool drinking water near work areas and promote regular hydration before feeling thirsty
 - Monitor temperature and humidity levels near work areas
 - Implement a heat management program so every one knows what to do in the event of an emergency
 - Use work cycles to limit prolonged exposure to hot work areas and allow workers routine breaks in the shade
 - Use the "buddy system" to monitor worker conditions
- Use safety supplies such as cooling vests, especially under heavy protective gear

- Acclimate workers by exposing them for progressively long periods of time to hot work environments
- Schedule hot jobs for the cooler part of the day
- Avoid alcohol and drinks with large amounts of caffeine or sugar

With temperatures rising, now is the time to start training employees on the safety hazards of HRI's and implementing preventative measures for your workers who are exposed to extreme heat conditions. Through heat stress knowledge and tactics, you ensure the health and safety of your workers over the coming summer months.

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Federally Mandated Efficiency Improvements for Residential Water Heaters



The U.S. Department of Energy (DOE) regulates minimum energy efficiency requirements for certain appliances, including water heaters. This legislative directive, as the National Appliance Energy Conservation Act (NAECA), first regulated water heater efficiency in 1990, and was updated in 2004 to the current levels. A new update to the rule to increase minimum efficiency standards was enacted in April 2010, and is effective on April 16, 2015.

The evolution of residential water heater minimum efficiency standards under NAECA has undergone considerable improvements, as depicted in the table below:

The efficiency calculation has always had a storage volume variable, but in the requirements effective April, 2015, DOE is for the first time mandating a different criteria for rated storage capacities over 55 gallons, for both gas and electric product. This substantial increase in efficiency requires these higher capacity models employ new technologies. Gas models >55 gallon must be condensing type products,

while electric models >55 gallon must employ heat pump technology to achieve the higher required efficiency levels.

Tankless products are included in this new NAECA standard and will require a minimum 0.82 EF or Energy Factor. However, all of our tankless products currently achieve this efficiency level or greater.

While the regulation is effective April 16, 2015, this is the date of manufacturing compliance. Manufacturers, distributors and contractors may continue to sell product manufactured prior to this date for an indefinite period of time. The rule strictly targets the production date of products and does not limit the sell-through timeframe.

Expected means of achieving compliance will include improvements in insulation, insulation techniques, energy retention, heat transfer, gas combustion and baffling, heat pump technology and smarter/more precise controls. In many cases water

heaters will become larger in size, creating some installation challenges. Applications that will not allow for larger water heater installation may be problematic, like closet and alcove locations. Certain applications like multifamily housing may be impacted more than others, as space is always at a premium. Some customers will have to balance replacement expense and desired performance as some replacement options may be costly.

Installing contractors are encouraged to learn and become familiar with new technology products that they may not have considered previously. These new efficiency requirements will definitely advance water heater sales to higher efficiency products. We anticipate that condensing gas, heat pump and tankless sales will increase, as these products currently meet the challenging requirements of this new 2015 edition of the NAECA Efficiency Standards.

“Installing contractors are encouraged to learn and become familiar with new technology products that they may not have considered previously.”

Rated Gallon Capacity	DOE Minimum Energy Factor Rating					
	NAECA 1990 Electric	NAECA 2004 Electric	NAECA 2015 Electric	NAECA 1990 Gas	NAECA 2004 Gas	NAECA 2015 Gas
20	0.92	0.94	0.95	0.58	0.63	0.65
30	0.91	0.93	0.95	0.56	0.61	0.63
40	0.90	0.92	0.95	0.54	0.59	0.62
50	0.88	0.90	0.95	0.53	0.58	0.60
55	0.88	0.90	0.94	0.52	0.57	0.59
65	0.86	0.88	1.98	0.50	0.55	0.75
75	0.85	0.87	1.97	0.48	0.53	0.74
80	0.84	0.86	1.97	0.47	0.52	0.74
100	0.82	0.84	1.94	0.43	0.48	0.72
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