

Metropolitan Washington Association of Plumbing-Heating-HP Inc.

Newsleak - December 2024

MWPHCC Upcoming Tech Training Thursday, December 5, 2024 6:15 pm **Holiday Inn 10000 Baltimore Avenue, College Park** Training at 6:15 followed by dinner!

Jetglas EF High Efficiency Commercial Gas Water Heater Training

A TECHNICAL SUPPORT JETGLAS EF IAL GAS WATER HEATERS. TO TAKE SOME TROUBLE SHOOTING FROM THIS TRAINING.

Tech Training is followed by our Chapter Dinner and Meeting. Sponsored by D&B Distributing Co., Inc.

Dinner Meeting includes a carving station and give aways...



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Metropolitan Washington PHCC

The Metropolitan Washington Association of Plumbing- Heating-Cooling Contractors (MWPHCC) was founded in 1873 and represents approximately 40 companies and their employees. We place a strong emphasis on training and social networking and we are always focused on ways to make your business more profitable. Our chapter also places importance on giving back to the community through community service and promotion of the industry.



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UPCOMING MWPHCC TECH TRAININGS



January 9, 2025

Winnelson

February 6, 2025 Washington Gas

MARCH 6, 2025 Milwaukee Tool APRIL 3, 2025 N H Yates

MAY 1, 2025 Rinnai

All trainings begin at 6:15 p.m. and are held for Chapter Members at Holiday Inn, College Park

On behalf of the MWPHCC
Board of Directors, we wish you and your family a safe and happy holiday season!

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Membership and Chapter News

Jordan Fleger, Member & Chapter Relations

Recently PHCC National VP of Legislative Affairs, Mark Valentini spoke with Alec Stevanowski of HomePros to discuss what we can expect with the next administration and their plans for the HVAC industry. I encourage all of you to read their discussion when you have a moment – it's a 2 minute read and very insightful.

D.C. is changing. What's ahead for the HVAC industry?

Also, we heard from many of you on the Versapay webinar that it would be helpful to have an FAQ sheet to reference. I am pleased to share the FAQ document with you today (attached). And if you missed the webinar you can listen to it here: <u>Versapay 2025 Dues Renewals</u> Passcode !Te43?!E

Save the Dates

- * QSC Catalyst 2025 New Orleans March 24-26. This event to open to all contractors and chapter leaders. **REGISTER FOR THE MEETING / BOOK HOTEL ROOM**
- * CONNECT 2025 | October 27-30, 2025 DeVos Place, Grand Rapids, Michigan





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The PHCC Educational Foundation® provides innovative educational programming to enhance the growth and success of the plumbing and HVACR industry workforce. We deliver educational programs & training aimed at industry employees at every stage of their career.

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Click HERE for more information about the PHCC Educational Foundation



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Contact Kevin Cerretani of The Joyce Agency

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ROIP VS ROI

By: Jon Gordon, December 2024

You've most likely heard of ROI which means Return on Investment. Most businesses and organizations focus on it when discussing budgets and investing in new initiatives, programs, technology, infrastructure, etc.

ROI is definitely important but I believe focusing on our **Return on Investment in** *People* is even more important.

Too many organizations and leaders think of their employees as an expense and liability rather than an investment.

Zig Ziglar brilliantly said "Leaders often worry and ask what if we spend all this money training peo-

ple and they leave? But the bigger question is what if we don't train them and they stay?"

As someone who has worked with the best companies and cultures on the planet it's clear they all invest in their people and know it's their number one priority. After all, it's not the numbers and goals that drive the people but rather the people who drive the numbers and achieve the goals.

We must invest in our people and our relationships at work. When we do teamwork improves, connections are strengthened, commitment levels go up and performance soars.

As a leader, teacher, coach, or manager, you will never regret making the time to invest in your people. Parents, this goes for your kids as well.

In fact when you make the time to mentor, coach, guide, teach, help, support and invest in people you will see the incredible returns it delivers in their lives and yours.





32-Hour Backflow Certification & 8-Hour Recertification

Initial Certification Recertification
Dec. 16-18, 2024 Dec. 18, 2024

Federally, the Safe Drinking Water Act of 1974 requires Public Water Systems to keep harmful contaminants and pollutants from entering the water distribution system through cross-connections and backflow. For this reason, Certified Cross Connection Control Professionals are in demand.

The Mid-Atlantic Backflow Academy brings cutting-edge backflow instruction at a centralized, east coast location.

The initial certification consists of a **32-hour**, **3-day class**, where participants develop a working knowledge of the causes and principles of backflow and backflow prevention. Recognizing proper backflow prevention assembly application and operation is stressed. Complete understanding and the ability to perform accepted field-test procedures for all backflow prevention assemblies is required for successful completion.

The **8-hour, 1-day class** provides a **recertification** opportunity to keep your certification current and up-to-date.

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Esolutions

Data for One, Data for All: How this contractor leverages technology **to better serve clients** ... **Building trust, Helping them manage their assets,** AND SECURING THEM FOR THE LONG TERM. BY: ADAM TURNER

Data is a valuable tool for both contractors and clients, and new technologies make it more accessible than ever. Back in the day, the job of contractors was straightforward. Something needs fixing, you fix it. Something needs installing, you install it. But in 2024, you're probably overwhelmed by talk of data from clients and vendors. After all, cost savings are at the top of everyone's minds, and everyone is trying to pinch a penny any way they can.

Here, Nick Davis, vice president of business development for Mechanical Services and Design, Inc. (MSD), shares the technologies his company uses to best serve its clients in this data-driven age. Based in Dayton, Ohio, the PHCC member company specializes in HVAC, plumbing, drain cleaning, electrical, building automation controls, fire alarm monitoring, and security services. Davis has attended the PHCC Educational Foundation's project management class.

Video Recordings

"We believe that the data is our clients' and not ours," Davis says, and – to that end – MSD started using video recordings to provide its clients with a visual of the work that's being done. As MSD's technicians work on repairs, they take videos of the work they perform. By showing the exact repairs to the clients, MSD brings a value beyond just being a service provider that comes out, does maintenance, and gives them a bill. "They see the open book-type mentality," Davis says, "and we believe that open transparency is changing the industry. It's shifting mindsets."

SOLUTION: You could implement a simi-

lar system in your business using any number of recording devices. Equip your technicians with mobile cameras or even one of the many project reporting apps available for download on smartphones.

Internal Portals

To better manage the data accumulated from the videos and from more traditional inspections of moving pieces that ensure they are meeting standards, MSD partnered with Kentucky-based data software company Levcon Analytics to build an internal platform for its employees to use. By logging the information into its platform, MSD can easily provide its clients with a detailed spend analysis and equipment age along with any issues that the technician identified. "All of that information goes into the portal that the client can see through the Levcon insights," Davis says. "And from there, we go over and build out the asset management that they see in the insights report. This allows us to work with them to really map out where the focus needs to be to assure that the facility is functioning at peak performance."

SOLUTION: You don't have to have a custom-built platform for your company to analyze data. There are plenty of ready-made solutions available, allowing you to shop around for the best fit for your company.

Data Reports and Predictive Maintenance

All the data comes together to inform a program of predictive maintenance that has MSD's clients staying contracted with it for the long term. With these clients, MSD promotes the idea that

maintenance is being proactive, and with all this data collected, it provides their clients with a findings report that includes recommendations minimizing spend analysis and ensuring its clients are in the best position possible.

"This isn't just data we're pulling," MSD

"This isn't just data we're pulling," MSD tells its clients; "This is your data, and this is what our technicians found," Davis shares.

Clients can then easily see the findings through the videos that the technician recorded that "leads right into the asset management that leads right into the capital improvements."

SOLUTION: Providing clients with the data that backs up technicians' recommendations makes it more likely that they will follow through with maintenance plans as well as helps secure them as a long-term customer of your company.

Data Makes the World Go Round

With the flood of new technologies available on the market for plumbing and HVACR contractors, it's likely to get overwhelming, but Davis believes that, ultimately, it will allow contractors to provide the best possible experiences for customers.

Through technologies that make data easier to record and analyze, you can improve your transparency and optimize customers' experiences, ensuring their trust and – with it – their business in the long term.

<u>Click HERE for the complete</u> <u>article in PHCC Solutions</u>



ONLINE

Your Source for Association and Industry News

What I learned from Reading The Five Dysfunctions of a Team — A Message from PHCC—National President Dan Callies; November 20, 2024

As the Thanksgiving and winter holidays approach (along with the end-of-year business demands for most of us), it's easy to feel overwhelmed. To help me make my daily business operations more organized and less hectic, I've been relying on the principles outlined in the book <u>The Five Dysfunctions of a Team</u>. Author Patrick Lencioni emphasizes the following:

- 1. Build Vulnerability-Based Trust.
- 2. Encourage Healthy Debate.
- 3. Commit to Decisions.
- 4. Hold Each Other Accountable.
- 5. Focusing on Collective Results.

With these principles in place, your team should be able to move forward more confidently and with less stress. Individuals won't feel overwhelmed by unclear expectations or unresolved tensions. Give this book a read!

Click HERE for full article!



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American Plumber Stories features plumbers across the nation, sharing the passion they have for their profession. Learn how they got started, their advice for future plumbers, and the rewards that come with the trade.





Join us as we head to Tasmania, where Martin Porte, a remote plumbing specialist, takes us deep into the heart of Australia's rugged wilderness. From flying into offgrid communities to installing life-sustaining plumbing systems, Martin shows how skilled trades keep remote regions running. This episode showcases Martin's adventurous spirit, the unique challenges of plumbing in isolated areas, and the critical role plumbers play in providing essential services to the most distant corners of the world. Don't miss this incredible story of passion, problem-solving, and the power of plumbing.

Click HERE watch these incredible stories!



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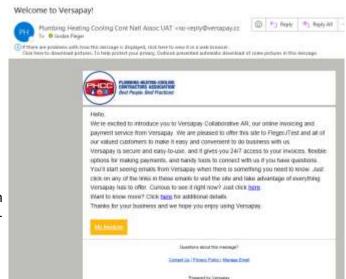


Versapay & 2025 Dues

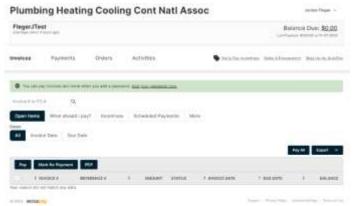
Good afternoon,

The PHCC National office will manage our 2025 dues billing and will be using the payment processing system called **Versapay**. In the coming weeks, you will be sent an email from **Versapay** (noreply@versapay.com) asking you to create your user account if you have not already done so.

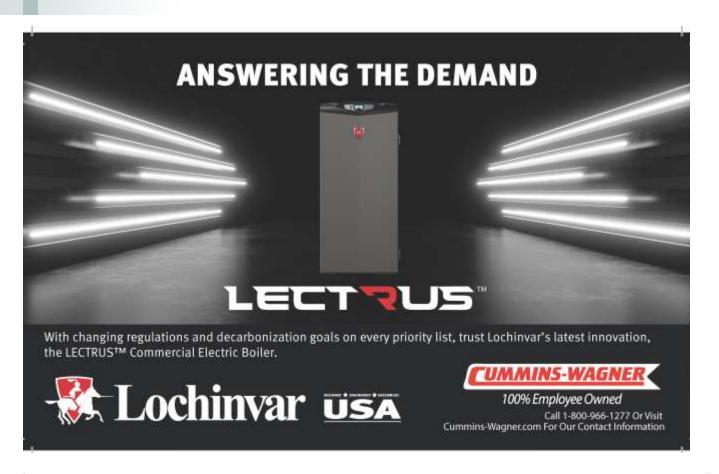
Below is a sample screenshot of the welcome email you will receive if you have not created your profile in **Versapay**. and the portal you'll see once you've created your account and are logged in.



Once your account has been created and you are logged in, you will see the below screenshot and will have access to your 2025 membership open invoice(s). You will see a "click and pay" option next to any open invoice for you to easily make a payment. You will also be able to track all payment history in your **Versapay** portal.



As always, if you need immediate assistance, reach out to membership@naphcc.org or call 703-752-9879 and a team member will be happy to assist you!







Add Value...Improve the Status Quo

By: Paul Thornton, Guest Post in The Leadership Freak Blog, November 12, 2024

All leaders add value and improve the status quo. Here are six approaches they use to achieve their goals.

6 Ways Leaders Add Value:

#1. Thought Leaders

Thoughtful leaders introduce new ideas that shift how we view problems and opportunities. Some ideas are transformative, while others focus on gradual improvement.

#2. Courageous Leader

Courageous leaders are the first to speak up and take action, a role that demands both confidence and bravery. My 13-year-old grandson, Anthony, embodies this spirit: "Sometimes in class, when students are talking instead of listening, I'll say, 'Hey, let's give our teacher some respect."

#3. Coaching Leaders

Coaching leaders dedicate themselves

to guiding and mentoring others to bring out their best. These leaders identify obstacles holding people back and provide insights to help them excel.

#4. Inspirational Leaders

Inspirational leaders ignite passion and enthusiasm through uplifting messages. They lift us beyond present problems to future possibilities. Their encouragement broadens our sense of who we are and what we can achieve.

#5. Positive Leaders

Positive leaders focus on what is working well and expand that throughout the organization. By emphasizing the positive, leaders help unlock potential and drive growth.

#6. Servant Leaders

Kent Keith, CEO of the Greenleaf Center for Servant Leadership, explained, "Servant leaders focus on meeting the needs of others rather than seeking power, wealth, or fame for themselves." These leaders prioritize others, fostering a culture of support and respect.



Blending Approaches

Most leaders draw from multiple approaches to maximize their impact and improve the status quo.

What type of leader are you? What have you found to be the best way to add value and make things better?



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