



Metropolitan Washington Association of
Plumbing-Heating-Cooling Contractors

Newsleak -



Online Learning Brings Us Back Together!

- Date:** Thursday, May 7, 2020
Time: 6:00 p.m.—7:30 p.m.
Where: ZOOM!!! Virtual Learning Opportunity
Topic: Understanding Code Regulations
for Washington Gas

Overview: As a customer debates on replacing that old appliance, saving money at the time of the sale may be the only thing that persuades the customer to move forward. Are you aware of programs to save your customers money?



Washington Gas

Join DCSEU and EmPower MD representatives for a webinar reviewing the current rebate programs that are available. Covid-19 has our region maneuvering differently, and all of us are adjusting to changes.

Washington Gas will discuss the modifications to some of their procedures and what to expect. You will have the opportunity to ask questions.

Registration is required. Limited spaces available

CLICK THIS LINK TO REGISTER —

<https://zoom.us/meeting/register/tJcsceipqjMrHdB9aHJzz0txggOP2hcKyPI5>

See Page 3 for a list of COVID-19 Resources!

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Washington Gas appreciates the dedication of the Metropolitan PHCC membership, and we look forward to a continued strong relationship in the future.

To learn more about our programs, products and energy-based business solutions, contact Luella Miles at **703-750-4476** or lmiles@washgas.com.



* Washington Gas Operating Cost Analysis

10 Steps for Safety

From weeklysafety.com... Safety meeting topics, toolbox talks, and tailgate safety topics for your team



If you have ever taken a look around OSHA's website you know that things can get very confusing, very fast, especially if you are new to or overwhelmed by the world of safety. If you find yourself in this position as an owner, safety professional, or manager, here is a top 10 list that will get you started and provide you with a solid foundation for your safety program.

- 1. Set Safety & Health as a Top Priority.** Tell your workers that making sure they finish the day and go home safely is the way you do business. Assure them that you will work with them to find and fix any hazards that could injure them or make them sick.
- 2. Lead by Example.** Practice safe behaviors yourself.
- 3. Implement a Reporting System.** Develop and communicate a simple procedure for workers to report any inju-

ries, illnesses, incidents (including near misses/close calls), hazards, or safety and health concerns, without fear of retaliation.

- 4. Provide Training.** Train workers on how to identify and control hazards in the workplace.
- 5. Conduct Inspections.** Inspect the workplace with workers and ask them to identify any activity, piece of equipment, or material that concerns them.
- 6. Collect Hazard Control Ideas.** Ask workers for ideas on improvements and follow up on their suggestions. Provide them time during work hours, if necessary, to research solutions.
- 7. Implement Hazard Controls.** Assign workers the task of choosing, implementing, and evaluating the solutions they come up with.
- 8. Address Emergencies.** Identify fore-

seeable emergency scenarios and develop instructions on what to do in each case, and post them in a visible location in the workplace.

- 9. Seek Input on Workplace Changes.** Before making significant changes, consult with workers to identify potential safety or health issues.
- 10. Make Improvements.** Set aside a regular time to discuss safety and health issues, with the goal of identifying ways to improve the program.



PLUMBING-HEATING-COOLING CONTRACTORS ASSOCIATION
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COVID-19 Resources

As proud members of the more than 135-year-old Plumbing-Heating-Cooling Contractors—National Association, PHCC members demonstrate their commitment to protecting public health, safety and the environment every day. This enduring value guides us as we face the difficult challenge of responding to the Coronavirus (COVID-19). We've compiled this resource guide to help you address the challenges of this outbreak; more items will be added as they become available.

PHCC COVID-19 Resource Center

Links to some other COVID19 Resources which you might find helpful are listed below!

- [**Families First Coronavirus Response Act**](#) (Employer paid leave requirements)
- [**WSSC Water**](#) website at www.wsscwater.com for the latest updates.
- [**Free Webinar from Federated Insurance on May 5 Business Protection: Disaster Planning, Response, Recovery**](#) Hosted by PHCC Corporate Partner Federated Insurance, Tuesday, May 5, at 2 p.m. ET.
- [**OSHA: Guidance on Preparing Workplaces for COVID-19**](#)
- [**Managing Your Business Through COVID-19**](#) — A message from Jonathan Moyer, PHCC President
- [**A Message from PHCC Government Affairs Regarding the COVID-19 Pandemic**](#)
- [**Understanding Coronavirus Exposure for Plumbing Professionals**](#)

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THRIVING IN THE MIDST OF DIFFICULTY

By: Weldon Long, April 22, 2020

I always have believed that you cannot borrow your way out of a business crunch, but you can sell your way out.

One thing in the life of a contractor is certain: difficulty is coming. Everyone from Biblical prophets to Buddha to M. Scott Peck in *The Road Less Traveled* accurately predicts trouble and difficulty lie ahead. We don't know whether it will be a cyclical economic downturn, or a global virus, or a disruption in our supply chains, or an aggressive competitor, but we do know we face challenges ahead. You may wonder, "**How can my contracting business thrive in the midst of difficulty?**" The answer: **Positive Mindset Training** is the central skill your team needs to prevail, because the which decisions and responses you will choose will determine the outcome.

I always have believed that you cannot borrow your way out of a business crunch, but you can sell your way out. I started my first HVAC company in 2004 and within a couple of years had done so well that by 2007 I was in a position to buy out several of my competitors, which meant I was holding a lot of debt

when the economy took a steep downturn in the 2008 Great Recession. Rather than consider bankruptcy, I said we would sell our way out of the crisis. We worked harder on our team's mindset training, working our leads more productively, which helped increase our sales and margins, enabling me to pay off a half-million dollars of debt in twenty months.

With **Mindset Training**, I teach people to write down their goals and priorities in the 3 main areas of life: business, relationships, and health. Decide on 1 to 3 main action steps to take consistently every day to achieve those goals. Then read, meditate on, and imagine the reality of the goals and action steps every day for ten to fifteen minutes in what I call a Quiet Time Ritual.

Let me show you how this can work. I was consulting with an insurance business once which desperately needed to grow or close the doors. I asked the owner what was the one action every-

one could take in his business which would turn things around. He said that if everyone would commit to making five cold calls every day, no matter what disruptions occurred, the business would thrive. So, we implemented a team mindset training plan in which everyone wrote down, "I will make five cold calls every day before leaving the office, without fail." As a group, they met over coffee each morning and read their goal and action step out loud. They encouraged each other to succeed in the challenge of making the 5 cold calls each day. Within a year, they had tripled their business.

Whether it is a unified goal or different goals and action steps for different departments, a renewed focus on mindset training is how your contracting business will thrive in the midst of difficulty.

Visit EGIA.org/CBS-Mindset to download a free training package complete with online courses, motivational posters, an in-depth webinar and much more!



Still Bonding and Grounding your CSST? Codes for VA and WSSC have been updated

WSSC Guidelines: Bonding requirements shall NOT be the same for all CSST products. CSST listed with special coverings, referred to as counterstrike or arc resistant, may follow IFGC 310.1 and 310.3 where any electrically wired appliance with a third-wire ground will constitute effective bonding. In the absence of an electrically wired appliance, arc-resistant CSST shall be bonded per 310.2.

VA Guidelines: G2411.1 Gas piping shall be considered to be bonded where it is connected to appliances that are connected to the equipment grounding conductor of the circuit supplying that appliance. Corrugated stainless steel tubing (CSST) piping systems listed with an arc resistant jacket or coating system in accordance with ANSI LC 1/CSA 6.26 shall comply with this section. Where any CSST segments of a piping system are not listed with an arc resistant jacket or coating system in accordance with ANSI LC 1/CSA 6.26, Section G2411.1 shall apply.



Contact Kevin Cerretani of The Joyce Agency for more information.

703-898-2020 | kevin@thejoyceagency.com

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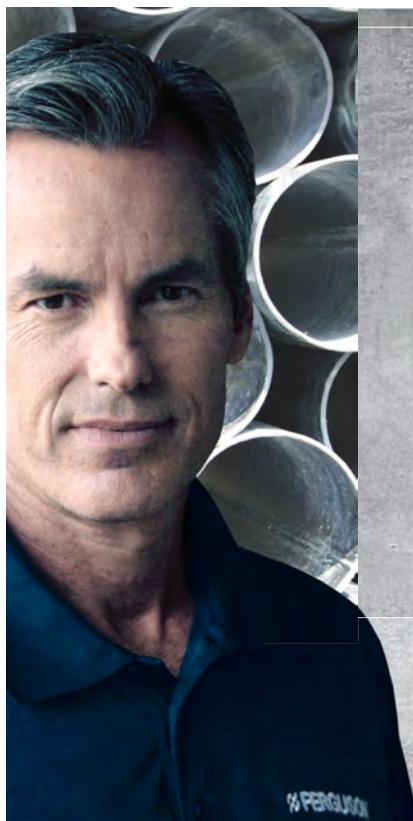
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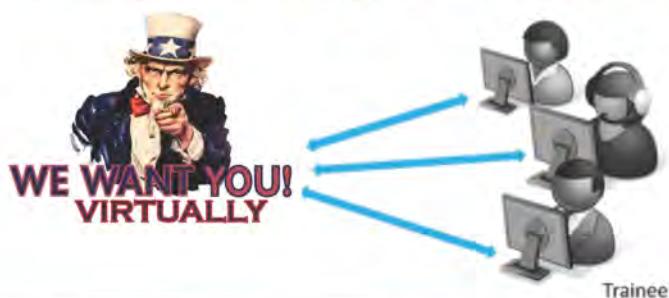
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April 29	Testing and Troubleshooting Power Vent Water Heaters	438 737 4449	430029
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May 13	Benefits of Installing Aircosaver	438 737 4449	530013
May 20	Basic Principles of Hydronic Pumps	438 737 4449	530020

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HOW WILL YOU ADAPT? A MESSAGE FROM THE EXECUTIVE VICE PRESIDENT

By: Michael Copp, PHCC Executive Vice President April 2020

For several years, both PHCC and Heating, Air-Conditioning & Refrigeration Distributors International (HARDI) have been members of the HVACR Alliance, which collaborates on legislative and regulatory efforts, as well as shares industry intelligence and best practices. Invited to speak at HARDI's 2019 Annual Conference: Pulse, I conveyed some survey results that PHCC collected from our HVAC contractor members. This effort was part of HARDI's "Voice of the Customer" initiative to better understand the plumbing contractor's impact on HVACR sales today and, more importantly, in the future.

Here are some findings that could be applicable to both plumbing and HVAC PHCC contractors:

- The Bureau of Labor Statistics (BLS) reports that the employment of HVAC technicians is expected to grow by 15% between 2016 and 2026 (with the number of jobs back in 2016 at 332,900).
- The BLS reports that "Employment of plumbers, pipefitters and steamfitters is projected to grow 16% from 2016 to 2026, much faster than the average for all occupations."

What is the one thing you most wished your wholesaler suppliers did better?

- Net terms
- Points programs with rewards
- Faster pick-up at branches
- Pricing consistency; listing prices
- Have sufficient inventory to be delivered when asked
- Deliveries by 7 a.m.
- Responded quicker to our inquiries
- Do a better job of updating us with current trends, new technology
- Partner – think outside the box to better help us rather than just be order-takers
- Stocked more commercial HVAC commodity materials (copper pipe/fittings, duct supplies, etc.)
- Product training
- Check shipping so fewer mistakes are made

What You – and Your Customers – Are Saying

Asked to submit topics important to them, PHCCCONNECT2019 attendees included the following:

- Technology product/demonstrations and business best practices
- Technology integration
- Incorporating intelligent equipment – remote diagnostics
- How to introduce energy-saving products to your customers
- IT security
- Adding home performance contracting to your business
- Changing federal regulations
- Getting the most out of hydronic heating systems
- New AC technology, including inverters and variable speed systems

PHCC also has noted these trending issues:

- Inventory control
- Fleet management
- Telematics – collecting of information relating to mobile assets, such as cars, trucks or trailers (GPS tracking)
- Refrigerant installation – technician safety

Finally, from a customer perspective, Dan Holohan listed these in his *Supply Times* article titled "**Your customers' pet peeves**:

- Counter people do not know their products.
- Employees do not know how to offer recommendations.
- Paying online on some sites can be troublesome, and billing online can be a hassle, too.
- When calling on the phone, you get an answering machine rather than a living person.
- Orders written and pulled wrong by people who don't care.

How Contractors Are Adapting

Some contractors are recognizing ways to compete and/or work in concert with

the "Amazon Effect" by offering ways to address the latest lifestyle preferences:

- A monthly "subscription" for equipment and maintenance programs to customers
- Customer financing for equipment
- Smart technology upgrades and remote monitoring services
- Improving customer engagement to create excellent customer experiences (cable TV service approach by leveraging provider app)

Whether customers shop online or on-ground (or a hybrid of both), I believe they all really want the same things (with input from "Customers Want More: 5 New Expectations You Must Meet Now"):

- More personalization (immediate customer service support),
- More options ("self-service, voice, digital and social means to interact with a company"), and
- Constant contact. "The key is to give them the right amount of information at the right time through the channel they prefer."



Michael Copp, MA, MIRM, is Executive Vice President of PHCC—National Association. A respected leader among construction industry trade association executives, Copp and his team work to ensure that PHCC contractors are the best choice for professionalism, reliable products and knowledgeable service.

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7 WAYS TO FUEL ENERGY DURING A PANDEMIC

By: Dan Rockwell, *The Leadership Freak* Blog, April 24, 2020

The “good ole days” seem sweeter during a pandemic. In the afternoons, I put in earphones and listen to James Taylor, Neil Young, Eric Clapton, the Beatles, and others.

Familiarity during disruption fuels energy and calms turbulence.

7 ways to fuel energy during a pandemic:

#1. Leverage the power of conversation.

Provide time for casual banter before and/or after meetings. All business drains energy. Moments of connection re-energize.

#2. Express appreciation frequently.

- Normal courtesies mean more during disruption.
- Say thank you for things people are paid to do.
- Express the kind side of your heart.
- Remember everyone feels burdens.

#3. Reconnect with the old days.

I've never been a fan of nostalgia. Frankly, it offended me. I don't want to re-build the past. I want to create the future.

The past is gone for good. The good ole days weren't heaven and the present isn't hell. But

pandemics make nostalgia attractive.

- Play some oldies through your earphones.
- Watch a few episodes of “[Bewitched](#)” or “DuckTales”. (You gotta click the Bewitched link and watch the first couple of minutes!)
- Dig out some family albums or videos.



#4. Establish morning rituals.

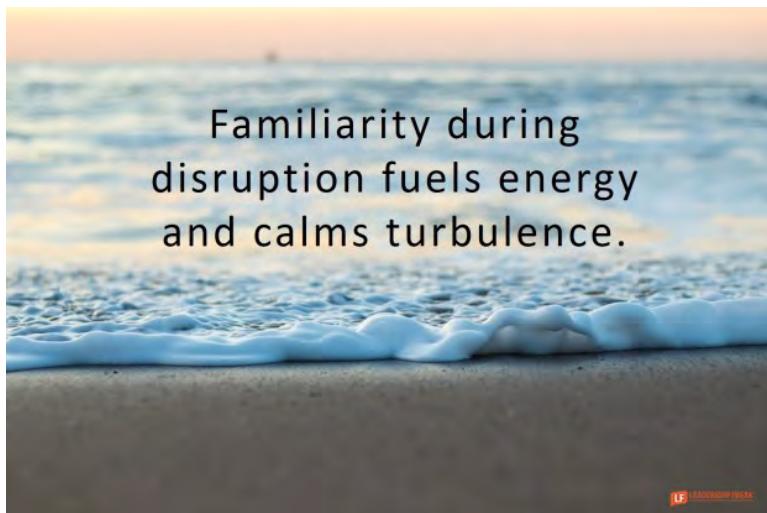
#5. Get up and move.

If sitting is the new smoking, some are up to three-packs a day. I have a friend who walks a mile at 10 a.m. and 2 p.m.

#6. Schedule something you can anticipate.

Scheduled fun is more fun than spontaneous fun. Anticipating fun is often more enjoyable than having fun.

#7. Ask yourself some energy-making questions.



What gives you energy during this Pandemic?

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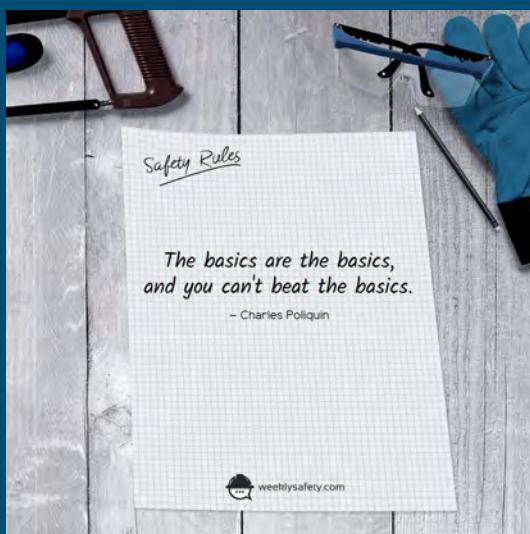
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Accidents are not the cost of doing business. Workplace incidents should not be met with just a shoulder shrug. When something goes wrong on the job, evaluate what happened and implement changes that will prevent it from happening again.



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Contracting Opportunity for Affordable Multifamily Gas Efficiency Upgrades in DC

The DC Sustainable Energy Utility (DCSEU) is searching for qualified contractors to make gas efficiency upgrades in multifamily affordable housing located in the District of Columbia. The DCSEU's Income Qualified Gas Efficiency Fund is designed to support projects that improve buildings, neighborhoods, or whole communities through energy efficiency. In 2020, Washington Gas is partnering with the DCSEU to provide funding for natural gas efficiency upgrades for low- and limited-income residents of affordable multifamily housing in the District of Columbia. These gas efficiency projects are funded by Washington Gas as part of its commitment to the community in the AltaGas and WGL merger in July 2018.

Eligibility Requirements

Applicants must be an approved contractor or a property management organization or owner of multifamily affordable housing in DC willing to work with approved contractors.

Preference will be given to minority-, women-, and veteran-owned contractors (this program is not limited to DC-based contractors - DC, Maryland, Virginia, and other area contractors are eligible)

Potential projects are eligible to receive up to \$500,000 in funding

Essential health and safety upgrades, such as enhanced ventilation or roof repairs, necessary to complete efficiency upgrades may be considered for funding, capped at 25% of the total funding requested

To become an approved contractor, submit a response to the RFQ before April 30, 2020:

<https://www.dcseu.com/about/contracting-opportunities>

For questions about the Income Qualified Gas Efficiency Program, please email incomequalifiedgas@dcseu.com or call 202-479-2222.



BOOST YOUR BUSINESS AND EXPAND YOUR CUSTOMER BASE

Washington Gas offers high-efficiency rebates for Maryland customers upgrading their home heating, water heating and clothes dryer natural gas equipment. Only qualifying participating contractors in the EmPOWER Contractor network can connect customers with these rebates. Participants also benefit from:

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