

The South Dakota

PIPE CHATTER



MAY 2025

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

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Pipe Chatter

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of Plumbing-Heating-Cooling Contractors, Inc.



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www.sdphcc.org
Kristie Brunick, Executive Vice President
kristie.phcc@midco.net

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Upcoming Events

- **East River Golf Tournament** - June 26, 2025, Larchwood, IA
- **West River Golf Tournament** - September 11, 2025, Spearfish, SD
- **PHCC-National Annual Meeting** - October 2, Virtual
- **CONNECT2025** - October 27-30, 2025, Grand Rapids, MI
- **Virtual Continuing Ed Class** - November 6, 2025, Online

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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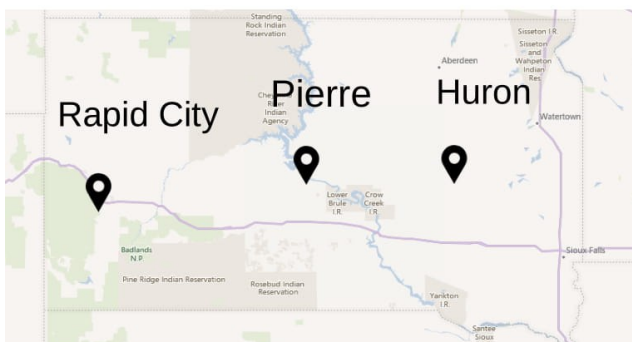
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Meet 2025 SDAPHCC President Jeremy Seeman



I have been a member of the SDPHCC board since 2014. When Ken Melius was our Executive VP and in need of a zone director, Jim Redlinger recommended me to the board. I was relatively new to the industry and accepted the position, not realizing that someday I would advance to president of the SDAPHCC. Throughout the years, it's become apparent that our association is very important for our industry.

A quick history of Redlinger Bros. Plumbing and how I got into this industry: Redlinger Bros. Plumbing & Heating Co. was founded in 1946 by brothers Clark & Howard Redlinger in Watertown, South Dakota. Clark's son, Jim, entered the business in 1978 and eventually became second generation co-owner. He has recently "semi" retired. We have now transitioned to our third generation owner, Adam Redlinger, and on April Fool's Day we entered our 80th year.

In 2006, I was 24 and not quite sure what I wanted to do. A long-time employee of Redlinger's was retiring and Jim asked me if I'd like to take his place. I accepted and have been a Project Manager and Estimator for almost 20 years, which is weird to think about. When I was growing up there wasn't a thought of venturing into the plumbing industry, but I am lucky I was given the opportunity. I've come to realize plumbers are vital to the health of our civilization and feel, maybe, we are a little underappreciated.

We're a strong trade that isn't going anywhere and we're going to need plenty of good, young talent moving forward. That is one of the goals of SDPHCC and a lot of the credit goes to Kristie, Brett Kaltvedt, and Dan Hartman. They've done a great job of building the apprenticeship contests and next year is going to be awesome.

Thank you to all of the members. Our goal is to keep our association strong and one of the best in the country.

-Jeremy Seeman, 2025 SDAPHCC President



SD STATE PLUMBING COMMISSION

217 W Missouri Ave,
Pierre, SD 57501
Phone: 605-773-3429
Email: SDPlumbing@state.sd.us

Next Commission Meeting: TBD

Mandy Nielsen, Program Director
Carol Ames, Secretary
Jennifer Anderson, Secretary

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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, June 26, 2025

Grand Falls Casino Golf Course

Larchwood, IA

9 Hole Scramble - 18 teams maximum

Shotgun Start - 2pm

Dinner & Prizes - 5pm

Check the items you wish to register for

_____ - Team Registration - \$700.00

_____ - Individual Registration - \$175.00

_____ - Four Mulligans for Team - \$20.00

_____ - Hole & Pin Prize Sponsor - \$300.00

_____ - Dinner Only Registration - \$50.00

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REGISTRATION TOTAL - _____

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

Name _____ Company _____

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

PHCC's CONNECT 2025 Conference: Growth Through Collaboration

By Staff Writer, PHCC-National Association

Plumbing and HVAC contractors are invited to register for CONNECT 2025, taking place from October 27-30, 2025.



PHCC-National encourages plumbing and HVAC contractors to make plans now to be part of [PHCC CONNECT 2025](#). Industry professionals are invited to join for three days packed with valuable education and networking opportunities.

PHCC CONNECT will be held in Grand Rapids, Michigan, October 27-30, at DeVos Place. The theme of this year's conference is "Growth Through Collaboration," emphasizing the power of working together to drive innovation, overcome challenges and achieve success in the industry.

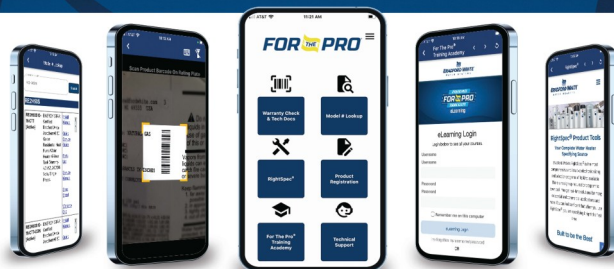
CONNECT will kick off October 27, with its opening reception at a Grand Rapids-themed convention center ballroom. CONNECT will also host a reception on the evening of October 29 at the Grand Rapids Public Museum, an inspirational space where attendees can explore science, history, and culture while mingling with industry peers.

For CONNECT 2025, PHCC has created a valuable experience with HVAC and plumbing contractors in mind. For three days, contractors will be immersed in focused education, valuable networking opportunities and a must-see Product and Technology Showcase, which begins earlier this year on Tuesday, October 28.

"PHCC CONNECT is all about fostering growth through collaboration—plumbing and HVAC professionals coming together to exchange ideas and share knowledge," says Dan Callies, PHCC National president and president of Oak Creek, Wisconsin-based Oak Creek Plumbing. "We're looking forward to an event filled with energy, innovative ideas, and solutions as we work together to help our industry thrive and evolve."

The conference will wrap up with an awards breakfast on Thursday, October 30, allowing conference-goers to stay and play in Grand Rapids, or head back to the office to start putting all their new resources to work by week's end.

For more details including the preliminary schedule, visit phccweb.org/CONNECT and stay tuned to this site for unfolding information on education sessions, speakers, exhibitors, registration and hotel reservations. Register today [here](#).



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Candidates' Corner

For the first time in years we have *two* candidates running for PHCC—National Vice President. Meet Tony Bertolino and Brett Kaltvedt ... and watch for more messages from them in future issues of *PHCC Online*.

Brett Kaltvedt, Midwestern Mechanical (Open Shop) and Baete Forseth HVAC (Union), Sioux Falls, South Dakota



It's been busy in South Dakota. I coordinated the plumbing apprentice contest at the SDPHCC convention, assisted teaching the first Scouts America Plumbing Badge class in Western South Dakota, and just finished coordinating the South Dakota Skills USA plumbing contest. I know we all struggle to get people in our trades, but the ones we *do* get are amazingly talented individuals. The skills contestants completed the contest a full 2-1/2 hours earlier than last year's competitors. If anything, our trades are doing a great job recruiting some of the best out there. I look forward to seeing how they grow and prosper!

Tony Bertolino, Rob Bertolino Plumbing and Heating, Virginia Beach, Virginia



PHCC means a lot to me. It's built on real values – education, advocacy, and community – and I'm committed to carrying those forward. I know I'm younger than most who've stepped into this role, and I respect the experience in the room. But I also believe that fresh energy, paired with deep respect for where we've come from, is exactly what we need right now. In a climate where our industry faces real challenges, I'm here to protect what's working and help us grow stronger. I'm not running just to lead; I'm here to serve, listen, and move PHCC forward with all of you.

The election will take place during the
**Virtual 2025 PHCC National Annual Business Meeting on
Thursday, October 2 from 1pm-3pm CST/12pm-2pm MST.**

Don't sit this one out!

This isn't just another meeting ... it's your opportunity to weigh in on key decisions, elect leadership, and influence the direction of your association – and your industry.

Mark your calendar, plan to attend, and cast your vote.

Contact the SDAPHCC Office if you have questions on how you can vote.



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Central Kitchen & Bath Announces Grand Opening of Luxury Destination Showroom

Central Kitchen & Bath (CKB) is thrilled to announce the grand opening of its newly expanded luxury showroom, taking place on Thursday, May 29, 2025. To celebrate this exciting milestone, CKB will host an exclusive Great Gatsby-themed Black-Tie Affair—an evening of elegance, innovation, and celebration. (Full event details below.)

This one-of-a-kind destination brings the elevated ambiance of major design hubs—like Chicago, New York, or Miami—directly to Sioux Falls. The showroom offers homeowners, interior designers, and builders access to world-class kitchen and bath solutions, right in the heart of their community.

“Everything about this showroom is meant to be an experience,” said Susan Sneller, Showroom Manager. “From the moment you walk in, you’ll see finishes and products typically only found in major metropolitan areas—and now they’re available right here in Sioux Falls.”

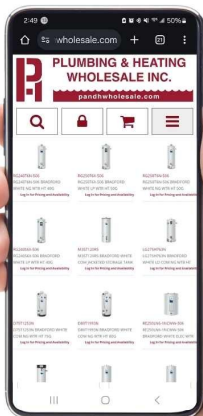
As a proud member of the Luxury Products Group (LPG), Central Kitchen & Bath belongs to an elite network of independent showrooms recognized for excellence in product selection, service, and customer experience. As an official Destination Showroom, CKB provides a comprehensive, curated experience where clients and design professionals can seamlessly collaborate on every aspect of a home renovation or new construction project.

Designed to inspire and impress, the showroom features an exclusive collection of high-end appliances, including AGA and Viking, with panel-ready refrigerators and European-style ranges that integrate beautifully with custom cabinetry. Visitors will also discover a handpicked selection of luxury faucets from Graff, California Faucets, and

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Central Kitchen & Bath Announcement & Invite

Isenberg, marrying innovation with timeless design.

Susan Sneller created the showroom with designers in mind. "Our showroom is a place where designers can bring clients, walk through the space, and select everything—from cabinets and lighting to faucets and fixtures—all in one streamlined experience. Whether it's a renovation or new build, CKB makes the process smooth, creative, and collaborative.

The showroom also showcases unique statement pieces, such as a hammock tub by Maidstone, a variety of trending fluted tubs, and a breathtaking Hudson Valley chandelier finished in mesh gold. With 15 fully functioning showerheads on display, guests can interact firsthand with luxury shower features—an immersive experience unmatched in the region.

CKB's cabinetry offerings include top brands such as Berch, Elias, Fabuwood, and Helmut, providing fully customizable solutions that complement luxury appliances. Details like integrated lighting, soft-close drawers, and hardware from Riche-lieu bring a refined touch to every space.

"This showroom is more than just a place to see beautiful products—it's a space where creativity comes to life," said Sarah Pepper, Vice President of Marketing, commenting on the Capri, Hoh, Sedona, Arcadia, Doral, and Hunter Lodge vignettes. "Susan has designed every corner to spark inspiration and make the design process exciting and approachable for homeowners and professionals alike. Whether you're starting from scratch or updating a single detail, the team here is dedicated to bringing your vision to life."

You're Invited to a Glamorous Grand Opening Gatsby Style!

Join Central Kitchen & Bath for an unforgettable Grand Opening Celebration on Thursday, May 29, 2025, from 12:00 PM to 7:00 PM at their newly expanded showroom in Sioux Falls (501 N. Kiwanis Ave).

Guests are encouraged to dress in black-tie or Gatsby-inspired attire to match the luxurious theme following the ribbon cutting.

Event Schedule:

- 12:00 PM – Builder's Luncheon
- 2:00 PM – Open House
- 4:30 PM – Chamber of Commerce Ribbon Cutting
- Followed by: Drinks, hors d'oeuvres, showroom tours, and giveaways

Evening Highlights:

- Ribbon Cutting Ceremony with CEO Mike Plasier, sharing updates on the expansion and design vision
- Immersive Showroom Tours featuring 15 working showerheads, a steam shower, and a fully functional chef's kitchen with top brands like Viking, AGA, Graff, and California Faucets
- Culinary Showcase by Chef Bryson Sullivan-Rossin of En Place Catering, with a special appearance by Jordan Taylor (*Bread & Circus*, *Diners*, *Drive-Ins* and *Dives*)
- Destination-themed hors d'oeuvres inspired by Capri, Hoh, Sedona, Arcadia, Doral, and Hunter Lodge
- Dear Travel Candle Giveaway for all guests, designed by Chelsey Preuss, tied to the showroom's themed vignettes
- Luxury Prize Drawings including designer wine glasses, elegant gift baskets, and the signature CKB Spa Package (robes, facials, and a gift card toward a bathroom upgrade)

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Thursday, May 15, 2025
1 p.m. CT

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WHAT YOU WILL LEARN

- Charging Safety
- Storage/Transportation Safety
- Usage Safety
- Inspection Criteria
- Electric Vehicles / EV Maintenance Concerns



WHO SHOULD ATTEND

- Risk Managers
- Operations Managers
- HR Professionals
- Owners/Operators



After registering, you will receive a confirmation email and calendar appointment. You may access this and other webinars on federatedinsurance.com.

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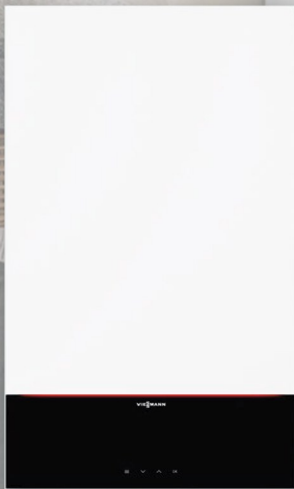
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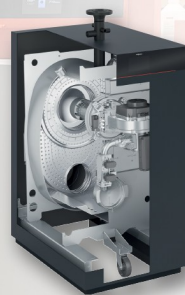
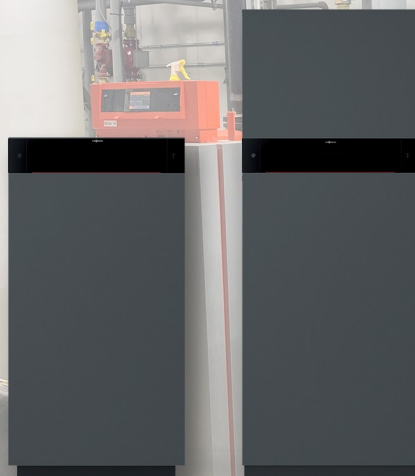
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Budget Reconciliation Sets Stage for Big Beautiful Bill



By Mark Valentini, Vice President of Legislative Affairs

On April 10, Congress agreed to a [budget resolution](#) that will serve as the template for comprehensive legislation embodying the Republican majority's policy priorities, which will include reform of current U.S. tax policy.

Since passage of the Tax Cuts and Jobs Act of 2017 (TCJA), many PHCC members report that they have benefited or stand to benefit from TCJA policies such as higher estate tax thresholds, individual income tax deductions for qualified business income, significant deductions on newly acquired equipment in the first year of its service, and a reduction in the corporate income tax rate to 21%.

These policies have allowed contractors to mitigate their tax burdens, in turn allowing them to invest more in their businesses and workforce, be more resilient during periods of stagnant workflow, retain and hire more employees, and have much-needed certainty when it comes to transferring business operations to the next family generation.

However, several of these policies are set to expire at the end of this year if Congress does not take action to pass tax reform.

- **Estate Tax thresholds must be at least maintained if not increased.** If Congress does not pass a comprehensive tax reform package, beginning in 2026, the estate tax threshold will be cut in half from its current exemption of \$13.1 million to its pre-TCJA levels of \$6.12 million.
- **Section 199A deduction prevents contractors from being taxed twice.** If Congress does not pass a comprehensive tax reform package, contractors will no longer be able to deduct their qualified business income which will in essence tax them twice for their earnings. Under current statute, contractors drawing income from a qualified business entity can deduct up to 20% of those earnings on their individual returns.
- **Bonus depreciation must not be allowed to sunset.** Under TCJA, bonus depreciation allows contractors to deduct a larger portion of the cost of newly acquired construction equipment the first year it's placed into service rather than spreading out the expense over time, regardless of whether the equipment is brand new or used (i.e. "new to you"). Expensing under current statute stands at 40%, will be reduced to 20% in 2026, and sunsets beginning 2027. However, the Trump administration's proposal for 100% expensing retroactive to January 20, 2025, is under serious consideration by Republican tax writers.
- **Congress must continue to cut the corporate rate without increasing the individual rate for certain incomes.** It is unclear whether the corporate rate will be further reduced to 15%-which would allow even more businesses to thrive as we encounter economic uncertainty. But currently there are discussions to increase the individual rate up to 40% for certain incomes, negating any reduction in tax burdens at the corporate level.

Congress needs to hear from you.

[Click here](#) to identify your elected federal representatives on Capitol Hill and contact them to urge them to pass a comprehensive tax reform package that extends TCJA provisions to help America prosper, and reduces the corporate rate so employers can continue to thrive.

Regulatory Report

By Chuck White, Vice President of Regulatory Affairs, PHCC-National Association



Showerhead Rule Targeted for Review

President Trump has issued an Executive Order focused on showerheads. In his previous term, the President expressed serious concern for the effectiveness of the water quantities available from shower heads. This order intends to rescind the current definition of showerheads as previously published in the Federal Register (86 *Fed. Reg.* 71797 (December 20, 2021)).

The President states that no notice and comment period is necessary for this action as it was ordered so by the President. The action would be effective 30 days from the April 14th publication of the rescission. It is unclear what exactly happens after that time, typically regulations revert to the requirements of the preceding rule. What is the effect of this? Currently, the sum total of flow to all shower emitters in a bathing space cannot exceed 2.5 gallons per minute, once the rule reverts to the previous rule, each showerhead in a space is limited to 2.5 gallons per minute. PHCC will continue to monitor this process to keep its members informed of the industry's reactions.

Gas Tankless Water Heater Rule Faces Rollback

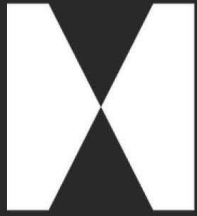
The CRA (Congressional Review Act) filing against regulation of residential gas tankless water heaters has passed both the House and Senate and advanced to the President. The CRA revokes the U.S. Department of Energy's (DOE) final rule which set the minimum efficiency for these products at a range of 91 to 93% and eliminated non-condensing products. Passage of the CRA also prohibits DOE from promulgating a substantially similar rule in the future. As the tankless products are now anchored at 81% efficiency, there are questions as to the future competitiveness of storage tank heaters in the replacement market when their mandated efficiencies and related costs increase over time.

President Trump Promotes Energy Policies

By an April 8 Executive Order, President Trump has committed to unleashing American energy, especially through the removal of all illegitimate impediments to the identification, development, siting, production, investment in, or use of domestic energy resources. The order directs the Attorney General to "identify all State and local laws, regulations, causes of action, policies, and practices (collectively, State laws) ...that are or may be unconstitutional, preempted by Federal law, or otherwise unenforceable. The Attorney General shall prioritize the identification of any such State laws purporting to address "climate change" or involving "environmental, social, and governance" initiatives, "environmental justice," carbon or "greenhouse gas" emissions, and funds to collect carbon penalties or carbon taxes." The Attorney General has 60 days to prepare and submit a report of findings back to the President.

Refrigerant Shortages Reported for R 454B

According to a recent *ACHR News* article, many contractors and wholesalers are having problems with the supply of R 454B. Originally attributed to a tank availability issue, the issue has continued to grow. Honeywell has announced a 42% surcharge on R 454B due to market demand. The HVAC industry has moved more quickly than expected into the A2L product market forcing Honeywell to source more product internationally. PHCC advises contractors to work with their vendors to seek solutions and make plans for the coming air conditioning season.



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10 Tips to Delivering Stellar Customer Experiences



By QSC Senior Business Coach Les Hanks

Delivering exceptional customer experiences is essential to your success. A great customer experience can set your contracting business apart from competitors, foster customer loyalty, and lead to repeat business and referrals.

Here's how prosperous businesses deliver stellar customer experiences:

1. Fast Response Time and Frequent Communication

Quick Response Times: Customers expect timely responses to their inquiries. Whether it's answering phone calls, emails, or messages on social media, being prompt shows customers that you value their time. Consider having a written standard for communication like answering all emails within 2 hours, or whatever time frame you deem appropriate.

Clear Communication: Keep customers informed throughout the process. Let them know what to expect, from the time of arrival to the duration of the service and any costs involved. Being transparent builds trust and helps manage customer expectations. Clear communication means we initiate the conversation anytime we think there could be confusion, or a prior commitment of action must be changed.

2. Professionalism and Reliability

Punctuality: Always be on time for appointments. If delays are unavoidable, inform the customer as soon as possible. Punctuality demonstrates respect for the customer's time. If your tech is running late for the appointment, reset the expectation quickly.

Well-Equipped: Ensure that your tools and equipment are always ready and that your vehicle is stocked with common parts to avoid delays. Being prepared shows professionalism and efficiency. A daily checklist for techs they reference prior to rolling out in the morning always makes sense.

3. Personalized Service

Understand Customer Needs: Take the time to listen to customers and understand their specific needs. Ask questions that will help you tailor your services to their requirements. Make sure your technicians take the time to ask relevant questions and then listen intently for the answers.

Offer Expert Advice: Don't just fix the problem; educate your customers about maintenance tips and potential upgrades. Providing value beyond the immediate service helps build a long-term relationship. Experts offer options and professional consultation, then they let the customer decide.



4. Deliver Quality Workmanship

Attention to Detail: Ensure every job is completed to the highest standard. Double-check your work to prevent any reoccurring issues that might frustrate the customer.

Guarantee Your Work: Offering a warranty or guarantee on your services assures customers of your commitment to quality and gives them peace of mind.

10 Tips continued

5. Use Technology to Enhance the Experience

Online Booking and Payment Systems: Implement online systems that allow customers to easily book appointments and pay for services. This convenience can significantly enhance the overall customer experience.

Automated Reminders: Use automated reminders to notify customers of upcoming appointments or maintenance checks. It's a small touch that shows you care about their convenience.



6. Maintain a Clean Work Environment

Respect Customer Property: Always protect the customer's home by using shoe covers and laying down protective mats. Clean up any mess created during the job, leaving the workspace cleaner than when you arrived.

Proper Disposal of Waste: Dispose of old parts, debris, and waste responsibly. This small gesture can greatly impact the customer's perception of your service.

7. Follow Up After Service

Post-Service Check-In: A quick THANK YOU call or email to check the customer's satisfaction shows that you care about their experience and are willing to address any concerns that may arise after the job is done.

Feedback Requests: Encourage customers to leave reviews or provide feedback. Not only does this help you improve your services, but it also shows customers that their opinions matter.

8. Train Your Team to Deliver Elite Customer Experiences

Customer Experience Training: Regular training sessions on customer interaction can help your team develop soft skills that are just as important as their technical skills. Soft skills are used to build rapport, and rapport builds value beyond price.

Empathy and Patience: Teach your team to be empathetic and patient, especially when dealing with anxious or frustrated customers. A little understanding goes a long way in calming a tense situation.

9. Create a Customer Loyalty Program

Incentivize Repeat Business: Offer discounts, special deals, or maintenance plans for loyal customers. Loyalty programs not only encourage repeat business but also make customers feel valued. The possibilities of doing future business with loyalty plan customers goes through the roof when they are invested in choosing your company as their service provider.



10. Build a Strong Online Presence

Online Reviews and Testimonials: A strong online presence with positive reviews can attract new customers. Make sure your website, Google My Business page, and social media platforms are up-to-date and showcase your commitment to quality service.

Content Marketing: Create helpful content such as blogs, videos, or FAQs on common plumbing issues. Providing free resources positions you as an expert and builds trust with potential customers.

By implementing these strategies, your business can create memorable experiences that not only satisfy but delight customers, turning one-time clients into cheerleader customers for a lifetime.

From the Executive's Desk



By Kristie Brunick

Huron Career Fair

Last week, I had the opportunity to attend the Huron Career Fair along with Burnison Plumbing & Heating and Johnstone Supply.

It was a great event that allowed us to visit with a variety of students from Huron High School and other surrounding schools.

My teenage daughter advised me to hand out free sunglasses. Thanks to a bulk order from Amazon, I had a fun reason to draw students to the SDAPHCC table.

It was a joy to visit with the students and share with them the benefits of a p-h-c career. I was encouraged by the number of conversations we had with students who were genuinely interested.



East River Golf Tournament

Registration is now open for the East River Golf Tournament. Currently, we have 5 out of 18 possible teams registered. So, there is still lots of room for you to sign up your foursome. We also have spots open for hole sponsors, dinner sponsors, and prize sponsors.

Check out page 5 for more information and the registration form.

Back by Popular Demand - Kirk Alter to return to SD

During our annual state convention, many attendees expressed a desire to bring speaker and teacher Kirk Alter back to SD for more training. I'm excited to share that I have been in discussion with our National Association and we plan to have Kirk return to SD in December. Please watch future newsletters and emails for more information as the details unfold.

CONNECT 2025

PHCC-National has announced that registration is open for CONNECT 2025. Our Annual National Convention offers a great opportunity for contractors to learn from industry experts and network with other contractors from across the country. Check out page 6 for more information and register to attend.

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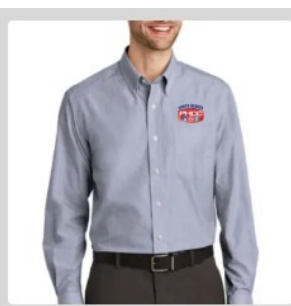
To access the store, visit <https://alpineimpressions.net>. Select "Shop" from the menu at the top of the page. Then scroll down and click on the SDAPHCC Logo.

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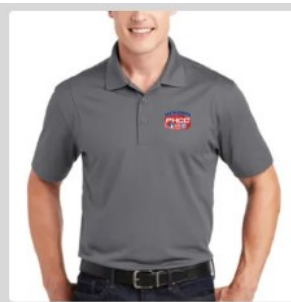
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