

DECEMBER 2020



Metropolitan Washington Association of
Plumbing-Heating-Cooling Contractors

Newsleak

December 3, 2020
6pm-7pm

LIVE FOR THE PRO

Virtual Training LIVE from iTEC at
Bradford White Middleville, MI

Home of Jetglas® Water Heaters
Join this training from your
Computer, Tablet, or Smartphone:

<https://www.gotomeet.me/BradfordW/for-the-pro-live>

Join by telephone: US +1 (571) 317-3129 Access Code 596-584-389

Sponsored by D & B Distributing Co., Inc.
For more info contact Sharron (301) 343-2111





HATS OFF TO D & B DISTRIBUTING COMPANY, INC.

Always known for their hospitality, generosity and kindness, **Roy and Sharron Bremerman**, in conjunction with their December 3rd training, will host a raffle in a “LIVE” Facebook drawing on December 12th — more details to come!

You must be in attendance on December 3rd at 6:00 p.m. for the training to be eligible!!

Please join the meeting from your computer, tablet or smartphone.



Jetglas®

WISHING YOU A
Happy Holidays
&
Happy New Year!

D & B DISTRIBUTING COMPANY, INC.
2301 PERKINS PLACE SILVER SPRING, MARYLAND 20910
(888) JETGLAS – (301) 565-2222 – FAX (301) 589-1058
WWW.JETGLASWATERHEATERS.COM
Long time loyal supporters of the MWPHCC

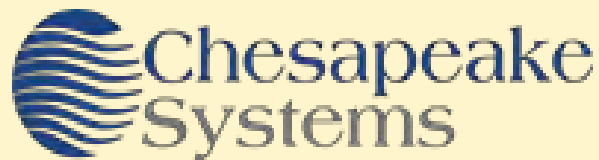




MWPHCC kicks off the 2021 T4 Training Series on Thursday, January 7th



Date: Thursday, January 7, 2021
Time: 6:00 p.m.— 7:00 p.m.
Topic: PEX Piping
Sponsor: Chesapeake Systems
Presenter: Chris Able, Chesapeake Systems



Your Hydronics and Plumbing Representative



Chesapeake Systems Distributor Products Group (DPG) has been meeting the industry's plumbing and hydronic heating needs in the Mid-Atlantic region.



Ask Us About the...  **WEIL-McLAIN** Evergreen™

- Boilers
- Tankless Water Heaters
- Volume Water Heaters
- Bathroom Fixtures
- Condensate Boiler Feed
- Sump Pumps
- Burners
- Plus much more!

We also Represent



800.559.2665 | info@chesapeakedpg.com

www.chesapeakedpg.com



PLUMBING-HEATING-COOLING
CONTRACTORS ASSOCIATION
Best People. Best Practices.

STOCK UP ON PPE FOR YOUR BUSINESS!

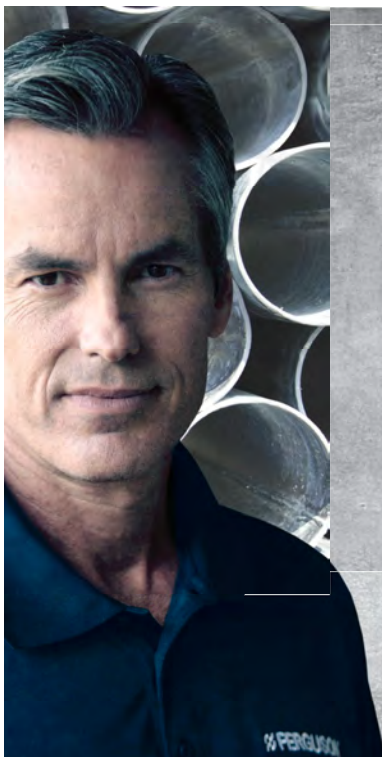
MEMBER
UPDATE

Make sure you don't run out of PPE equipment for your employees! Check out these vendors:

- [McClung Companies](#) – KN95 Masks and 3-ply surgical disposable masks as well as domestically produced plastic face shields, cloth masks, and neck covers.
- [American Business Forms](#) – KN95 Face Masks, Disposable Face Masks. Please note that you are a PHCC member with your order.
- [Parkdale](#) – Reusable cloth face masks
- [Marco Promotions](#) – Face masks
- [Amylior Inc.](#) – K95 Face Masks and medical masks
- [Home Depot Pro](#) – Non-medical face masks and hand sanitizer available in case quantities. To learn more and place an order, Contact Nick Fleming by email at Nicholas_R_Fleming@Homedepot.com or phone at 904-528-7914. Please note these materials are not available online.
- [Ferguson Enterprises](#) – committed to helping PHCC members secure PPE and the other products they need to continue to serve their customers safely. Please reach out to your local Ferguson representative for product availability and pricing.



[Visit the COVID-19 Recovery Center for resources compiled for you by PHCC!](#)



NOBODY EXPECTS MORE FROM US THAN WE DO.

FERGUSON®

At Ferguson, nobody expects more from us than we do. And why should they? We're the ones who set the bar. Who expect more than the industry standard. From the warehouse to the job site, whatever it takes, we'll take you there. Put us to work for you. Visit [Ferguson.com](https://www.ferguson.com).

state
FERGUSON PROUDLY STOCKS



B
e
i
t

Finally, a combi boiler designed with you in mind.



NOBLE™

FIRE TUBE COMBI

What Makes Noble The Best Combi?
Easy To Install, Set Up and Service
Delivers Hot Water Faster
Display Screen Uses Text, Not Codes
Quiet Operation
Better Technical Support and Training

DESIGNED * ENGINEERED * ASSEMBLED
USA

CUMMINS-WAGNER

100% Employee Owned

Call 1-800-966-1277 Or Visit
Cummins-Wagner.com For Our Contact Information



Lochinvar®
HIGH EFFICIENCY BOILERS & WATER HEATERS
Learn more at LochinvarNoble.com

BRADFORD WHITE IS FOR THE PRO

Get access to useful resources right at your fingertips!



Gain access to valuable information, tools, and everything you need to do your job and grow your business, including:

- Contractor Finder Directory
- Technical and Troubleshooting Videos
- RightSpec Tools: Calculators and Sizing
- Energy Efficiency Rating
- Product Rebates



The
JOYCE AGENCY

Contact **Kevin Cerretani** of The Joyce Agency for more information 703-898-2020 | kevin@thejoyceagency.com



DO LESS OF THIS AND YOU'LL BE MORE SUCCESSFUL

By: Dan Rockwell, *The Leadership Freak Blog*, November 20, 2020

You're not as interesting as you think. If you're long-winded, the people around you wish you were short-winded.

Talk less. Succeed more.

5 Reasons people talk too much:

- ◆ Thinking. Extroverts think while they talk. (If you want your team to think, make space for them to talk.)
- ◆ Silence drives you crazy. It only takes 4 seconds for silence to feel awkward.
- ◆ You have power or position.
- ◆ Insecurity.

You earn respect with your ears and lose it with your tongue.



- ◆ To convince people you're right.

7 Dangers of talking too much:

- ◆ Lost credibility. You earn respect with your ears and lose it with your mouth.
- ◆ Frustrating others.
- ◆ Diluting your message.
- ◆ Distracting people from priorities.
- ◆ Confusing people.
- ◆ Disengagement. A talkative leader complains that others don't contribute.
- ◆ Demotivation. The weight of too many words sucks the life out of your team.

Feeling good:

Scientific American reports, "On average, people spend 60 percent of conversations talking about themselves..."

Why do we talk about ourselves so much? It feels good! Do you want your team to feel good? Make time for people to talk about their ideas, projects, goals, and progress. You never bring out the best in others when you dominate meetings and conversations.



Power:

The person who talks the most has the most power. If you want your team to feel powerful, invite them to talk.

Humility creates space for others to talk.

We're REALLY in Hot Water Now!

U.S. Boiler Company proudly introduces the NEW K2 Combi boiler!



NEW K2 Combi boiler - Available NOW!

- 10:1 turndown
- 95% AFUE
- Available in two sizes (135 & 180 MBH)
- Advanced Sage2.3™ boiler control
- Boiler - water tube heat exchanger
- DHW - flat plate heat exchanger

MADE IN U.S.A.

Burnham
by
U.S. Boiler Company

ROI
MARKETING

For more information, please contact **ROI Marketing**
www.roimkt.com | info@roimkt.com | (800)441-8188



PLUMBING-HEATING-COOLING
CONTRACTORS ASSOCIATION
Best People. Best Practices.

PHCC Project Management Boot Camp Goes Online

Thanks to A. O. Smith University, A. O. Smith and Kohler Company

FALLS CHURCH, Va. (November 10, 2020) – The Plumbing-Heating-Cooling Contractors—National Association (PHCC) Educational Foundation faced a tough question this year. How could their forty-plus hour, four-day Essentials of Project Management boot camp be successfully run online to avoid COVID-19 concerns? The answer was to partner with the professional crew at A. O. Smith University (AOSU) to provide



the instruction over Zoom from their advanced video studio in Ashland City, Tennessee. This partnership allowed the first online PHCC Essentials class to run from last Wednesday to Saturday with eighteen project managers in attendance.

Kirk Alter, Associate Professor at Purdue University, is the lead instructor for the Essentials class. His teaching style is highly energetic and interactive, featuring constant dialogue and role-playing exercises with the attendees. The AOSU studio allowed Alter to move as he would in a physical classroom, teaching from slides or more often vigorously scrib-

bling columns of numbers on a whiteboard to illustrate the impact project manager's decisions have in terms of real dollars. All the while, staff in a control room were switching the Zoom broadcast view from camera to camera in the studio, allowing the attendees to follow the action. The attendees were required to keep their video on throughout the program, allowing a monitor in the studio to display a gallery view to Alter, facilitating "face-to-face" conversations.

After completing a full eight-hour day of training, attendees were tasked with completing intense project assignments in the evenings. They were additionally responsible for coordinating how they would conduct these meetings with their group members who were spread across the country. For many, it was the first time they had needed to create work product and develop a presentation with an entirely remote-based team.

Offering the class online eliminated travel and hotel expenses, reducing the costs for attendees. While A. O. Smith University supported the program through use of their studio, A. O. Smith and Kohler Company generously sponsored class, further reducing the registration fee for attendees.



Offering the class online also helped to reduce the risk of travel during a pandemic. One attendee even learned he had tested positive for COVID-19 during the first day of the class. He was able to attend the entire program safely while isolating at home.

The next Essentials of PHC Project Management course will also be conducted online March 17th to 20th, 2021. The class will also be hosted by A. O. Smith University and sponsored by A. O. Smith and Kohler Company. Visit phccfoundation.org/essentials for more information and to register. The class size is limited, so early registration is encouraged.



Be Inspired. Be the Best. Join PHCC.

THE IMPORTANCE OF LEADER HUMILITY IN A DOWNTURN

By: Dan Rockwell, *The Leadership Freak Blog*, November 11, 2020

Some think of leaders as being strong and humility as being weak. But leader humility simply means feeling and displaying a deep regard for others' dignity—a respect for their self-worth. That's an idea most people can get behind.

Our times are often called "unprecedented." The challenges we're facing make leadership more important than ever. Leaders need to oversee our work, keep us safe, handle so

much that's unexpected, and, hopefully, guide us to greener pastures.



Can humility make leaders more effective during crises? Yes, it can.

3 tips for leading with humility during crisis:

#1. Understand you're not the only one feeling stress.

Whether you manage a team that is on the front lines of the pandemic, comprised of essential workers, or working remotely from home, all of your people are operating under strain. Their work involves more complexity and uncertainty than ever before, a state that's been prolonged for all of us. Make time to ask how it's going and offer whatever support you can to make a difference.

#2. Communicate what's happening with your business.

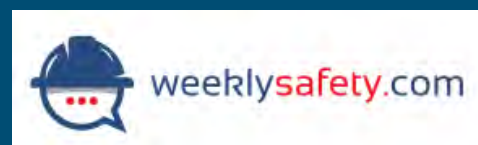
There's a lot of fear in the air. Some

is justified. If your business or situation is solid, people feel reassured to hear that. If you're struggling, people will appreciate your transparency in letting them know what you're doing to survive.

If you're forced to make cuts, make sure that your practices are humane. Consider furloughs instead of layoffs. Temporarily reduce retirement contributions, for example, before you let people go.

#3. Show gratitude for the work everyone is doing.

Pay attention to what is going well and let people know you see them doing that.



This great quote reiterates the importance of safety training. Keep up the great work as your safety training program continues into the new year!



EXPRESS COMMERCIAL WATER HEATER DELIVERY PROGRAM

**Over 200 A.O. Smith
Commercial Water Heaters in Stock!**



- 24-Hour Emergency Service
- 2-Hour Delivery Time (2-4 Hours for Outlying Areas)
- Full-Time Delivery Crew
- Delivery to Job Site and Mechanical Room
- Removal Help and Haul Off of Old Unit
- Huge Selection in Stock
- Multi-Flue
- Power Vent
- Power Gas
- Full-Time Electric Conversion Center
- Jobsite Sizing Available to Obtain the Best Possible Replacement and Efficiency
- Over 35 Years of Experience in the DC Metro Market
- Delivery by Appointment and by Emergency to the Entire DC-MD-VA Metro Area

**Make Washington Winnelson Your Choice For All Commercial Water Heating Needs.
We Are Committed To Rapid Response.**

Washington Winnelson · (301) 386-7771 · 3333 Pennsy Drive Landover, MD · www.washingtonwinnelson.com
Randy Duke · (202) 627-9786



*On behalf of the
MWP HCC Chapter, the
Board of Directors wish
you and your families a
Happy Thanksgiving!*



Thos. Somerville Co.
Distributors of Plumbing, Heating & Air Conditioning Supplies

Drive Thru Pick Up

We **guarantee 100% accuracy** and your **order** will be **ready within 30 minutes**, or we will give you 5%, up to \$25, off your order.

Call, Text or E-Mail your Orders

To find out more,
call us or visit us at [TSCOnline.com/locations](https://www.TSCOnline.com/locations)

Drive Thru Will Call Service

NOW AVAILABLE



[TSCOnline.com](https://www.TSCOnline.com)



EXPAND YOUR SKILLSET WITH OUR LEARNING CENTER

The Washington Gas Learning Center offers a growing selection of training resources to enhance the skillset of our participating contractors in the EmPOWER Contractor Network. This learning center offers interactive training courses taught by industry experts. Trainings are available from any computer or mobile device, allowing to enhance your education at anytime on your own schedule. Classes include:



LEAD
GENERATION



BLUE OCEAN
STRATEGY SERIES



ONLINE
MARKETING FOR
CONTRACTORS

Learn new skills and start boosting your business today by joining our exclusive EmPOWER Contractor Network. To join the contractor network and for complete program details, please visit:

[WashingtonGas.com/MWPHCC](https://www.WashingtonGas.com/MWPHCC)

**EmPOWER
MARYLAND**

EmPOWER Maryland programs are funded by a charge on your energy bill. EmPOWER programs can help you reduce your energy consumption and save you money.



**Washington
Gas**
A WGL Company



Fast Track to Service Plumbing



Getting On the Fast Track to Service Plumbing

How do you train a tech to be productive and able to run a service truck in record time? Take a look at the Foundation's Fast Track to Service Plumbing, available through our PHCC Academy® learning platform.

Designed for contractors by contractors, this comprehensive entry-level training is targeted at employees who do residential or commercial plumbing service and repair work. We want your employee trained and productive within the first year of being hired. Year-round open enrollment is available so employees can begin today.

Students study at their own pace as the work week permits with most students finishing in 12 – 18 months. The course includes 34 training modules critical for the success of today's plumbing service and repair professionals. Topics include: safety, customer service, plumbing and electrical work, basic business skills, and more.

Two for the price of one!

As a special thank you to members for helping with the development of this course, it is BOGO until January 29, 2021 - buy one enrollment and receive one for free!

For a demo, the course syllabus, costs or explanation on how this program differs from eLearning 4-year registered apprentice program, hit the button below and complete a request for information form on the Fast Track web page.

[Learn More](#)

YATES

SINCE 1949

HEADQUARTERS & WAREHOUSE
117-C Church Lane, Cockeysville, MD 21030
800-878-8181 | Fax 888-667-9201

**Energy Efficient Products That Can Payback The Homeowner
And Save Contractors Call Backs!**



CONTACT YOUR LOCAL WHOLESALER FOR PRICING
OR VISIT NHYATES.COM FOR MORE INFO

KD Navien

NPN-Universal

Navien Premium Non-condensing
AT A GLANCE



indoor

outdoor

**FIRST
& ONLY
UNIVERSAL
NON-CONDENSING
TANKLESS
WATER HEATER**

Easy conversion
from indoor to outdoor use
with the optional vent cap kit

Cascading capability
For increased domestic hot water
flow demand, the NPN can be
cascaded with another NPN unit.

**Recirculation control
built into circuit board**
No need to add separate
controller, saving time & money.
Pin-to-pin design matches
configuration of other tankless
models for easy retrofit installation.

NAVITECH
STAINLESS STEEL
HX AND BURNER

0.81UEF

**PREMIUM
INTEGRATED
CONTROL**

9.5 GPM
@ 35° TEMP RISE

98° -140°
TEMP RANGE

**RESIDENTIAL &
COMMERCIAL**

Manufacturers Representative Since 1988
Harry Eklof
& Associates, Inc.

800-556-7556
www.harryeklof.com
info@harryeklof.com



ONLINE

Your Source for Association and Industry News

A Message from PHCC President Hunter Botto **PHCC Members: Let's Make It Happen!**



You would think that assuming the helm of an organization during the height of a global pandemic would be daunting, but when the organization is PHCC and I see every day all the ways the association is helping its members (and members are helping each other), it actually has me *excited* about our future. I'm asking each of you to click [here](#) for:

My observations on how our contractor members have leaned on PHCC to help them with the "business" of doing business, especially this year.

- The **latest video** from PHCC that recaps all the resources developed for members just this year!
- My challenge to you on simple things you can do to ensure PHCC has even *more* influence and *more* to offer each other.
- A special message to our plumbing and HVAC manufacturers, suppliers and service providers.

This is your industry and your future. Get involved. Make it happen!



Upcoming Webinar: ***Is Your Inventory Managing You?***

If you feel like you spend more time trying to keep up with your inventory than you should, your inventory might be managing you.

During this **FREE WEBINAR** on **Wednesday, Dec. 2, at 2 p.m. ET** presented by Home Depot Pro, you'll learn the importance of having a solid inventory management program in place and how it can be developed.

QSC Will Enhance Your PHCC Membership Experience!

Did you know that membership in PHCC provides you the option of being a part of PHCC's **Quality Service Contractors (QSC)**? Access is easy, and the benefits are many! (Check out the QSC Benefit and Resource Guide [here](#).) We encourage **PHCC Service and Repair Contractors** and **PHCC Associate Members** to click [here](#) to discover how you can advance your business and expand your reach through membership in QSC. For more information, contact Dave Chic, QSC program director, at chic@naphcc.org or 800-533-7694. [LEARN MORE](#)

Huge Shout Out and Thank You to our 2020 Newsleak Advertisers

Chesapeake Systems

formally Taze & Hewitt

Contact: Dick Rhodes
7400 Coca-Cola Drive
Hanover, MD 20701
Phone: (443) 561-1600
Email: drhodes@chesapeakesystems.com
Website: www.chesapeakepg.com

Cummins Wagner Co. Inc

Contact: Jamey Gray
10901 Pump House Road
Annapolis JCT, MD 20701
Phone: (301) 953-9370
Email: JGray@cummins-wagner.com
Website: www.cummins-wagner.com

D&B Distributing, Inc.

Contact: Roy Bremerman III
Sharron Bremerman
2301 Perkins Place
Silver Spring, MD 20910
Phone: (301) 565-2222
Email: sharron@jetglaswaterheaters.com
Website: www.jetglaswaterheaters.com

Ferguson Enterprises, Inc.

Contact: Carl Anderson
11730 Baltimore Avenue
Beltsville, MD 20705
Phone: (240) 264-3600
Email: carl.anderson@ferguson.com
Website: www.ferguson.com

Harry Eklof & Associates, Inc.

Contact: John Lang
3401 Pennsy Drive
Landover, MD 20785
Phone: (301) 386-5064
Email: jiang@harryeklof.com

The Joyce Agency, Inc.

Contact: Kevin Cerretani
3933 Avion Park Court
Suite B102B
Chantilly, Virginia 20151
Phone: 800-291-9298
Mobile: (703) 898-2020
Email: Kevin@thejoyceagency.com
www.thejoyceagency.com

N.H. Yates & Co.

Contact: Gary Markle
117-C Church Lane
Cockeysville, MD 21030
Phone: (410) 667-6300
Email: gpmarkle@nhyates.com
Website: www.nhyates.com

ROI Marketing

Contact: Steve Kidwell
733 Generals Hwy
Millersville, MD 21108
Phone: (800) 441- 8188
Email: skidwell@roimkt.com
Website: www.roimkt.com

Thos. Somerville Co.

Contact: Gary Lower
6250 Chillum Place, NW
Washington, DC 20011
Phone: (240) 619-1644
Email: Gary.Lower@tsomerville.com
Website: www.tsomerville.com

Washington Gas

Contact: Danielle Osman
6801 Industrial Road
Springfield, VA 20785
Phone: (703) 750-4646
Email: DOsman@washgas.com

Website: www.WashingtonGas.com

Washington Winnelson Company

Contact: Steve Erickson
3333 Pennsy Drive
Hyattsville, MD 20785
Phone: (301) 386-7771
Email: serickson@winnelson.com
Website: www.washingtonwinnelson.com

***IF YOU WOULD LIKE TO ADVERTISE IN OUR MONTHLY NEWSLETTER,
PLEASE CONTACT SUE THOMPSON AT SUE@MWPHCC.ORG***

President

Fred Werth, Owner
Kensington Plbg
301-864-1117
mystical.plumber@comcast.net

1st Vice President

Bill Warshauer, Owner
United Service Specialists
301 924 3500
bill@calluss.com

2nd Vice President

Charlie Perkins, Owner
Beltsville Heating & AC
301-937-6700
cperkbhac@hotmail.com

Secretary

Steve Heidler, Owner
Heidler Plumbing
410.268.7191
steveh@heidlerplumbing.com

Treasurer

Glenn King , G.R. King Plbg
301-982-5373
grkingplumbing@comcast.net

Sergeant at Arms

Charlie Perkins, Beltsville Heating & AC
301-937-6700
cperkbhac@hotmail.com

MWPHCC Auxiliary

Marcia Shapiro, President
301-475-6760

Past President

Al Luke, Owner

Jiffy Plumbing & Heating
Phone: 301-277-9111
allanluke9111@gmail.com

Executive Director

Susan Thompson (sue@mwphcc.org)
(301) 278.2962

Board of Directors

| | |
|---------------------|--------------|
| Carl Anderson | 240-264-3600 |
| Jason Breeden | 800.441.8188 |
| John Davis | 240-375-1161 |
| Chris Erdle | 301-490-9500 |
| Luella Greene-Miles | 703-750-4476 |
| Jamey Gray | 301-953-9370 |
| Henry Leon | 240.793.0798 |
| Gary Markle | 202-421-6195 |
| Dick Rhodes | 443-561-1692 |
| Laura Warshauer | 301-924-3500 |

*To Contact the National PHCC Office
1-800-533-7694 or on the web at
www.phccweb.org*

Visit us at www.mwphcc.org



**PLUMBING-HEATING-COOLING
CONTRACTORS ASSOCIATION®**
Best People. Best Practices: