



PHCC OF WASHINGTON

NEWS LEAK

April
2007

Great Northwest Adventure

The Plumbing-Heating-Cooling Contractors would like to thank the volunteers (listed below) at the Great Northwest Adventure Trade Show for their help with informing other plumbing contractors the importance of belonging to the PHCCWA. We were able to speak to many p-h-c contractors with the help of Keller Supply. Thank you for your generosity Keller Supply!!

Big Thanks to:

Sean Daly
Larry Fischer
John Keene
Kathy Thaut

Dan Grossruck
Bob Larson
Ken Watson (pictured)
John Lynn (pictured)



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Top Priority—Addressing the Labor Shortage

PHCC is addressing the growing labor shortage on a number of fronts. In addition to legislative activities that support state licensing/continuing education efforts, ensure funding for career and technical education programs and champion immigration reform that protects contractor interests, the association has embarked on a multi-year initiative to improve instructional programs and promote p-h-c jobs as a viable career path.

On March 22, PHCC President Jo Rae Wagner addressed members of the National Association of State Directors of Career and Technical Education, who are responsible for career technical education and Perkins funding within their state or territory agencies.

Citing a Bureau of Labor Statistics estimate that predicts the need for 17% more plumbers and 29% more HVACR technicians by 2014, Wagner illustrated the growing concern among p-h-c contractors that soon there will not be an adequate supply of skilled technicians to meet consumer demands. She also outlined steps the association has taken to improve the quality of technical education available to students and position the p-h-c trades as attractive and lucrative career choices, resulting in:

- a comprehensive curriculum and state-of-the-art student and instructor textbooks for plumbing and HVACR
- an annual workshop to help instructors improve their programs
- a rigorous certification program for HVACR technicians
- Scholarship programs to assist students with education expenses
- Partnerships with industry coalitions and educators to strengthen career and technical education programs
- Career literature targeted toward middle and high school students

Additionally, under the auspices of the PHCC Educational Foundation, this year the organization will begin to develop a plumbing certification program and a life-long continuing education program for field technicians. Let us know how you are working in your community to develop a skilled workforce that meets local employer needs. PHCC has resources to support career days and to help establish and maintain local apprenticeship programs. Contact Merry Beth Hall at hall@naphcc.org with your comments and for more information.

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Back to Work by Kitty Boso

What if ...

- You are involved in an automobile accident while driving to the hardware store to pick up supplies. You sustain serious injuries and require hospitalization.
- Your most experienced manager suffers a stroke at home over the weekend. He will recover but may have difficulties with speech and use of one arm for a time.
- Your office manager learns she has cancer. She may not be able to work full-time during the treatment period and will need to rest occasionally during the day.

| Disability Claims Facts | | | |
|--------------------------------|---------------|----------------|---------|
| | 2004 | 2003 | 2002 |
| Average Disability Age | 47.6 | 48.2 | 49.2 |
| Average Duration of Disability | 2 yrs., 1 mo. | 2 yrs., 3 mos. | 2 years |
| Percentage due to illness | 86.8% | 80.1% | 77% |
| Percentage due to injury | 13.2% | 19.9% | 23% |

Source: Comparison of Federated Life Insurance Company's disability income claims over 3-year period.

If an individual becomes disabled and has a disability income policy, the monthly income benefit will provide the initial financial security needed while recovering. In addition, the policy can provide another very important and often overlooked benefit—rehabilitation.

In case of disability, a rehabilitation benefit can provide for a program that helps you resume your normal activities in your current role or one that's reasonably suited for you. Rehabilitation may include help in regaining physical abilities or cognitive skills, modifying your work place, and providing special equipment or additional schooling. This benefit provides you with coverage for some of the expenses that are not covered through other programs, plans, or policies.

The rehabilitation benefit provides help to ease the transition back to work so you can return to your former productive self as quickly as possible.

For more information, contact your Federated marketing representative or contact Federated at (800) 527-5999.



Tool Box Special—Featured Product

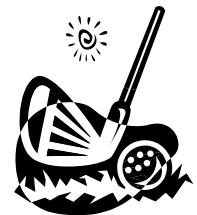
Fast Trac for Plumbing / Fast Trac for HVAC (Home Study Programs)

Special Member Offer: 10% discount on the published member price – April 1 - 30, 2007

These home study programs, administered by QSC, teach individuals the proper techniques of service, repair and replacement of residential and light commercial plumbing or HVAC systems. Each program includes subject modules, lesson plans and self-administered exams to ensure you have the in-house means to train new employees. Employers must provide on-the-job training for each module of instruction. Note: Neither the Plumbing or HVAC Fast Trac programs are accredited programs by any state or the Bureau of Apprenticeship Training. To take advantage of this limited time special contact QSC by e-mail at quality@qsc-phcc.org or phone at (800)533-7694.

Thank You Golf Sponsors

PHCCWA would like to thank our current sponsors for this year's Annual Golf Tournament: Moen, Puget Sound Energy, and Superior Cleaning & Restoration.



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Best Practices—Finding Skilled Employees

(The following is compilation of best practices from PHCCList, an e-mail discussion group for members. To view the list archives or to subscribe, visit www.phccweb.org and click Contractor Resources, Connect with other Contractors.)

From PHCCList:

Question: Does anyone know of potential hires in the lower New York area. We are looking for a Project Manager/Estimator. I did not realize how limited our employment pool is. Are other contractors finding it this difficult to fill key positions?

Responses:

- There will never again be enough skilled workers to keep up with demand. We are all competing far and near for the same pool of employees. In this age of computers there is nowhere we will not look for viable candidates to fill our trucks. The kids today are looking for easier money than any of us could give them, or would for that matter. The increase in structures that need our services has compounded the problem. We have gone to as many resources that are available to find and keep the best, and get rid of the rest. I have quit trying to rely on the local labor pool, and am bringing guys to Vegas from all parts of the country via the internet. I've had good luck with www.plumbingagent.com, www.mepatwork.com, and fair luck with Monster.com.
- We have had success in a few different ways. None of which are overnight solutions. First, we offer great benefits, 100% Health and Dental, 401k, Pay for Performance bonuses, Apprenticeship Training etc. Then we started offering our employees referral bonuses for new hires. If they get someone to work for us and they remain past the 90-day probation period, we give the employee that recommended them \$400 for a qualified plumber and \$200 for an experienced apprentice. Lastly, we sometimes use temporary agencies to staff our jobs. Granted, we have to go through a few, but we have found some real jewels. When we do, we work out a deal with the agency to hire them.
- In the Richmond market, we hosted lunches at a Country Club where one of our vendors was a member. We ran the program three times, invited the counselors from the middle and high schools and put on a short program about our industries. We had young people speak that were successful in this trade. It was a huge success. We also invited the School Board members for the counties we were targeting that month. One of which was about to cancel the HVAC program at the tech center until we did this luncheon. The class was full for several years afterward.
- I'm in south Texas and have been looking for the same thing for three years. Across the entire country, that is the number one thing people tell me they want first and foremost. PHCC is dealing with this very problem as we speak. I just met in D.C. with a group of Tech School Directors that really understand our need. The next step is to convince high school counselors that not everyone is cut out for a 4-year college, or the dropout rate wouldn't be 50%. You could try headhunters in your state.

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Member Benefit—Scholarships

Attracting new talent is essential to the future of the plumbing-heating-cooling (p-h-c) industry. The PHCC Educational Foundation, its industry partners and the PHCC National Auxiliary each have a long history of aiding students pursuing a career in the p-h-c professions. Scholarships are available to students enrolled in a full-time certificate or degree program with a major directly related to the p-h-c trades.

Submission deadlines for 2007 are fast approaching – June 1 for Foundation Scholarships, July 1 for Auxiliary Scholarships. Applications and detailed information are available on PHCC's Web site at www.phccweb.org.



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Driving Along in Your Automobile...

In a typical vehicle fleet, 20 percent of the drivers will be involved in some type of loss in any given year, be it a small windshield breakage, or the total loss of a vehicle. When loss is involved in these types of circumstances, it is especially valuable for the business to have an experienced fleet manager handling the situation. Here is a unique perspective from a fleet manager on the handling of loss and processing of claims.



Initial Incident

Most lease customers are given a designated phone number to use in the event an incident should occur. Often this is a toll-free call. Generally, when a customer calls with an incident, an initial report of the accident is taken. Safety is the most important issue, so it is important to know how many people and/or vehicles were involved, if there are any injuries and if emergency medical assistance is needed. After determining that everyone is ok, the fleet manager can decide with the customer what is the next best step to take, be that emergency roadside assistance, towing, body shop, rental car or a combination of those options.

Minimizing Costs

Once the customer is back on the road, the fleet manager can begin processing the accident to ensure that the vehicle gets the highest quality service at the lowest possible price. This can start with making sure those reviewing the damage on the vehicle are qualified technicians in the specified damaged area. For example, for body repair damage, the technician should be trained in auto estimation and body repair. For mechanical damage, it is best to work with technicians who are ASE Certified. Both will be helpful in ensuring that the proper repairs are done with safety at the forefront, with the highest quality workmanship and at the most cost-effective price. It may also be possible for the technician to flag any warranty work that should be included as well.

Furthermore, a fleet management company may maintain a nationwide network of repair facilities that can be recommended to customers. Having these relationships can enhance the fleet manager's ability to work closely with the body shops on behalf of the customer, with advantages such as being able to compare pricing to ensure they are competitive and monitoring repairs to control downtime, as well as setting up rentals, monitoring rental invoices and ensuring the overall quality of the repairs.

Maximize Subrogation

In the unfortunate event of damage to or loss of a vehicle, customers who have paid for vehicle insurance want the piece of mind that they will be taken care of promptly and professionally. Companies with fleet managers who handle this for them appreciate having someone on their side working with all parties involved in the filing of that claim on their behalf. A fleet manager who is trained in subrogation can aggressively analyze each and every claim to determine the likelihood of collecting and providing customers with an accurate picture of the situation.

When processing a claim, fleet management companies will also typically obtain all the legal information that will assist in the collection process for the customer. These items might include police reports, vehicle registrations and insurance information. Ultimately, fleet managers want to minimize the collection time for their customers, and they do this by staffing trained subrogation experts who pay uncompromising attention to each claim.

Risk Management Reporting

Because fleet management companies work so closely with their customers' losses, they are actually the best resource to their customers for risk management. So at Enterprise, we believe in keeping to our commitment to excellent customer service by not only making our loss control staff and reports available to our customers, but also helping them understand their losses. Furthermore, sharing loss data at first report in an easy-to-read, easy-to-understand format with the customer is an invaluable way of keeping the lines of communication open, and keeping customers informed.

Aaron Lindstrom, Senior Account Executive for Enterprise Fleet Management in Washington, can be reached at 206-423-3958. Lindstrom is supported by an experienced team of veteran mechanics and accredited Automotive Service Excellence (ASE) technicians to serve the fleet maintenance needs of businesses with mid-size fleets. In addition to maintenance management programs, Enterprise's services include vehicle acquisition, fuel management and insurance programs, as well as vehicle registration, reporting and remarketing. Visit the company's web site at www.enterprise.com/fleets or call toll free 1-877-23-FLEET.