

The South Dakota

PIPE CHATTER



August 2023

Inside this Issue:

- Golf Tournament Player & Sponsor Registration
- CONNECT2023 Registration Open
- Online Plumbing CE Class Now Available
- Frontline Service Training Registration



The Official Publication of the South Dakota Association of Plumbing-Heating-Cooling Contractors,

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The South Dakota

Pipe Chatter

Official publication of the South Dakota Association
of Plumbing-Heating-Cooling Contractors, Inc.



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Sioux Falls, SD 57105 1-800-640-PHCC (7422)
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Upcoming Events

- September 7, 2023 - Golf Tournament, Elkhorn Ridge Golf Course, Spearfish, SD
- October 4 & 5, 2023 - Frontline Service Training, Sioux Falls, SD
- October 25-27, 2023 - CONNECT2023, Cleveland, OH
- February 21-23, 2024 - Annual State Convention, Deadwood, SD

The South Dakota Pipe Chatter is published monthly and is the official publication of the South Dakota Association of Plumbing-Heating-Cooling Contractors, Inc only insofar as notices, bulletins, and reports are concerned. Editorial and personalized new stories reflect the opinion of the writers and not that of SDAPHCC. Neither SDAPHCC nor this magazine accepts responsibility for statements or claims made for their products by advertisers.



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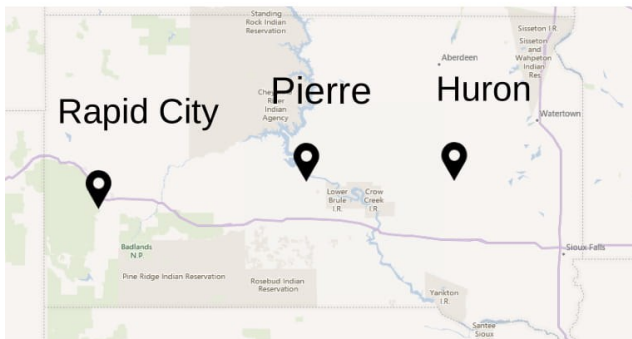
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President's Message



Hello everyone,

What a great time it was at the golf tournament in Iowa. It was nice to see everyone. We had an awesome turnout. Grand Falls really did a great job and they have a beautiful course. Thank you Jeremy and Kristie for all the hard work you put in.

With the end of the summer coming and kids going back to school, we are wrapping up a couple of school jobs. It has been a crazy humid summer and we are finally seeing the light at the end of the tunnel.

On some of these jobs, we were able to hire a couple of students who were fresh out of high school. They are wanting to make plumbing a career. It is great to get some younger generations in this field.

I hope everyone has had a good summer. We will talk next month.

-Ryan Sheesley,
SDAPHCC 2023 President



September 7

West River Golf Outing at
Elkhorn Ridge Golf Course,
Spearfish, SD

October 4 & 5

Frontline Service Training,
Sioux Falls, SD

October 25-27

CONNECT2023, Cleveland, OH

February 21-23, 2024

Annual State Convention,
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SDAPHCC Members Enjoy East River Golf Tournament

The SDAPHCC hosted the East River Golf Tournament on Thursday, July 21 at Grand Falls Casino Golf Course near Larchwood, IA.

Fourteen teams of golfers enjoyed 9 holes of golf followed by dinner. During dinner, a prize drawing was held and pin prizes were awarded. In addition, prizes were also given to the first place and second place teams.

A special thank you to the hole, dinner and prize sponsors for making this event possible (see page 6 for full list)

First Place Team



First place team: Russ Griesse, Jeremy Seeman, Brent Veeder, and Ryan Hawthorne

Second Place Team



Second place team: Austin Herting, Jon Emerson, Rachel Gackle and (not pictured) Sean Mayer



Thank you to our East River Golf Tournament Sponsors

Hole & Pin Prize Sponsors

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Pin Prize Winners

Hole 1 - Longest Putt - Rob Andresen
Hole 2 - Longest Drive Men - Zach Ridl
Hole 3 - Closest to the Pin in Two - Brent Veeder
Hole 4 - Longest Putt - Jordan deWit
Hole 5 - Shortest Drive - Trever Wheelhouse
Hole 6 - Closest to the Pin - Neil Schlimgen
Hole 7 - Longest Drive Women - Rachel Gackle
Hole 8 - Closest to the Pin - Beau Baker
Hole 9 - Longest Putt - Zach Ridl

Prize Drawing Winners

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SDAPHCC Golf Tournament

Join us for this fun event. A portion of the proceeds will benefit the SDPHCC Educational Foundation

Thursday, September 7, 2023

Elkhorn Ridge Golf Course

Spearfish, SD

9 Hole Scramble - 15 teams maximum

Shotgun Start - 2pm

Dinner & Prizes - 5pm



**ELKHORN
RIDGE**

Check the items you wish to register for

_____ - Team Registration - \$400.00

_____ - Individual Registration - \$100.00

_____ - Four Mulligans for Team - \$20.00

_____ - Hole & Pin Prize Sponsor - \$250.00

_____ - Dinner Only Registration - \$15.00

_____ - Prize Sponsor - \$450

_____ - Dinner Sponsor - 2 available at \$500 each or 1 at \$1000

REGISTRATION TOTAL - _____

_____ Payment enclosed _____ Please invoice

*Individual & Team Registrations include green fee, cart, pre golf range ball, dinner & prizes

Name _____ Company _____

Phone _____ Email _____

Team Members (if registering a team) _____

Mail or Email registration form to SDAPHCC Office
707 E 41st St, #220, Sioux Falls, SD 57105 or Kristie.phcc@midco.net



PHCCCONNECT2023

People. Passion. Purpose.

Oct. 25-27, Cleveland, Ohio

Plan to be part of the industry's premier event for plumbing, heating and cooling contractors!

You'll experience:

- More than 20 education sessions on hot topics like workforce development, legislative/regulatory initiatives, customer service and more!
- Insightful keynote presentations from economist Connor Lokar and Coach Ken Carter!
- A engaging experience at the Product & Technology Showcase
- A special session for PHCC's Union-Affiliated Contractors
- A fun and informative closing event at the Rock & Roll Hall of Fame



Keynote Speakers



Ken Carter
Author
Speaker
Philanthropist



Connor Lokar
Economist
at ITR
Economics



BONUS Opportunities

- Pre-conference Finance Bootcamp on Oct. 24!
- 2023 Rising Leaders Summit; send one of the rock stars in your company!
- Manufacturer tours of RIDGID and Moen facilities



Westin Cleveland Downtown / Huntington Convention Center of Cleveland

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Plan to Attend PHCCCONNECT2023

People. Passion. Purpose.

Join us in Cleveland, Ohio, October 25-27 at the Huntington Convention Center.

You share a passion with other professional plumbing and HVAC contractors to be the best that you can be. 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 throughout the event.

Plan to attend the p-h-c industry's premier event, PHCCCONNECT2023, where you can learn, share and CONNECT!

How to Register

Visit phccweb.org/connect to register for the event. This website also contains all the information you need regarding CONNECT including hotel reservation links, and event schedule.

Hotel Information

PHCC has arranged room blocks at two downtown Cleveland hotels.

1. The Westin Cleveland Downtown located at 777 St. Clair Avenue NE
2. Drury Plaza Hotel Cleveland Downtown located at 1380 E 6th St

They are both located within walking distance of the Huntington Convention Center. Although most PHCCCONNECT2023 events will be held at the Huntington Convention Center, some PHCC leadership functions will occur at the Westin Cleveland Downtown and special evening events will take place at the Drury Hotel.

Visit phccweb.org/connect to learn more about each hotel and access registration links.

Rising Leaders Summit

The Rising Leaders Summit is a one day event offered during CONNECT2023 on Thursday, October 26. It is designed to help upcoming individuals forge a path to being the next great leader in their community and industry.

Participants will experience a day of learning, inspiration, and networking as they hear from industry leaders. The specialized agenda will help attendees:

- Understand what makes effective managers and leaders, and the distinction between the two.
- Build confidence through real work situations and role playing.
- Understand the three fundamental types of organization-wide goals and how to measure and manage each.

Consider sending the rising stars from your organization and help equip them for success. See page 12 for more information.

Plan to Attend PHCCCONNECT2023 continued

People. Passion. Purpose.

Meet the PHCCCONNECT 2023 Keynote Speakers

Coach Ken Carter - Growth Begins at the End of Your Comfort Zone

The inspiration for the popular movie "Coach Carter," Ken Carter is a successful author, speaker and philanthropist who continues his message of teamwork, accountability, integrity, and leadership.

As one of the most highly sought after "success speakers" and businessmen, Ken has spoken to over a million people and has done more than 5,000 presentations all over the globe. Ken firmly believes "greatness is defined by the service you give to others."

During his keynote address, Coach Carter will dive into the important steps needed to win in today's world. Drawing on his influential years as a coach, and the impact he had on and off the court and in the business world, Carter will bring hard-hitting advice about accountability, integrity, teamwork and leadership to succeed both on and off the court.

Connor Lokar - Peircing Through the Noise

There is an extraordinary amount of noise concerning the status of the economy today and what the future will look like. Economist Connor Lokar of ITR Economics—back by popular demand—will present a dispassionate look at the trends that define the economy and make predictions about the future through 2025, pinpointing how changing conditions will impact attendees.

Lokar will delve into the construction industry statistics to determine what phase of the business cycle it is in and what factors will impact p-h-c businesses moving forward. You'll learn which industries/markets are faring better than others to potentially mitigate the impact of business cycle decline.

This crowd favorite also will cover ITR's assessment of labor costs and labor availability through 2025, sharing how these will have a prolonged impact on how we do business and what capital expenditures can help ameliorate the pressures.

Tapping into ITR's data and expertise, Lokar will drill down to how global expansion, higher labor costs and other factors will impact the price of raw materials and finished goods, as well as upward pricing pressure. While the rate of inflation will recede as the economy weakens, you will learn why it will not be gone. Management objectives consistent with ITR's forecasts for inflation and interest rates will provide actionable takeaways for attendees.

Attendees will leave the conference with the confidence that comes from an accurate, proven, analytical approach to the economy. This entertaining, engaging experience will provide attendees with clear direction regarding what will be and what must be done in order to maximize revenue and profit growth.

 RISING LEADERS SUMMIT

Calling All Rising Stars!

OCT. 26, 2023, at **PHCCCONNECT2023** | CLEVELAND, OHIO

Groundbreakers, game changers, and power performers wanted! Bring the rock star employees from your company for a special one-day Rising Leaders Summit on Thursday, Oct. 26.



Program Highlights:

- **"Great Leaders Must be Master Managers"** Opening Keynote—**Jeremey Wall**, co-founder and CEO of Goalmakers
- **"Leadership in Action"** Role-Playing Session
- **"Set Goals All the Time"** Workshop
- **"Pathways to Leadership"** Industry Panel
- **"Re-Think Your Potential to Achieve More"** Closing Keynote—**Steve Acho**, human and business performance mentor

This Summit is sure to capture the attention and imagination of your young leaders and light a spark for the future of your business. NextGen is right now, and mentoring is in our PHCC DNA.

Visit phccweb.org/connect to register!

This special event is sponsored by A.O. Smith, Scorpion, Milwaukee Tool and Rheem Manufacturing".



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BONUS!

Rising Leaders Summit registrants also are eligible to participate in: The Product & Technology Showcase and evening receptions on Thursday, Oct. 26.

(Full Summit schedule on back)



SDAPHCC Frontline Service Training

The Ultimate Training Program for Service Technicians

October 4-5, 2023

Best Western Plus Ramkota Hotel, Sioux Falls, SD

QSC's Frontline Service Technician Training program will help you build a team of star technicians!

During this two-day session centered around **QSC's Customer Experience Delivery System**, attendees will garner the knowledge, skills and the capabilities needed to create exceptional customer experiences, sell more, drive repeat business and deliver excellent customer service.



Key Topics

- What is Success?
- Mindset and Attitude
- Brand and Value
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- Customer Loyalty
- Understanding Customer Needs

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- Complete the Work
 - Prepare work environment
 - Carryout job
 - Cleanup work environment
- Finalize the Experience
 - Present invoice and depart

REGISTRATION FORM

Name _____ Company _____

Phone _____ Email _____

Supervisor _____ Supervisor Email _____

To register, return form and \$729 per person to the SDAPHCC Office by August 15, 2023.

Please complete a separate form for each attendee.

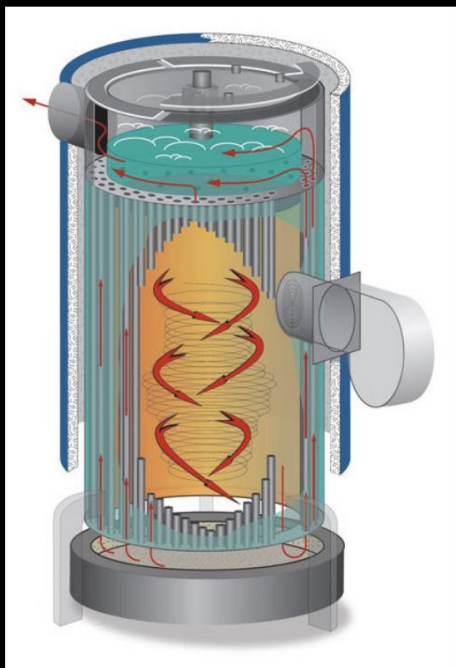
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Question

An employee is spending an excessive amount of time in the bathroom.

The employee takes 8 to 10 bathroom breaks a day, which can range anywhere from 10 to 20 minutes per break. This amounts to at least 1 or 2 hours a day that this employee is getting paid to be in the bathroom.

What can we do? Are we allowed to talk to the employee about this?

Answer

While employees must be given reasonable access and time to use the restroom, employers indeed have rights when an employee's breaks become excessive or otherwise violate the company's break time policy. An employer can expect that its employees will be performing job duties and not spending excessive time engaging in non-work duties during work time.

Thus, an employee who, absent a disability, is excessively taking bathroom breaks that are disruptive to productivity can be addressed from a performance management standpoint. An employer should address the issue with an employee just as it would with any other employee who was not meeting the employer's reasonable performance expectations. For example, what would the employer do if an employee were spending excessive time taking personal telephone calls each day? If disciplinary action would be warranted in such a situation, the employer may proceed with it.

That said, if an employee indicates that his or her disability is causing the employee to be in the restroom for lengthy periods of time, the employer should engage the employee in an interactive discussion to determine whether reasonable accommodation can be made without undue hardship, pursuant to the Americans with Disabilities Act.

The Job Accommodation Network (JAN) offers excellent information and ideas for employers, and restroom issues are specifically addressed on their website.

The HR Question of the Month is provided by Zywave®, a company wholly independent from Federated Insurance. Federated provides its clients access to this information through the Federated Employment Practices Network with the understanding that neither Federated nor its employees provide legal or employment advice. As such, Federated does not warrant the accuracy, adequacy, or completeness of the information herein. This information may be subject to restrictions and regulation in your state. Consult with your own qualified legal counsel regarding your specific facts and circumstances.

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Congratulations to SkillsUSA Plumbing Championship Winners

By Staff Writer, PHCC Educational Foundation

The **Plumbing-Heating-Cooling Contractors—National Association (PHCC) Educational Foundation** is proud to announce the six plumbing students who received top honors in the plumbing competition during the annual SkillsUSA National Leadership and Skills Conference, held June 22nd and 23rd in Atlanta, Ga.

Members from the Foundation's Plumbing Apprentice and Journeyman Training Committee serve on the SkillsUSA Plumbing Technical Committee. Committee members were on hand to set up, run, and assist with contest judging.

The PHCC Educational Foundation partners with SkillsUSA to sponsor the plumbing contest each year. The Foundation also supports the HVACR Contest. The SkillsUSA Championships is the nation's largest hands-on workforce development event for middle school, high school, and college/post-secondary students enrolled in career and technical education programs. The SkillsUSA Championships occupy 1.79 million sq. ft. (31 football fields or 41 acres) of floor space. More than 6,000 students competed in 110 contests.

The Plumbing Contest winners were:

- 1st Place Secondary – Shadrach Roundy, Davis Technical College, Kaysville, Utah
- 1st Place Post-Secondary – Christopher Hayes, Pinellas Technical College, St. Petersburg, Fla.
- 2nd Place Secondary – Nicholas Gerasimov, Shawsheen Valley Technical High School, Billerica, Mass.
- 2nd Place Post-Secondary – Brent Offenberger, Rowan Cabarrus Community College, Salisbury, N.C.
- 3rd Place Secondary – Benjamin Tuck, Putnam Career & Technical Center, Eleanor, W.Va.
- 3rd Place Post-Secondary – Chris Martinez, Texas State Technical College – West, Brownwood, Texas

"The PHCC Educational Foundation is dedicated to improving the industry by helping students in the plumbing, heating and cooling fields reach their full potential. The SkillsUSA Championships competitions are an outstanding example of the professionalism that results when industry is joined with education," said PHCC Educational Foundation CLO, Angela Collins.

Technical committee members for this year's event included:

- Robert Hahn, Chair, Eastwick College, HoHoKus School of Trades, Union, N.J. (plumbing)
- Dale Powell, Project Manager, PHCC Educational Foundation, Gettysburg, Pa. (plumbing)
- Danny Crigler, III, L & D Coates Inc., Aroda, Va. (plumbing)
- Roman Grier, Viega, Broomfield, Colo., (plumbing)
- Victor Hatcher, Tyler Pipe and Coupling, Tyler, Texas (plumbing)
- Warren Lupson, Lupson Assoc., Silver Spring, Md. (HVACR)
- Harold Moret, Copper Development Association, McLean, Va. (plumbing)
- John Mullen, International Association of Plumbing & Mechanical Officials, Ontario, Calif. (plumbing)
- Patrick Peterson, TOTO, Morrow, Ga. (plumbing)

SkillsUSA continued

- Larry Shoemaker, Deluxe Plumbing & Heating, Bethlehem, Pa. (plumbing)
- Jeff Voss, Jeff's Plumbing and Repair, Boone, N.C. (plumbing)
- Jamie Simpson, Schaal Heating & Cooling, Des Moines, Iowa (HVACR)
- James Walls, Cast Iron Soil Pipe Institute, Garland, Texas (plumbing)

The plumbing competition was made possible by the following generous industry sponsors: AB&I Foundry; Bradford White; Copper Development Association, Inc.; Rheem; Tyler Pipe & Coupling; Zoeller Pump Company; with additional support from American Supply Association; Delta Faucet Company, International Association of Plumbing and Mechanical Officials (IAPMO); Kohler Company; Moen; and SupplyHouse.com.

Prizes, materials and on-site support was provided by: AB&I Foundry; Cast Iron Soil Pipe Institute; Charlotte Pipe & Foundry; Copper Development Association; IAPMO; Kohler Company; Miller Mechanical Contractors and Engineers, LLC; Milwaukee Tool Company; Oatey; PHCC Educational Foundation – PHCC Academy®; Sioux Chief Manufacturing; Tyler Pipe & Coupling; and United Association Local 72 in Atlanta.

SOUTH DAKOTA STATE PLUMBING COMMISSION

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Mandy Nielsen, Executive Director
Carol Ames, Secretary

Next Meeting: October 19, 2023, 10:00am

Online Plumbing Continuing Education Classes Available

For those who were unable to attend a 2023 in-person Continuing Education Course, the 2023 online course is now available through IAPMO.

IAPMO has created a 4-hour course priced at \$110. The course is titled "2023 SD/IA Online CE Chapters 4, 6, & 8 (12-156477)"

The following link will take the users directly to the SD catalog page with the online course: <https://iapmolearn.org/topclass/searchCatalog.do?catId=0>

You can also visit www.iapmolearn.org. Type "South Dakota" into the search and scroll down to find the 2023 class.

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The online course is designed to be user friendly and flexible, allow you to come and go as your schedule permits, and progress through the program at your own pace. At the completion of the course, you receive a downloadable certificate found in your training history and your status as completed will be reported to the state.

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Discrimination and Harassment Prevention

Tuesday, August 15, 2023, 11 a.m. CST

30 minutes | Advance registration required

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These are steps you can take at no additional cost and that can put into practice right away.

Recommended Participants:

HR professionals, risk managers, managers, and supervisors

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I Couldn't Do It Alone



By Dave Frame, PHCC-Association President and CEO of Bob Frame Plumbing Services, Inc.

When my father handed me the keys to our family's company, it became clear that running a small business required wearing many hats, making it really difficult to be an expert at *any* of them!

I realized then and there that I couldn't do it alone. I got involved in my local PHCC chapter to find out who everyone else was using in terms of bankers, lawyers, accountants, etc. I didn't have to reinvent the wheel on best practices regarding hiring and marketing and so much more. There were people who had the resources I needed, and there was no way – *and no need* – for me to figure things out all by myself.

That really is how PHCC got its start. More than 140 years ago, 125 concerned contractors gathered to do what they couldn't do alone. These master plumbers were determined to take control of economic forces that threatened their profession and the health and safety of a nation. They proved that their collective voice was much more powerful than their individual ones.

Best Practices From Peers, Experts

I was recently *reminded* of the power of industry forces coming together. At two Collective Bargaining Seminars offered in Illinois by PHCC's Union-Affiliated Contractors (UAC), I saw like-minded contractors, chapter executives, and management industry leaders gather and willingly share best practices on how to effectively prepare for collective bargaining agreement negotiations. These events were examples of collaboration at its best, with the UAC, PHCC of Illinois, and PCA of Greater Chicago working together to offer these first UAC in-person meetings in about three years.

Your Own Intelligence Department

PHCC's 2023 Contractor Confidence Index results revealed that many of our member contractors are worried about things like economic uncertainty, healthcare benefits, inflation, interest rates, recent bank failures, and the like. I hope you're reading those monthly *Insta-Intel* reports from PHCC's Business Intelligence Department, because its members-only resources are providing strategies and best practices that can help you avoid the negative impacts of these issues on your business.

Most contractors don't have in-house resources to stay on the pulse of these types of factors on their businesses, but – as a member – you have through our BI department what you couldn't have alone: knowledge on what's happening in today's environment so that you're equipped on how to respond.

New HVAC Training Coming Soon

I'm really excited about the brand-new HVACR offerings from the PHCC Educational Foundation. Both PHCC and the Foundation have pulled together a team to develop a new online HVACR training program, not only providing effective resources to current members but helping non-members realize the value of joining PHCC.

And again, these are courses that most individual contractors couldn't provide alone. Foundation Chairman Kevin Tindall recently shared that that's why he is so grateful for contractor support for the Foundation ... because "individual contractors and even most PHCC chapters don't have the resources available to create programs like these."

I Couldn't Do It Alone continued

Strength in Numbers on Capitol Hill

A prime example of strength in numbers within PHCC is our annual Legislative Conference. Alone, you could never make the impact needed to influence our nation's decision-makers on issues that impact your business. But, together, each year we have a strong delegation of PHCC members, chapter executives, and industry partners joining their voices on Capitol Hill.

At the Legislative Conference in May, we had nearly 100 representatives meeting with policymakers on the need to protect America's energy future through fuel choice, the costs and realities of building electrification, and the importance of legislative support for workforce programs and registered apprenticeships. That made a big difference!



Priceless CONNECTIONs with Your People

Of course, your best opportunity all year long to benefit from the collective knowledge of like-minded professionals is at PHCCCONNECT2023, Oct. 25-27, in Cleveland, Ohio (see page 28). We'd love for you to join us! I can honestly say that – even after 43 years in this business – I get so much out of CONNECT every year, and my son and daughter have grown up going to this event and now are the ones leading our business. It's where learning happens. It's where growing happens. It's where preparing happens.

And the best part is that you're experiencing it together with the people who know this business, your challenges, the latest products, or maybe a business strategy you hadn't yet considered. It's where you can work on your business with all the right people and resources ... *at one time, in one place*. It's where you can accomplish so much more in three days than you could ever achieve alone.

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For more information: Contact Kristie Brunick
1-800-640-7422 or kristie.phcc@midco.net

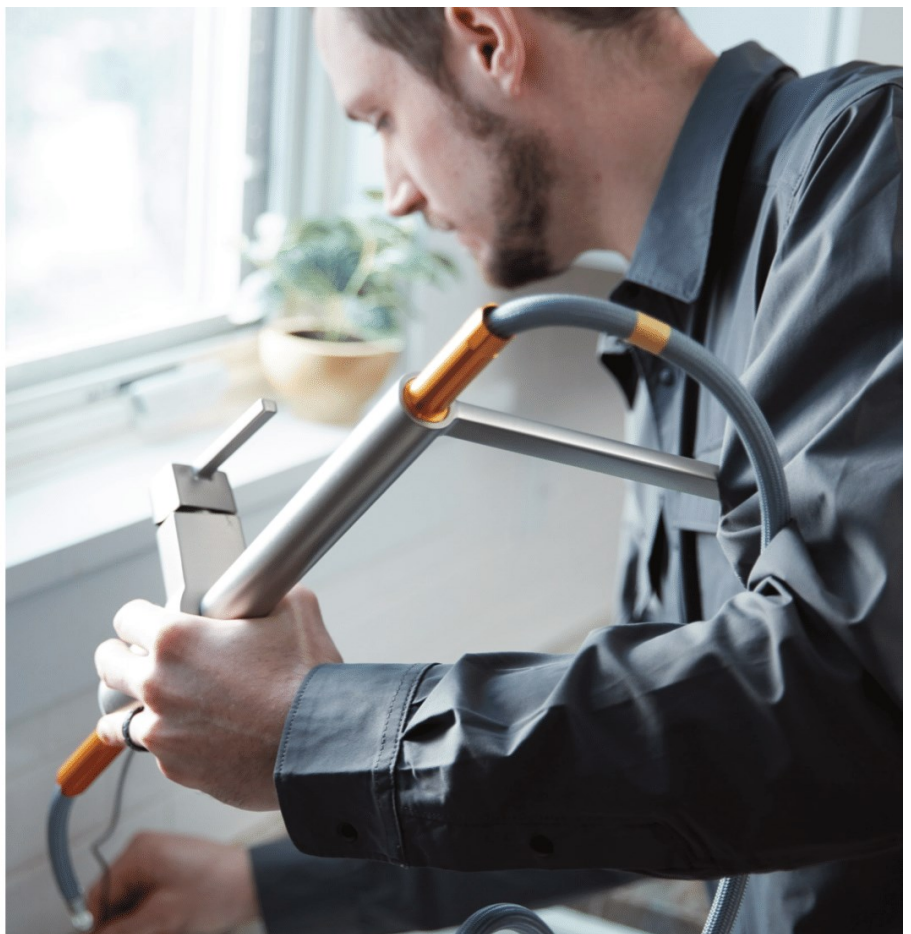
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Legislative/Regulatory Update - House Oversight Committee Holds Hearing on Household Appliances

By Mark Valentini, Director of Legislative Affairs, PHCC-National

On Tuesday, July 18, the U.S. House Oversight Committee held a hearing entitled “Examining the Biden Administration’s Regulatory Assault on Americans’ Home Appliances.”

Dr. Geraldine Richmond, Undersecretary for Science and Innovation for the Department of Energy, was called to testify on the administration’s efforts to regulate home appliances such as ovens and furnaces through rulemakings calling for higher efficiency standards. Advocates on the committee for consumer choice voiced concern over how higher standards might amount to “banning” gas appliances or pricing those products out of the range that most consumers can afford. Dr. Richmond insisted the Biden administration had no intention of banning gas stoves and is merely seeking to make home appliances more efficient and affordable.

The Oversight hearing comes as PHCC continues its efforts to educate lawmakers on the impact of state and local-level policies banning gas connections in new construction while prohibiting or limiting the use of gas and liquid fuel-fired appliances in existing infrastructure. While there are currently no federal regulations explicitly banning gas appliances including water heaters and furnaces, there are several proposed rulemakings that would remove gas and liquid fuel-fired appliances from the Energy Star program, while proposing standards for residential and commercial water heaters and boilers that could severely limit the market for such products. Additionally, rebates and tax incentives in the Inflation Reduction Act are designed to disincentivize the use of gas-fired products.

PHCC's legislative and regulatory affairs team will not cease to advocate vigorously for consumer choice and a diverse national energy portfolio that includes the use of natural gas and liquid fuels for affordability, home comfort and general quality of life, while educating policymakers on the anticipated economic impact of gas bans and gas appliance bans in states where those policies are being implemented.

“15 for 12” Membership Special Begins Sept 1

Do you know a contractor that should be a member?
New members who join in the fall can receive
up to 15 months for the price of 12!
Contact the SDAPHCC Office to make a referral.



Take advantage of free webinars provided by PHCC National. To register, visit www.phccweb.org. Under the "Events" Tab, select "Upcoming Webinars". Scroll down and click on the event. Follow the links to register.

"The Impact of Refrigerant Legislation and How Reclamation Can Help"

Wednesday, August 30, 2023

1pm CST / 12pm MST

Overview

The AIM Act: HFC Phasedown is in full effect and the stepdown to 40% reduction is a few months away. This presentation will provide you with an update regarding the AIM Act, HFC Phasedown schedule, and the impact our society will face now and in the future. The regulatory and environmental landscape for the HVAC industry continues to evolve. With the AIM Act sector-based regulation and refrigerant management rules issuing this year and with a multitude of state based refrigerant regulations, business as usual no longer applies. Hudson will elaborate on the refrigerant reclamation market, the mandated uses of reclaimed refrigerants in various industry sectors, and the future of reclaimed refrigerant in the move towards a low GWP refrigerant environment. Reclaimed refrigerants have near zero GWP, thereby reducing the carbon footprint of operating HVACR systems. By using reclaimed refrigerants, users are actively helping to combat unnecessary GHG refrigerant release. This session will also cover the fact and fiction of reclamation and how contractors can make significant revenue impact through reclamation.

Presenter

Kate Houghton, Vice President Sales and Marketing, Hudson Technologies

Kate has been Vice President, Sales and Marketing since May 2019 and joined the company in November 2014 as Director of Marketing. She has over 25 years of marketing experience within industrial manufacturing companies. Her previous roles include 16 years with Kidde-Fenwal/United Technologies, including Director of Marketing Global Suppression. Other prior positions include Vice President, Marketing at C&M Corporation and Vice President, Sales & Marketing at Safety Hi-Tech USA. Ms. Houghton holds an MBA from Boston University as well as a Bachelor of Mechanical Engineering (Hons) and a Bachelor of Commerce (Marketing) from Monash University in Australia.

From the Executive's Desk



By Kristie Brunick

East River Golf Tournament

Our East River Golf Tournament was held on July 20th at Grand Falls Casino Golf Course. I'm happy to report that we sold out all of our golfer and sponsorship spots! It was a fun afternoon with wonderful weather on a beautiful course. Thank you to all our sponsors and golfers for making this a great event!

West River Golf Tournament

With the East River Tournament complete, we now turn our attention to the West River Tournament, which will be held on September 7th at Elkhorn Ridge Golf Course in Spearfish, SD. We are limited to only 15 teams and spots are already starting to fill up.

In addition, we have openings for hole sponsors, dinner sponsors, and prize sponsors. To register as a golfer and/or sponsor, please complete the registration form located on page 8. A portion of the proceeds will benefit the SD Educational Foundation Scholarship Fund.

Frontline Service Training Registration Open

We are excited to offer a unique training session created specifically to help develop outstanding service technicians. Beth Dobkin from PHCC-National's Quality Service Contractors will lead this two day course. Consider equipping your technicians for success by registering them for this course. See page 13 for more information. A discount will be available to any company who registers 4 or more individuals.

Med Gas Class Interest and other Educational Offerings

Would your company have a need to train individuals for Medical Gas Certification? We are in the process of determining if there is enough demand to once again offer the class. Please contact me and let me know if you would be interested. If we get enough interest, we will book a class in early 2024.

In addition, please let me know if you have any other educational needs.

Membership Special

Each fall, we offer a membership special starting September 1. New members can receive up to 15 months of membership for the price of 12. If you know of a contractor that would be a good fit for our association, please let me know and I will send them membership information.

CONNECT2023

If you haven't made plans to attend CONNECT2023 in Cleveland, I highly encourage you to consider it. Registration is now open and can be completed on the PHCC National's website. As an attendee, you will enjoy access to several outstanding learning sessions, including two keynote speakers. You will also be able to take advantage of an impressive tradeshow featuring vendors from across the country. You can check out the National Apprentice Contest and cheer on the apprentices representing South Dakota. Plus, you will have the opportunity to network with industry peers and have lots of fun! Check out more information on pages 9-12.



South Dakota Association of Plumbing-Heating-Cooling Contractors

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www.sdphcc.org