



The Tennessee PHCC Newslink

Winter 2023

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Office: 865-531-7422
Office@taphcc.com

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125th Anniversary Celebration of the Tennessee PHCC

On November 18th, 2022, the Tennessee PHCC celebrated 125 years of our association at the Lighthouse Events Center in Knoxville. The festive room was filled with nostalgia and history with posters and monitors portraying past convention covers, photographs, events and advertisements dating back to 1927.

Scott Robinson, President of the Association, talked about the focus and the mission of the Tennessee PHCC and MC'd the evening which featured a heartfelt speech by Bud Hamilton, one of our oldest members and a Past President, who shared about, "how everything has changed yet nothing has in this industry."

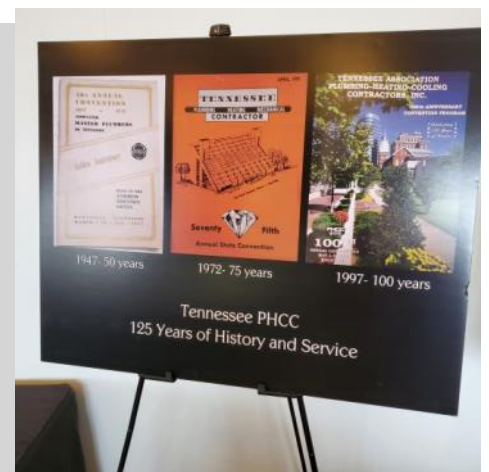
There were dignitaries at the event congratulating the association on the landmark achievement. United States Senator Marsha Blackburn of Tennessee sent a video message to our members and State Congressman David Wright and State Senator Todd Gardenhire attended the event and spoke about the achievement to the audience.

During the presentation portion of the evening, member Donna Johnston was awarded the prestigious "2022 Contractor of the Year Award" and Kenny Pipe was honored with "2022 Associate Member of the Year" for their work with the TN PHCC.



After a delicious prime rib dinner, attendees browsed the historic displays in the room, some had their caricatures drawn and all received mementos befitting a 125th anniversary celebration.

Door prizes were awarded and we must give a big thank you to our generous sponsors - the TN PHCC Board of Directors .
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Member News

Upcoming Date Reminders...

March 7: Day on the Hill for Members, Nashville TN

March 14: Middle TN Chapter Meeting, Central BBQ, Hillsboro, 11am

March 27th: Knoxville Chapter Meeting, Buddy's BBQ, Bearden Hill, 11:30am

April 26: TN PHCC Golf Classic, Egwani Farms, Knoxville

April 27: ANNUAL TRADE SHOW and CONVENTION, Knoxville Expo Center

April 28: TN PHCC Spring Board Meeting, TN PHCC Office, Knoxville

May 1: PHCC National scholarship applications due

May 17: Ride and Decide Kick Off, Central HS Knoxville

May 17-18: PHCC National Legislative Events, Washington, DC

May 18: Knoxville PHCC Apprentice School Graduation, Grande Events Center

Please note- All members are invited and encouraged to attend state board meetings, please RSVP to the State Office.

Our Mission Statement:

"The TN PHCC is dedicated to serving and improving the PHC industry by providing opportunities for continuing education, communication, social networking and business improvement.

We are dedicated to the protection of the environment and the health and safety of our

Welcome New Contractor Members:

Fred Weston Plumbing

753 E. Lincoln Rd.
Alcoa, TN 37701
865-983-4434

Frenchies Mechanical

3305 Vicuna Street
Maryville, TN 37801
865-394-3891

Southeast Total Service

1423 Crawford St
Chattanooga, TN 37421
423-499-2911

Welcome New Associate Members:

Nibco, Inc.

114 Acklen Park Dr
Nashville, TN 37203
513-305-2130
Contact: Kevin Carroll
Carrollk3@nibco.com



A family-owned and operated business since 1904, NIBCO INC. is a leading provider of valves, fittings, and flow control products for commercial, industrial and institutional construction, Navy marine, as well as residential and irrigation markets.

Headquartered in Elkhart, Indiana, NIBCO operates 13 manufacturing plants throughout the United States and globally, and offers more than 36,000 SKUs. Spanning five generations of family leadership and associate ownership, NIBCO remains privately-held and is positioned for growth in a global marketplace.

USI Insurance Services

5301 Virginia Way Suite 140
Brentwood, TN 37027
629-895-7886
Contact: Blake Crittenden
Blake.crittenden@usi.com



At USI, we strive to provide positive financial impact which helps you grow your company.

We have made a very large investment in local resources and technical expertise with more than 9,000 professionals networked nationally to build strong vertical capabilities and integrated account teams. Smaller brokerage firms are typically unable to offer the same level of local and national resources and larger brokerage companies often keep their resources remotely in national practice groups. Regional experts like USI ensure account team availability, hands-on service, and ongoing diligent follow-through so we can deliver on the solutions we customize for our clients.

Member News

Our Condolences:



Edward Galbreath Jr.- Ed was a distinguished Emeritus Member of the TN PHCC. He passed away on January 4th in Hermitage. Ed was awarded the coveted Tennessee PHCC Contractor of the Year for 1983. Ed served on the Tennessee PHCC Board of Directors for over 20 years from 1976 to 1998 and was a valued member of the governance of the association. He was awarded Emeritus Member in 2000 for his dedication and service. Ed was father to retired Board Member Eddie Galbreath who served as Board President from 1996-97 and 2002-04. Our condolences to the Galbreath family. Please find his obituary information here: [Edward Galbreath](#)



Deloris Rose Mayes- Mother of Board Member Doug Mayes of Breeding Insulation, passed away on Dec. 3rd in Knoxville. Our condolences to Doug and Teresa and their family. Her obituary can be found here: [Deloris Mayes](#)



TN PHCC Contractor and Associate Member of the Year Nominations Requested

Do you know a contractor or associate that is worthy of recognition? Simply go to taphcc.com on the home page and download and submit the nomination form. The deadline for nominations is April 15, 2023, and the winners will be awarded at the Annual Convention April 27th in Knoxville.



TN PHCC Statewide Apprentice Contest Needs Contestants

The annual apprentice contest for plumbing and HVAC apprentices will be held in conjunction with the annual trade show on April 27th at the Knoxville Expo Center. 3rd or 4th year apprentices may enter. The contest consists of a written test and a hands-on skill competition.

Winners receive a \$200 gift card and a plaque from the state association and prizes. Our state apprentice winners are entered into the PHCC national competition held in Cleveland, OH from October 24-27th. National contestants are sponsored and receive travel money, hotel stay and paid registration for the national convention.

If you know someone who would like to compete, please see taphcc.com for registration form. Deadline to enter is April 1st.



The Middle TN Chapter PHCC is Re-energized!

After a long COVID break and some leadership changes, the Middle TN Chapter PHCC met last month and the enthusiasm to restart the Chapter was evident in the 20 plus members at the meeting.

Their next Chapter meeting will be held on March 14th at 11am at Central BBQ on Hillsboro Ave.

Please welcome new Chapter President, Bobbi Santi of Merryman-Farr! Brad Sims of Lee Company will be returning to the state board as a Director.

For information on the meetings or to RSVP, please contact MTChapter@taphcc.com.



State News

Save the Dates! The TN PHCC Annual Events are Coming!

Wednesday, April 26th- TN PHCC Golf Classic

Egwani Farms, Rockwood
8am registration - 8:30am Shotgun start
Prizes, Contests, Awards
Tournament benefits the TN PHCC Scholarship Fund



Thursday, April 27th- TN PHCC Annual Meeting and Convention

Knoxville Expo Center, Knoxville
Breakfast at 8:30am and Annual Meeting at 9:00am
Presentation from 10am-11am:

**Are you tired of losing top talent and dealing with the costly consequences of employee turnover?
The solution to retaining your employees and improving your organization's
overall communication and culture is finally here!**

**The Master Communicator's Secret Weapon is the ultimate tool for savvy business leaders ready to
take their communication skills to the next level.**

Dave Delaney, a renowned expert in the field, shares the secrets to successful communication in this must-see presentation. You'll learn three key skills to apply to your daily interactions with your team, clients, prospects, friends, and family. Say goodbye to communication breakdowns and hello to enhanced relationships and increased employee morale.

This is not just any ordinary presentation but an interactive and entertaining experience that will leave you with practical takeaways and a newfound confidence in your communication abilities. Get ready for a journey filled with laughter, learning, and transformational insights. Don't miss the opportunity to become a master communicator and unlock the secret to retaining talent, improving communication, and transforming your organization's culture.

Thursday, April 27th- TN PHCC Trade Show

Knoxville Expo Center, Knoxville, (inside this year) 11am-3pm
Contests, prizes and cool products to check out and demo!
Free parking and free lunch for contractors and their employees!



Friday, April 28th- TN PHCC Spring Board Meeting

State Office, 1000 Dutch Valley Dr. Suite B, Knoxville
8am-noon: Breakfast will be served, RSVP required



Registration forms available on taphcc.com

State News

125th Anniversary Celebration (continued from cover)

Each of our board members helped to sponsor the event along with the Knoxville PHCC Apprentice School.

A big thank you to the committee: Jennifer Jacoby, Donna Johnston, Teresa Mayes, Gordy Noe, Scott Robinson and their helpers: Darrie Robinson, Ethel Noe and Bill Jacoby without whom this event would not have been possible.

Bud Hamilton (past President 1999) and long time member, shown below on left, speaking to the guests.



Joel Long, of GSM Services in Gastonia NC, did a compelling presentation at the event as our PHCC National speaker. Joel has been a past Zone Director, Past PHCC President and friend to the TN PHCC for over a decade.

Sam Venable, famous Knoxville humorist and author captivated the guests with an entertaining presentation to end the evening.

Thank you to all who attended!



State News

125th Anniversary Celebration (continued)



As we celebrate 125 years of the association it is important to look back and see where we were as we plan for where we need to be. For the celebration, posters were on display showing some of our past. In 1955, the Alon Lifetime Toilet Seat sold for \$4.88! (Thank you to Donna Johnston and Engert Mechanical for the ad on the left)



Career Fairs are Back



We can't emphasize enough of the importance of interesting our younger generations in the trades. Contractors are aware of the issues in finding and training the next generations of employees and career fairs are just one of the channels to increase exposure to the trades.

Our Chapter President, Scott Robinson, has been instrumental this year in attending the shows with our staff. The students enjoy talking to an actual tradesperson and asking questions about the path, the pay and what it takes to get started.



Tennessee PHCC Attends the PHCC National Convention - CONNECT in Charlotte

The Tennessee PHCC held their Fall Board Meeting in conjunction with the PHCC National Convention called CONNECT in Charlotte in October.



Past President and Board Member, Kay Keefe of Keefe Plumbing was interviewed by the national docuseries company, American Plumber Stories that urges you to meet the change makers, the teachers, the influencers, and the women who are reshaping the plumbing industry. (photo left)

On the last day of the convention, Joel Long our past PHCC Zone 2 Director stepped down as President of the PHCC National Association. As a token of our appreciation for his service and to recognize his friendship with the members of the TN PHCC, Scott Robinson presented Joel with a pair of UT orange dress socks. Joel is a big college football fan and supporter of the NC Tar Heels and said he will wear orange just for us! (photo right)



Pictures of our apprentices competing during the national convention can be found on page 11.

State News



TN PHCC Annual Meeting Highlights

The TN PHCC 2022 Annual Meeting was held at the Lighthouse in Knoxville on November 18th preceding the anniversary celebration. TN PHCC President, Scott Robinson, opened the meeting and discussed the longevity of the association and how the passion and dedication of our past members has propelled us to our 125th year.



Gordy Noe of Pioneer Heating & Air, immediate TN PHCC Past President, was presented a plaque and gavel in appreciation for his past service to the TN PHCC. Gordy will be the Chairman of the Board for one year. (photo top right)



Joel Long, PHCC Past President and our past PHCC Zone Director gave national updates and discussed PHCC's initiatives for the future. (photo left)



Danny Downs, Marketing Representative, and Casey Lewis of Federated Insurance were presented with an appreciation plaque for Federated Insurance's continued support of our association as an Elite Sponsor. (photo right)

2022 TN PHCC Associate of the Year- Kenny Pipe

At the 125th Anniversary Celebration, Kenny Pipe of Knoxville was awarded, '2022 Associate of the Year' for their dedication and support of the TN PHCC. David White of Kenny Pipe accepted the award. (photo right with Scott Robinson- TN PHCC President, David White of Kenny Pipe and Bill Jacoby, TN PHCC Awards Chairman.)



TN PHCC Wins 'Best Special Event' of the Year for the 125th Anniversary Celebration by the TNSAE

The Tennessee Society of Association Executives is a state-wide group of association professionals representing a wide variety state associations. Beth Killen, your Executive Director, is a member and past board member of the TNSAE.

At the January 30th TN SAE Awards of Excellence program held at GEODIS Park in Nashville, the TN PHCC was awarded a "2022 Excellence Award- Special Event" for our 125th Anniversary Celebration.

State News

2022 Contractor of the Year - Donna Johnston with Engert Mechanical

At the Tennessee PHCC 125th Celebration in November, the 2022 Contractor of the Year was announced- Donna Johnston of Engert Mechanical.

The awards are a surprise to the recipient, having been nominated by a peer or an employee.

Bill Jacoby, Awards Chair announced:

“This person has served in our industry for over 40 years.

The company founded in 1891 has served the Knoxville area for over 130 years performing Plumbing and Mechanical services in buildings all over Knoxville and the surrounding areas with a strong focus in the Healthcare industry.

At the present time, the company has over 125 full time employees. The staff services and installs HVAC systems in the Healthcare, Commercial and Industrial market with various mechanical systems including Rooftop Units, Air-Handlers, Cooling Towers and Chillers. The Company also installs and services plumbing systems in facilities.

Many of the staff members have been with the company for 20 plus years and have had multiple employees retire serving their entire 40 plus year career with the company.

The staff will tell you that they are treated with fairness and respect much like a family atmosphere, culturing a positive work environment and dedication of employees which has enabled the company's long-term success.

Customers are treated the same way in which she would want to be treated upholding the longtime company brand “we continue to serve the customer as we do ourselves,” achieving the upmost highest reputation for customer service.

The company was recently featured on Knox County Mayor Glenn Jacob's small business series being recognized as one of the oldest contractors in the Knoxville Area.

This person runs a fourth generation family-owned business and has continued the legacy of the company after her husband's passing. She enjoys helping others and the preservation of our community. She still gets excited to come into the office and always offers to help any employee any way possible.

She serves on multiple boards within our community including the Children's Center and the Boys and Girls Club.



She is the current president of the Knoxville Chapter PHCC and is currently the Vice President of the Tennessee PHCC and the President of the Knoxville PHCC Apprentice School. She dedicates her time and talents to the future tradespeople by helping the current workforce and our association.

It is with great pride that I present the 2022 Contractor of the Year Award to the first female ever to win the award and deservedly so, to Ms. Donna Johnston of Engert Mechanical!”



Rebecca Johnston, Jason Johnston, Scott Robinson- TN PHCC President, Donna Johnston and Bill Jacoby- Awards Chairman.

BESCO ENGERT
ALWAYS ON

State News

PHCC HVAC Apprentice of the Year Awarded to Troy Bryant of Tennessee!

Recognizing the outstanding skill and achievements of individuals enrolled in a HVAC training program, the Plumbing-Heating-Cooling Contractors—National Association (PHCC)

named Troy Bryant of Tennessee its 2022 HVAC Apprentice of the Year. Co-sponsored by PHCC Corporate Partner Rheem Manufacturing®, the award was presented at PHCCCONNECT2022 in Charlotte, NC.



Gordy Noe, sponsor, Pioneer Heating & Air and Troy Bryant, 2022 PHCC HVAC Apprentice of the Year



A 2020 PHCC Educational Foundation scholarship winner, Bryant completed his apprentice training in May 2022 with the Knoxville PHCC Apprentice School. In his words, he entered the profession because he enjoys working with his hands and believes there is always something to learn or get better at so he can do more to help his customers. His “can-do attitude” and willingness to help other students has garnered him the respect of fellow apprentices, instructors, and company supervisors.

Sponsored by PHCC member Gordy Noe of Pioneer Heating & Air in Knoxville, Bryant is skilled in all aspects of HVAC maintenance and service and has “excellent skills.” Noe adds that Bryant is a “quick learner ... highly efficient ... very knowledgeable.”



“Troy had the second-highest grades in school this year and always showed up on time for class looking and acting professional. As an apprentice, he is constantly and consistently looking to improve and be the best HVAC professional,” says Beth Killen, Executive Director for PHCC of Tennessee.

Way to go Troy!

Pioneer Heating and Air
Yesterday at 11:00 AM · 🌐

Congratulations to our very own 2022 NATIONAL APPRENTICE OF THE YEAR, Troy Bryant! Troy has worked very hard and it has paid off. Way to go Troy, we are very proud of you!

www.pioneercomfort.com

#PHCC #pioneerheatingandair #knoxville #tennessee #hvac #hvactechnician

Congratulations

TROY BRYANT

PHCC NATIONAL ASSOCIATION AWARDS

HVAC Apprentice of the Year

2022 HVAC NATIONAL APPRENTICE OF THE YEAR



State News

TN PHCC Apprentices at PHCC National Competition

Four apprentices from Tennessee competed at the National PHCC Apprentice Competition in October in Charlotte. All four were state winners and earned their spot to compete on the national level. They were: Troy Bryant (HVAC), Zach York (HVAC), Kyle Cole (plumbing) and Xavier Credle (plumbing). The three day competition contained a written competition and a skills challenge. The program has education sessions as well as networking events with other apprentices from around the country. All of our competitors had a great time and enjoyed the new experiences and the competitive atmosphere. They especially enjoyed the tools they went home with, just for competing. Even though we did not win, it was a memorable time.



Zach York is still friends with some of the apprentices he met and encourages any 3rd or 4th year apprentice to compete, "it is so worth your time."



Photo left, our apprentices and their families at the awards presentation. From left to right: Kyle Cole, Troy Bryant, Zach York and Xavier Credle.

We hope to send at least two competitors to the competition in Cleveland in October 2023 from this year's state contest.



Knoxville Chapter News

Ride and Decide Program

The Ride and Decide Program will Kick Off this year at Central High School in Knoxville on May 17th at 5pm. As a contractor, please consider registering your company for this valuable program to encourage students to try out the trades during their summer break.



Board of Directors Position

Jason Johnston of Engert Mechanical has been elected to serve on the TN PHCC State Board as a Knoxville Chapter Director. Congratulations to Jason, we look forward to working with you!

Knoxville PHCC Apprentice School

The apprentice program is more than half way through the school year. Graduation will be held at the Grand Events Center in Knoxville on May 18th. There are currently over 120 apprentices enrolled in the program.

This year has featured field trips and special guest presentations that correlate with the curriculum. The hands on portion of the instruction has been elevated and the apprentices are enjoying the teaching methods.



Pictures from this Apprentice School year



National News

PHCC Finance Bootcamp Coming to Ashland City, TN: May 9th-10th



PHCC National is excited to be bringing its Finance Bootcamp to Ashland, TN.

This exciting program is designed with the business owner and staff in mind to help grow the financial literacy crucial in successful day-to-day business operations. The bootcamp addresses 9 areas or modules including Understanding a Profit and Loss Statement, Understanding a Balance Sheet, Identifying and Preventing Loss, and much more!

Program Overview

Smart financial management is a skill and a must for any business owner. This program will help develop your financial literacy so you can make informed, strategic decisions. You will learn how to analyze financial statements, evaluate cash flows, perform ratio analysis, apply the process of planning and controlling a budget, make strategic allocation decisions, and determine the value and financial health of your company.

Topics Covered

1. Introduction to Finance for the Contractor Business Owner
2. Understanding a Profit & Loss Statement
3. Understanding a Balance Sheet
4. Determining Actual Billable Hourly Rates
5. Importance of Financial Ratios
6. Preventing & Identifying Fraud
7. Financial Software and Basic Business Skills
8. Creating Budgets for your Business

Understanding Your Tax Rights and Responsibilities will be taken online. Attendees will be granted free access to the module once the classroom course is complete on May 10, 2023.

By the end of the bootcamp, you will not only be better prepared to manage and understand financial performance, but also be a more creative and innovative critical and strategic thinker.

Course Location

A.O. Smith - Customer Care Facility
106 Adkisson St.
Ashland City, TN 37015

2 Registrants from Tennessee will receive a free bootcamp!
On May 1st, we will draw two names from all registrations to win

Instructor

Ruth King, MBA, MSChE -Ruth King is well known as "The Profitability Master." She is passionate about helping small business owners get profitable and stay profitable. Ruth is a serial entrepreneur having owned 8 businesses in the past 37+ years. One of her businesses, Business Ventures Corporation, began operations in 1981. Through Business Ventures, she coaches, trains, and helps contractors and others achieve the business growth and goals they want to achieve. Ruth is especially proud of one HVAC contractor. When they started working together, the contractor was generating \$750,000 in annual revenues. Less than 10 years later, the contractor was generating TEN MILLION DOLLARS in annual revenues with massive profits. Just a few years later, her client sold his business for NINE MILLION DOLLARS cash! Ruth has a knack for helping business owners truly understand financials, and then apply their knowledge to fuel massive growth, income and profits.

Cost

\$385 – PHCC members
\$650 – Non members

Who should take this course: Contractor business owners and their finance staff who need to learn the concepts and skills necessary for managing their business finances, those who just want to refresh their skills, and those who may have new financial responsibilities.

Contact Heidi Salati at salati@naphcc.org for questions.

[Click here to register](#)

National News

Save the Date - QSC Power Meeting in Lexington

All PHCC members and PHCC leaders are invited to attend the QSC unforgettable event, **March 28-31** in Lexington, Kentucky. Your Power Meeting 2023 experience will include:

- Inspirational and solutions-based keynote and education sessions.
- The ever-important networking activities for which QSC is famous.
- Fun and creative team-building activities.

Check out the full brochure [here](#). You might see someone you know on the agenda!



Save the Date - Your PHCC Voice in Washington, DC

The PHCC Legislative Conference is BACK and IN-PERSON for 2023! The event will take place **May 16-17**. Act now in order to join your peers as they connect with federal representatives on Capitol Hill! Early Bird Registration ends April 29, save \$50 by registering in advance. Registration: <https://www.phccweb.org/event/2023-phcc-legislative-conference/>

You will have access to:

- Insider political analysis from keynote speakers
- Targeted issue briefings and advocacy tips
- Orientation on conducting meetings with legislators and staff, and In-person visits with your representatives in Congress.

You'll be able to share your perspectives with policymakers on:

- Protecting America's energy future through **fuel choice**
- Supporting **workforce programs** and **registered Apprenticeships**
- The costs and realities of **building electrification**



Save the Date - National PHCC Convention

You share a passion with other professional plumbing and HVAC contractors to be the best that you can be. Plan to join them at the p-h-c industry's premier event, **PHCCCONNECT2023**, where you can learn, share and CONNECT!

Experience top-tier education at our sessions, the latest technological advances at our Product & Technology Showcase and face-to-face interactions with fellow business owners.



IRS Issues Standard Mileage Rates for 2023; business use increases 3 cents per mile

Beginning on January 1, 2023, the standard mileage rates for the use of a car (also vans, pickups or panel trucks) will be 65.5 cents per mile driven for business use, up 3 cents from the midyear increase setting the rate for the second half of 2022. The standard mileage rate for business use is based on an annual study of the fixed and variable costs of operating an automobile.

National News

New Online Scholarship Application System

This year, the Plumbing-Heating-Cooling Contractors—National Association (PHCC) Educational Foundation scholarship program plans to award 56 scholarships totaling over \$140,000. Awards are available to plumbing and HVACR apprentices working for PHCC—National Association members, trade school or community college students taking plumbing or HVAC classes and college students pursuing majors directly related to the plumbing-heating-cooling industry.

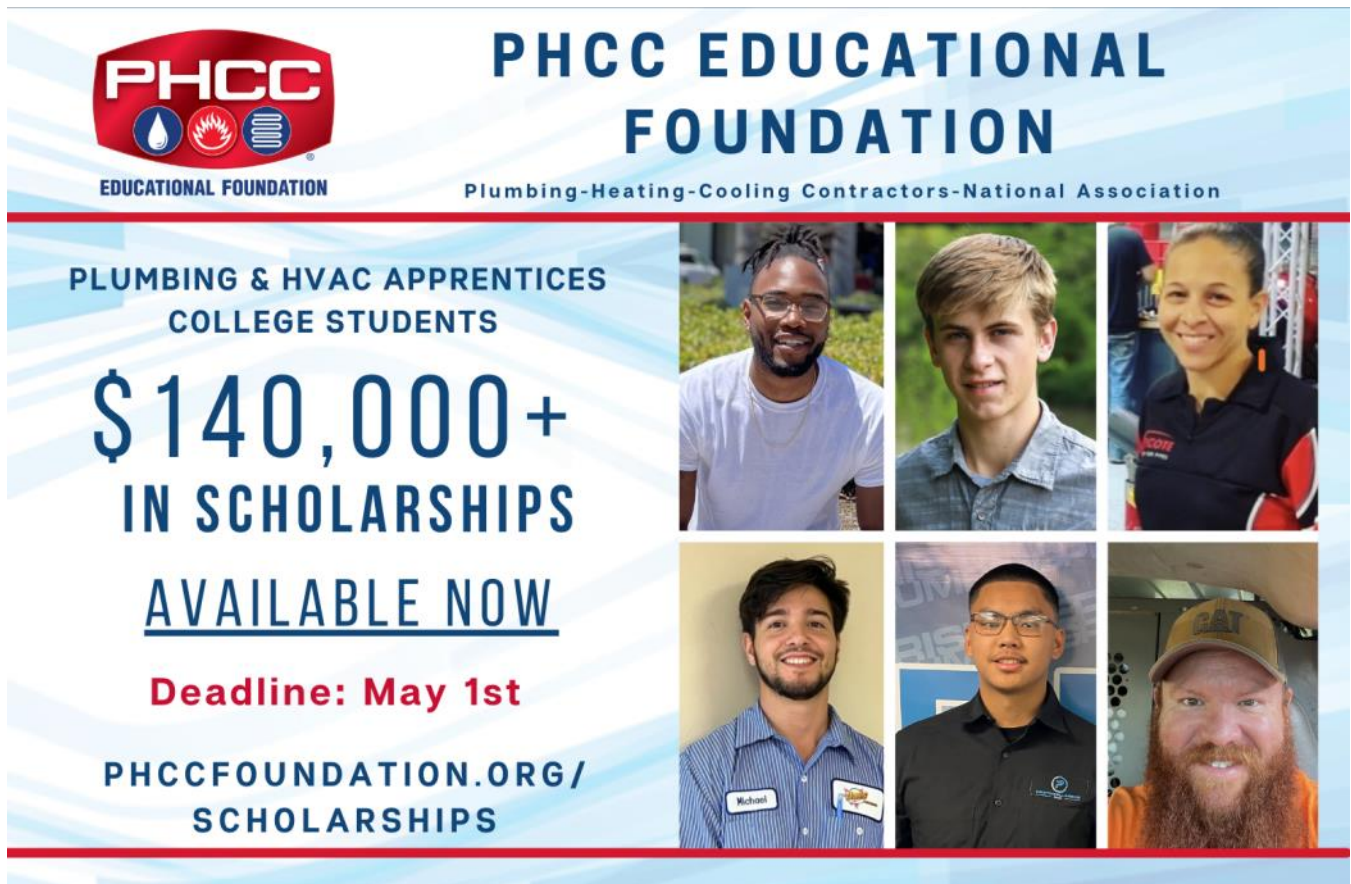
The Foundation's scholarship program has been rapidly growing and to better handle that increased demand, a new online application system has been built. The new system will make applying easier for apprentices and students and streamline the evaluation process. The adaptive application form will present only the necessary questions based on the answers provided by the applicant, meaning fewer questions to answer. The platform also will make it easier for applicants to collect letters of recommendation from their supervisors and PHCC business owners.

All applicants are required to answer a few questions about their interest in the trades and career plans, plus provide a letter of recommendation. Apprentices can get that recommendation from their contractor employer, while trade school or college students can have an instructor or guidance counselor write their recommendation. Awards range from \$1,500 to \$10,000; with the most awards set at \$3,000 each. The deadline for all submission materials is May 1st and the application can be found at <https://phccfoundation.org/scholarships>.

“The new platform will make it easier for individuals to access these awards and get their start in the plumbing-heating-cooling industry,” said John Zink, Foundation VP of Development and Communications.

“Whether the apprentice pays for their own training or their employer does, we still want those apprentices to apply. Union apprentices are welcome to apply as well.”

Apprentice applicants must be working for a contractor member of the PHCC—National Association.



The advertisement features the PHCC Educational Foundation logo on the left, which includes icons for a water drop, a flame, and a cooling coil. The main title 'PHCC EDUCATIONAL FOUNDATION' is prominently displayed in blue, with the full name 'Plumbing-Heating-Cooling Contractors-National Association' underneath. The central text, in large blue font, reads 'PLUMBING & HVAC APPRENTICES COLLEGE STUDENTS \$140,000+ IN SCHOLARSHIPS AVAILABLE NOW'. Below this, the deadline 'Deadline: May 1st' is written in red. At the bottom left, the website 'PHCCFOUNDATION.ORG/SCHOLARSHIPS' is provided. On the right side, there is a grid of six portrait photos of diverse individuals, likely beneficiaries or staff members.

Safety Training Resources and HR Support at Your Fingertips

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 MUTUAL COMPANY DIRECT CLAIMS REPRESENTATIVES
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 ESTATE PLANNING ATTORNEY NETWORK ANNUITIES

**IT'S OUR BUSINESS TO PROTECT
PHCC OF TN MEMBERS**

WE'RE BETTER TOGETHER LIFE AND DISABILITY INCOME
 PRIVATE BONUS PLANS KEY PERSON COVERAGE
 WORKERS COMPENSATION HIRING PRACTICES
 FEDERATED DRIVESAFE™ TELEMATICS SOLUTION
 RISK MANAGEMENT RESOURCE CENTER
 EMPLOYMENT RELATED PRACTICES LIABILITY
 EMPLOYMENT LAW ATTORNEY NETWORK
 BONDING EMPLOYEE SAFETY TRAINING
 RISK MANAGEMENT ACADEMY
 CLIENT CONTACT CENTER
 FIELD RISK CONSULTANTS
 CERTIFICATE CENTER
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Business News

Do You Extend Services 24/7/365 to Customers? - Al Levi, PHC News

Teach your technicians, and yourselves, why providing after-hours and emergency services is the right thing to do for your customers.

"We're a 24/7/365 business because we made a promise to our customers to treat them like family, and that means we're there when they need us," my dad said to my brothers and me as young boys.

We ran calls with my dad as little boys in the middle of the night. We loved it! My dad, not so much, as he had finally gotten to bed after an exhausting day of work.

As we grew up and took our place working in our family's plumbing, heating, cooling, and electrical business, that message was always at the forefront of our culture.

For example, my brothers and I were at my dad's 70th birthday party. The technician on one of the late shifts reached out to me to say that he was stuck and couldn't get the heat working at one of the nursing homes we served. Keep in mind that heat isn't a nice idea, but a life-critical thing, especially in this case. So, my brother and I told my dad we were headed out to help, and he just smiled.

It's a cultural thing.

And even though our shop was a New York City union shop, all the staff knew what our promise was when it came to providing service when needed and they, too, were committed to making our promise a reality.

This meant rotating shifts and not just on-call; everyone took a turn. We were truly a 24/7/365 shop. To be fair, we had grown to 25 techs, so we had shifts of:

- 7 a.m. to 4 p.m.
- 8 a.m. to 5 p.m.
- 10 a.m. to 7 p.m.
- 2 p.m. to 11 p.m.
- And in the dead of winter, 5 p.m. to 2 a.m.

And techs on these rotating shifts didn't just take off when it was super busy because their shift had technically ended—and not because they wanted the overtime. They believed in the good they were doing.

Yes, offering emergency service meant that sometimes I had to climb out of my bed at 2 a.m. to run calls!

That's why this recent trend of contractors not offering service after 5 p.m., weekends, holidays or even emergency service has gotten my attention.

So, why the trend?

Homegrown technicians

Well, I believe it's either to try keeping techs, who now feel they're in control, at their companies or they don't have any techs coming up the pipeline to staff the existing demand, let alone their growing demand, for the company's services.

I get it.

Either scenario is because contractors have not committed to building techs from scratch, so there is no technician pipeline to the business. This means they need to lure them away from competitors with big pay—and ending after-hours calls pretty much anytime for any reason. I get it.

Decades ago, we, too, looked to pirate away technicians from our competitors. We felt it was just easier to do and, hey, we always had more work than we could do in a day. That is until we finally decided that this approach wrecked our culture and our pay scale and made us feel as if we were hostages. It's what caused us to finally commit to building the operating manuals, the hands-on training center, and the training curriculum for all the trades we did.

(continued)



"We're a 24/7/365 business because we made a promise to our customers to treat them like family, and that means we're there when they need us," my dad said to my brothers and me as young boys.

Business News

Do You Extend Services 24/7/365 to Customers? (continued)

We had full-blown, never-ending apprentice to junior tech classes, junior tech to senior tech classes, and senior tech to field supervisor training. Was it a lot of work? Yes! Was it worth it? Yes!

Many of my clients (if not most) are today still providing after-hours and emergency services in this environment while still having big growth because they have committed to building willing people with no skills into willing techs with great skills.

They have done what I did at my company – the vast majority of their existing techs are homegrown talent. They grew up under this system and learned from other people they reported to why providing after-hours and emergency services is the right thing to do for their customers. No one ever forgets that what they do is so important.

Company of choice

I'll share what I taught my clients' techs when I did my Sales Power program: "Would you be OK if I didn't respond to your mom when she called after hours, and there was water cascading from a pipe or a fixture on the third floor? Would you be OK if there were sparks flying all over? Would you be OK if there was no heat on a frigid night? Or would you be OK if there was no air conditioning in the extreme heat?"

Hey, who wouldn't be happier without the hassle of after-hours and emergency service?

Those who have already cut out after-hours and emergency services (or those who are contemplating doing so) may not see profits decrease. They might even make money and they techs will be happier. Hey, who wouldn't be happier without the hassle of after-hours and emergency service?

The bigger question is, will your customers be very happy? As the marketplace tends to catch on to what you're doing, are you willing to risk customers' anger and disappointment? And, of course, these days, that negativity spreads like wildfire online and on social media. Remember, no actions remain secret for long!

My belief is, at least my hope is, that as things return to what used to be more normal, we will be back to providing after-hours and emergency services. For those companies who are committed to this path, I believe you will be the company of choice.

Al Levi teaches contractors how to run their businesses with less stress and more success with systems. To get control of your business and grow the right way, get the 7-Power Contractor Signature Operating Manuals System at 7powercontractor.com/soms today.

EPA Considers Classifying Discarded PVC Plastic as Hazardous Waste

The U.S. Environmental Protection Agency has proposed entering into a consent decree agreeing to rule on the Center for Biological Diversity's (CBD) petition to classify discarded polyvinyl chloride (PVC) as a hazardous waste under the Resource Conservation and Recovery Act (RCRA). Part of a broader initiative to decrease the volume of plastic waste, this may result in a rule classifying a wide range of PVC-containing industrial, commercial, and retail materials and products as hazardous wastes when discarded.

The CBD's petition is not aimed merely at PVC waste that might be generated at the initial chemical manufacturing stage: it seeks to have EPA declare that finished materials and products containing PVC are hazardous wastes when discarded. This could encompass, for example, discarded PVC pipe and even trimmings at a construction site, or PVC-containing products that might be discarded by retail stores (e.g., unusable or damaged customer returns). Such a classification might complicate the recycling of any plastics that contain PVC and create headwinds for those who manufacture materials or products containing PVC.

Companies in the PVC value chain, including those who sell or use PVC-containing materials and products, may wish to (1) evaluate their exposure to and the potential impact of this initiative on their business; (2) consider opportunities to engage in advocacy related to EPA's initial consideration of CBD's petition and any rulemaking or litigation that might arise from that decision; and (3) begin to assess opportunities to decrease their potential exposure to any eventual classification of discarded PVC as a hazardous waste.

The Tennessee PHCC and the national PHCC are monitoring the initiative and will recommend action when merited.



Business News

3 Meaningful Benefits to Attract and Retain Talent

-Greg Wells, President of Max Service Group

Every business operating in any industry can claim that its people make all the difference. But as home service providers, we know that sentiment is undoubtedly true. Our people are the ones going into customers' homes, sharing their deep expertise, and representing the company with every conversation and customer experience. Without service technicians –the “boots on the ground” HVAC, plumbing and other home service businesses simply could not operate. When someone in our industry says that the people are everything, they mean it.

Home service companies must take this deep appreciation for their team and translate it into more than praise (though yes, plenty of praise is good). As we all compete to fill open positions and keep existing team members, benefits play a huge role in winning. These benefits don't just allow businesses to keep hard-working team members or attract top new talent, they allow the company to change the lives of team members for the better, encourage people to not just stop by your business for a few years of their career, but retire with you. And most importantly, it is the right thing to do.

While competitive compensation usually tops the wish list for most people looking for work, there are other important benefits that should be considered. Here, we detail the three most meaningful benefits that will help companies competing for workers during this talent shortage.

Competitive Referral Program

Many people working as contractors in multiple industries have built a network of colleagues with similar skill sets who have become friends. By offering a competitive referral program, a business is able to entice existing team members to reach out to those they know and trust in the industry with a relevant job opening. This benefits both the company and the person making the connection. From the company's standpoint, they now have an applicant that has been vetted, to some degree, by an existing, trusted team member. They also receive the opportunity to potentially work with someone they know, and a monetary reward sweetens the deal.

Rather than offering a one-time bonus per person referred who goes on to be hired, consider switching to an ongoing model, where whomever refers a new team member is paid a smaller bonus each month of the referred person's employment. This extends the length of the benefit and keeps the referral program top-of-mind month after month.

Better Insurance

Health coverage is a requirement for full time employees, and many companies check that box by providing minimal, or expensive health coverage options. This does a disservice to your team, and the financial drawback is amplified for those who have families insured on the plan, as well.

Invest in better health plans to entice team members to stay with you longer. Renegotiate insurance plan options on a yearly basis and try to provide different levels of coverage so there's a fit for anyone's insurance needs. The same can be said for 401k benefits. Consider a 401k match program that will be seen as a difference-maker when someone is considering a job offer. Even a small match is better than none.

Deeper, Simpler Employee Discounts

Too often, service companies are offering employees either discount programs that are complicated with far too many hoops to jump through, or the same discount that customers receive during the best sales and coupon seasons of the year. Your team works so hard for the business, and they simply deserve more than customers are receiving. Creating a program that is too hard to understand or too intensive will only drive your team away from attempting to benefit from it. It needs to be easy to understand and far superior to anything you give your clients. This is just another way a company can go above and beyond to provide its team the best in all areas.

Keeping Pace

One thing to keep in mind about benefits is that they should change over time. Gone are the days of plugging in a compensation system and minimal insurance plan and considering it done. Our team members deserve to know the businesses they work so hard for are in turn working to provide them with the best pay and benefits packages possible. This means benefits will fluctuate over time. For example, a company could respond to the recent rise in gas prices by offering gas gift cards as incentives. Opportunities for gaining more industry knowledge could also be encouraged with the implementation of a few paid days per year for skills training. Paid time off for philanthropic efforts is another idea.



As we all compete to fill open positions and keep existing team members, benefits play a huge role in winning.



Federal Government Approves Inflation Reduction Act

What Does it Mean for the HVAC and Water Heater Industry?

In 2022, President Joe Biden signed the Inflation Reduction Act (IRA) into law. The Act, which contains dozens of provisions related to climate change and prescription drug prices, includes measures that provide federal income tax credits for high efficiency HVAC and water heater products.

Specifically, the bill offers homeowners up to \$1,200 in annual federal tax credits for installing qualified appliances, which include certain central air conditioners, natural gas, propane, or oil water heaters, and natural gas, propane, or oil furnaces or hot water boilers. For heat pumps, heat pump water heaters, and biomass boilers, the bar is raised and homeowners can claim a federal tax credit of up to \$2,000 per year. For appliances to qualify for these credits, they must meet the criteria established in the Consortium for Energy Efficiency's (CEE) highest performance tier that is not identified as the "advanced tier."

This criterion was recently updated by CEE and is as follows:

- Gas-fired storage residential water heaters in the medium draw pattern: > 0.81 UEF
- Gas-fired storage residential water heaters in the high draw pattern: > 0.86 UEF
- Gas-fired tankless water heaters: > 0.95 UEF
- Heat pump water heaters: > 3.30 UEF
- Gas-fired hydronic boilers: > 95% AFUE

In addition to the tax credits discussed, the IRA also sets aside \$4.5 billion for state and tribal governments to provide their own rebate programs that are centered on household electrification. Identified in the Act as the High-Efficiency Electric Home Rebate Program, state and tribal governments will be permitted to offer rebates to homeowners who choose to install electric appliances, with the following limitations:

- Up to \$1,750 for heat pump water heaters
- Up to \$8,000 for a space heating or cooling heat pump

The program also rebates associated costs including electric load service upgrades (up to \$4,000); insulation, air sealing, and ventilation (up to \$1,600); and electric wiring (up to \$2,500). Homeowners are capped at \$14,000 in rebates for the duration of the program's existence, but the actual amounts for these rebates will be dependent upon how participating state and tribal governments choose to design their programs.

The federal tax incentives and the High-Efficiency Electric Home Rebate Program established in the IRA certainly have the potential to change trends in our industry. For that reason, we encourage you to learn more about these programs, and utilize both PHCC staff, as well as Bradford White's Government and Regulatory Affairs team as a resource if you have any questions or would like any additional information. We can be contacted at BWCGovReg@bradfordwhite.com

3 Meaningful Benefits to Attract and Retain Talent (continued from previous page) -Greg Wells, President of Max Service Group

Regardless of the specific benefits offered, make sure employees feel supported each day, and extend that into the hiring process. Be sure each person who applies with the company is receiving quick communication and updates as they go through the hiring process. Extending care toward individuals from the moment they first inquire with a company is a good way to lay the positive groundwork for a meaningful relationship even if someone doesn't end up signing on to work right away.

As I have seen first-hand, supporting your business and customers always means supporting your team first and foremost. By keeping compensation and other meaningful benefits top-of-mind year-round, your team will feel better appreciated and supported, customers will receive a better experience and business will thrive.

Reprinted with permission from CONTRACTOR Magazine, November 2022. Greg Wells is the president of MAX Service Group which operates Williams Comfort Air and Mr. Plumber in central Indiana, Thomas and Galbraith Heating, Cooling & Plumbing in southwestern Ohio, Buckeye Heating and Cooling in greater Columbus, Ohio and Jarboe's Heating, Cooling & Plumbing in greater Louisville, Kentucky.

2023 HVAC Regulatory Requirements - Are You Ready?

- Lynne Brandon, Editor Southern PHC

New Year, New Requirements

On January 1, 2023, people celebrated a New Year with family and friends and a day off. In the world of energy, it was a new day – one with new regulations from the Department of Energy's (DOE). In 2023, new minimum efficiency standards for split system air conditioners (ACs) and split system heat pumps (HPs) will go into effect.

As energy consumption in the U.S. continues to soar and with climate issues in the mix, these new regulations are part of the DOE's ongoing initiative to reduce overall energy consumption in the U.S.

The minimum efficiency increases for 2023 will vary not only by product but by geographic region as well – climate will dictate differing standards in the South versus the North.

HVAC manufacturers will have an additional requirement to comply with a new testing procedure for developing efficiency ratings. Manufacturers are working to get ready ahead of 2023, and many proactive companies have met the standards ahead of the deadline.

To assist with compliance requirements, some industry experts are issuing a 2023 Regulatory Launch Kit with minimum efficiency changes maps/charts, new SEER2, EER2 and HSPF2 test procedures, regulatory-ready product updates, and non-compliance consequences.

You might be asking why the changes are necessary. Every six years the DOE reanalyzes the effects of energy usage, sets minimum efficiency requirements and manages the testing standards by which those efficiencies are measured. For 2023, the DOE is increasing the minimum efficiencies for central air conditioners and heat pumps. The testing procedures for determining those efficiencies will change as well.

The new requirements will bring improved energy efficiency to homes, commercial buildings and to the planet. And, reducing the carbon footprint is a focus for many companies.

For 2023, changes will come for energy efficiency (EE) ratings for air conditioners and heat pumps. In the North, the minimum efficiency will increase from 13.0 to 14.0 SEER and in the South from 14.0 to 15.0 SEER. The national heat pump minimum efficiency will increase from 14.0 to 15.0 SEER.

What does this mean for contractors and businesses? Plenty. The new requirements mean that an estimated 70% of current products will not meet the minimum efficiency standards. This will require that ALL products be retested using the new procedures to be ready by January 1, 2023.

Record Keeping

Beginning in 2023, get ready for record keeping. Dealer/contractors, distributors, and manufacturers will all be required to track the model and serial numbers of all equipment sold, delivered and installed (including cash sales), as well as delivery addresses and installation locations.

Think of it like audit protection, and treat this like your tax records. These records will protect you in the event of a DOE investigation. Depending on the type of business, records should be kept for up to 60 months:

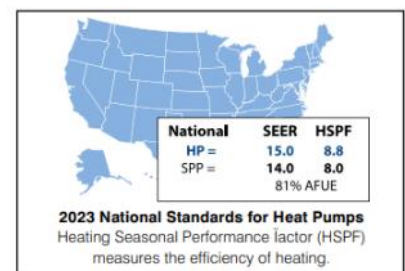
- 48 months for dealers / contractors
- 54 months for distributors
- 60 months for manufacturers

Sanctions for Noncompliance

What happens if a business does not comply with the new requirements? Costly consequences will result - such as heavy fines and loss of revenue. Across the board, everyone – from dealers to manufacturers – not in compliance will be sanctioned by the DOE. Dealers and contractors caught installing non-compliant equipment will be forced to replace the equipment at their cost. Repeat violators can be put on a national do-not-sell list.

Distributors are subject to the same do-not-sell penalty for supplying non-compliant equipment to contractors for installation. Manufacturers that knowingly sell non-compliant equipment will also face stiff fines.

(continued)



2023 HVAC Regulatory Requirements - **Are You Ready?**

(Continued)

Intelligent Design Meets Energy Efficiency: Trane, Carrier and Lennox

The following synopses were provided by the manufacturers.

Trane Technologies is building on its commitment to deliver greater energy efficiency with Air-Fi Wireless Sensors for Trane / Mitsubishi Electric City Multi® Variable Refrigerant Flow (VRF) and updates to the IntelliPak 1 HVAC rooftop unit. The enhancements provide building owners with equipment, data, and controls to help stay ahead of efficiency standards, meet their decarbonization goals, and make retrofits easier and more cost-effective.

“Changes to the environment, regulations, and incentives will have an increasing impact on business and building operations,” said Manlio Valdes, vice president, Trane Product Management. “By strengthening Trane’s best-in-class portfolio with greater intelligence, increased efficiency, and flexible control, building owners, contractors, and engineers can advance their strategies and designs to support decarbonization.”

Commercial building owners using VRF systems can benefit from wireless sensing technology that enables enhanced, individualized comfort. The Air-Fi Wireless Sensors, which integrate with Tracer SC+ or Tracer Concierge, are now compatible with

Trane / Mitsubishi Electric VRF systems. Air-Fi Wireless Sensors uniquely detect and monitor temperature, humidity, occupancy, and carbon dioxide from a single device.



Air-Fi Wireless sensors offer multiple perks: reduced wiring for faster project completion and easier installation, making contractors work more efficient; industry-leading battery life for worry-free maintenance, and maximized network reliability – wireless mesh technology (re-directs communications paths instantly in case of interference or link failures).

Trane has upgraded the IntelliPak 1 to meet the DOE minimum EE requirements and now comes standard with Symbio 800 Controller. The IntelliPak 1 delivers an industry-leading part-load efficiency rating of up to 18.5 IEER (Integrated Energy Efficiency Ratio), depending on the

system configuration, and meets ANSI/ASHRAE/IES Standard 90.1-2019. Trane provides three tiers of efficiency (for most tonnages) to meet specific application and regulatory needs up to their highest-efficiency unit, eFlex™ ultra-high efficiency.

How will these adaptations affect contractors and installers? Intelligent design along with lean manufacturing results in lower installation and operating costs. Trane installs and integrates everything in the factory so installation and upgrades are fast. No additional hardware, software or manpower costs are required. Additionally, new IntelliPak units have the same footprint and will fit the same curb as older IntelliPak models, plugging seamlessly into the building infrastructure for simpler and faster replacement.

Carrier has launched a new evaporator coil with Vertex™ technology, for use in home air-conditioning systems, meeting the U.S. DOE’s efficiency requirements that take effect in 2023. Vertex™ technology (patent pending) delivers more controlled and uniform airflow over the coil to improve heat transfer, reduce pressure drop, improve corrosion resistance to prolong coil life, and increase system efficiency and reliability.

“Vertex™ technology is a lighter, highly innovative evaporator coil that delivers greater efficiency and durability with the same footprint and comparable heights as the current evaporator coils that it’s replacing,” said Mark Lampe, Product Marketing, Residential HVAC, Carrier.

Several distinct design features help reduce corrosion and prolong the V-shaped indoor coil’s life. The coil’s “V” design channels water away from the coil’s superheated region to minimize condensate blow-off. The unique geometry also reduces condensate sweating by reducing the amount of surface inside the cabinet exposed to conditioned air. A lighter, corrosion-resistant aluminum construction increases system efficiency and durability. Brazed joints that are positioned at the top of the coil, away from condensate, provide further corrosion protection. Overall, Carrier has reduced the number of manually brazed joints from 13 to just three.

(continued)

2023 HVAC Regulatory Requirements - Are You Ready?

(Continued)

Rheem introduces its new AC model - one that will meet the EE requirements for 2023.

The Rheem Endeavor™ Line Classic Plus® Series RA16AZ iM Air Conditioner offers exclusive inverter-driven, variable speed, twin rotary compressor technology to precisely meet comfort requirements – efficiently and quietly.

The new 7mm condenser coil provides a decrease in refrigerant requirements up to 15%, lowering the amount of greenhouse gases emitted while contributing to Rheem's sustainability goal of a 50% reduction in greenhouse gas footprint by 2025. Furthermore, the Rheem Endeavor Line, with Rheem Contractor App-based commissioning via Bluetooth technology, features up to 54% faster installation and up to 62% faster overall diagnostics over other residential HVAC brands.

Lennox, International Inc. has residential and commercial products that meet the 2023 EE. Two of the most efficient Lennox residential products are the SL25XPV heat pump and the SL28XCV air conditioner.

The newest addition to the Dave Lennox Signature® Collection model, the SL25XPV heat pump is perhaps the most precise and efficient heat pump on the market. With this industry-changing SL25XPV heat pump, homeowners can rely on warmth similar to that of a gas furnace, while maintaining the highest possible efficiency for the lowest environmental impact.

With an efficiency rating up to 24 SEER and 11.8 HSPF, the SL25XPV heat pump is nationally recognized as one of the most efficient ENERGY STAR certified products for reducing greenhouse gas emissions and meeting rigorous energy efficiency levels set by the U.S. Environmental Protection Agency.

Precise Comfort™ & TruHeat Performance are core technologies that adjust heating and cooling output in precise and minute increments, while delivering a greater amount of heat with less energy compared to prior generations of traditional heat pumps. This new technology allows homeowners from all regions of the U.S. – even those in the coldest climates – to take advantage of the energy efficient capabilities of the SL25XPV heat pump, offering up to 58% in cost savings per year.

The SL28XCV Air Conditioner achieves efficiencies of up to 28 SEER and was designated as one of the Most Efficient ENERGY STAR® certified products in 2021. This air conditioner has been engineered with a sound-dampening system and variable-capacity compressor, which allows it to primarily run in low speed—drastically minimizing the sound of air kicking on or off inside the home.

New Day, New Refrigerant

As climate change continues to be a talking and selling point for the industry, the movement and effort toward energy friendly products is expected to continue. In a worldwide effort to address climate change concerns, global leaders have proposed phase down of high Global Warming Potential (GWP) refrigerants as a part of the Kigali Amendment to the United Nations' Montreal Protocol. As to the U.S. involvement, states involved in the U.S. Climate Alliance are embracing the reductions. **Based on proposed California regulations, it is anticipated that many U.S. states will be limiting the GWP for refrigerants used in HVAC applications at a maximum of 750, possibly as early as 2025.**

This means new products will need to be developed since the current R-410A refrigerant (while excellent at providing a non-ozone-depleting alternative to R-22) has a GWP of 2088, well above the anticipated future limit. New products will use R-454B refrigerant, which has a much lower GWP – 465 – and, easily surpasses the proposed 2023 requirement. And, it will continue to meet the anticipated future Kigali phase down requirements.

Marketing Opportunities

Every appointment is essentially a marketing opportunity. It is easy to share with customers the advantages of upgrading to more energy efficiency products. Cost savings speak to every consumer. Educate customers with leave behind energy efficiency information, how-to tips or other marketing materials that will help the user understand and appreciate the value they are receiving. The best marketing efforts result in a happy, informed customer (and future referral). With a little effort every experience can be a marketing opportunity and a win-win for everyone.

Reprinted courtesy of Southern PHC, serving the plumbing, heating and cooling industry for over 75 years.

The new requirements mean that an estimated 70% of current products will not meet the minimum efficiency standards.

This will require that ALL products be retested using the new procedures that were ready on January 1, 2023.

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