

*Patriotism is easy to understand in America.  
It means looking out for yourself by looking out for your country. -Calvin Coolidge*

## Greetings from your President...

Now that summer and vacation time is here, I hope everyone is spending more time with their families and friends. Beach trips, ball-games, picnics, pool parties, golf outings and just good ole' leisure times are great ways to get away from the day-to-day stress of our lives. Each and every one of us needs to take time away from the hustle and bustle of life and enjoy the people we take for granted the most. Our family and friends are some of the greatest blessings God has given us and they usually suffer the most due to our busy lives. And how often do we stop and thank God for our blessings and our lives? I had someone tell me how a simple one word change in a common statement affected his life for the good. Instead of saying "I have to \_\_\_\_\_ today," change it to "I get to \_\_\_\_\_ today," and see how your outlook on life seems brighter. Enjoy life and the ones you love while you still have time.



research on the pros and cons of moving our show from the Convention Center to the Expo Center. I even helped with the unofficial "Taste Test" to make sure everyone receives a good meal while attending the luncheon (someone has to do the dirty work). Parking will be more than sufficient, and it is FREE! The Expo Center is also very accessible from the interstate with quality hotels within 5 minutes for our out-of-town guests. The building is huge, and we have more than adequate outside space for our larger vendor displays. I see this as being one of our biggest shows yet.

Our July 4<sup>th</sup> holiday has just passed and I hope everyone enjoyed the great freedom that we have as a citizen of these great United States of America. I also hope that everyone remembers that this freedom is not of our making. Our country was founded on the statement "In God We Trust" and we should continue moving forward with this as our guide. In recognition of July 4<sup>th</sup>, Independence Day, and God our Heavenly Father, I leave you with this quote as a reminder to never forget where we came from.

**"But we have forgotten God. We have forgotten the gracious Hand which preserved us in peace, and multiplied and enriched and strengthened us; and we have vainly imagined, in the deceitfulness of our hearts, that all these blessings were produced by some superior wisdom and virtue of our own." - President Abraham Lincoln**

Sincerely,

*Rick Thompson*

Rick Thompson  
Shoffner Mechanical Services  
TAPHCC State President

Some important meetings are coming up soon, and I want to mention a couple in particular. The NAPHCC's National Convention is being held in New Orleans on October 21-23, and the TAPHCC's summer board meeting is in Hot Springs, Virginia on July 30 - August 1. Please remember that all members are welcome and encouraged to attend both meetings. Please call Cyndi Bunch in our state office if you are interested in attending.

Our Convention/Trade Show committee is already working on our 2010 Convention/Trade Show and Golf Tournament for next April. They have selected a new venue for the Convention/Trade Show at the Knoxville Expo Center on Clinton Highway. This came after a great deal of

## TAPHCC MISSION STATEMENT

The TAPHCC is dedicated to serving and improving the PHC industry by providing opportunities for continuing education, communication, social networking, and business improvement. We are dedicated to the protection of the environment and the health and safety of our society.

## 2009-2010 TAPHCC OFFICERS & DIRECTORS

- Larry Vance**  
Board Chairman
- Rick Thompson**  
President
- David Dugger**  
President-Elect
- Michael Vance**  
Vice President
- Terry Self**  
Secretary-Treasurer
- Mike Keefe**  
Director, Chattanooga
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Director, Middle TN
- Steve Merryman**  
Director, Middle TN
- Gary Nave**  
Director, Northeast TN
- Eddie Galbreath**  
Board Member At Large
- Ed Galbreath**  
Emeritus
- Doug Shoffner**  
Emeritus
- R. L. "Bunny" Oakes**  
Industry Council Rep
- Ron O'Neal**  
Industry Council Rep

**Please Welcome...** Beth Killen as the new Executive Administrative Assistant for the Tennessee PHCC state office. Beth comes with a wealth of knowledge and experience that will help to enhance the office and improve the services that we provide.

*Happy Birthday to...*

**JULY**

- 12 Amber Smith, Brenda Harris
- 17 Michelle Hiller
- 21 Glenda Shoffner
- 26 Sorcha Clendenen
- 30 Eddie Galbreath

**AUGUST**

- 1 Scottie Robinson, Fil Harris
- 3 Clifton R. Myers
- 14 Julie Hueser
- 17 Jan Dugger
- 25 Ashley Barcel
- 26 Rex Holt, Oscar Ortiz
- 27 Carolyn Moore
- 28 Denise McCarley
- 30 James P. Hiller

*Happy Anniversary to...*

**JULY**

- 3 Ryan & Kathleen Moore
- 16 David & Stephanie Peacock

**AUGUST**

- 5 Richard & JoAnn Whillock
- 7 Mike & Lisa Compton

**Member Benefits**

**Online Plumbing Apprenticeship Training Program:**

The PHCC Educational Foundation's new online training program for plumbing is designed for students who cannot attend traditional classroom-based programs.

The course, which meets US Dept. of Labor requirements for apprenticeship-related instruction, includes four years of coursework that is supplemented by on-the-job training with the employer. Course content includes reading and drawing assignments, discussion boards and tests. To learn more, contact Beth Hall at hall@naphcc.org

**General Motors Rebate Program:**

General Motors indicated that they will continue to honor PHCC's \$500 member rebate program for certain GM vehicles.

**URGENT**

**IMPORTANT ANNOUNCEMENT**

Attention members...Our own Zone II Director, George Raburn, is running for PHCC National Vice President. The votes will be cast during our National Convention coming up in October. Please try to attend and cast your ballot.

If you are unable to attend the convention, it is very important to let your voice be heard by submitting an absentee ballot request (enclosed)-  
**DEADLINE AUGUST 12th!**

George has represented us well as our Zone Director, and we are confident that he will make an excellent National Vice President.

Please show your support by taking a moment to complete the ballot request and return it to the National office.

**THANK YOU!**



*Dates to Remember...*

**July 16-18, 2009**

QSC Power Meeting  
Colorado Springs, Colorado

**July 30-August 1, 2009**

Summer 2009 Board Meeting  
Hot Springs, VA

**September 30-October 2, 2009**

Construction Contractors' Alliance Meeting  
Las Vegas, NV

**October 21-23, 2009**

127th PHCC National Convention  
New Orleans, LA

**November 5-7, 2009**

Fall Board Meeting, Gatlinburg, TN

**January 21-23, 2010**

Winter Board Meeting, Destin, FL

**INDUSTRY NEWS...**

**Bradford White Top Brand in Water Heater Study**

Bradford White Water Heaters, Ambler, PA – For the third year in a row Bradford White Water Heaters has been named the tank type water heater most purchased and recommended by contractors, according to an independent industry study conducted by Clear Seas Research. The annual report provides an in-depth analysis of the water heater industry including trends in product, installation, replacement & servicing, brand selection factors, brands most often purchased, product information resources and more. Bradford White was also the brand most chosen and recommended in the 2006 and 2007 Clear Seas Research Studies.

“To be named the water heater of choice in an independent study three years in a row is a testament of our dedication to professionals and the plumbing and heating trade. We make the highest quality and most reliable water heaters right here in the U.S., and we sell them only to professional contractors through wholesale distribution. It gives the entire industry a leg up in an era of overseas manufacturing and big volume retail”...said Bradford White's Nick Giuffre, President and Chief Operating Officer.



Bradford White Water Heaters is a full line manufacturer of residential, commercial and industrial products for water heating, space heating, combination heating and storage applications. The company is headquartered in Ambler, PA and has manufacturing facilities in Middleville, MI, Nile, MI, and Rochester, NH and a distribution center in Mississauga, ON Canada.

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**WELCOME**  
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**New Contractor Member**  
**Jack Steakley Plumbing**  
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**New Industry Council Member**  
**Quick Pen International**  
**Builder's Exchange of TN**  
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## BEST PRACTICE – IMPLEMENTING GPS

Pending....

(The following is an excerpt from an article appearing on the Business Know-How section of PHCC's website, [www.phccweb.org](http://www.phccweb.org).)

"It only keeps an honest man honest." That's how Quality Service Contractors' Business Coach Lawrence Snow sums up the value of purchasing a Global Positioning System (GPS) for p-h-c companies. PHCC interviewed Snow to find out how business owners can make the most of this fairly new technology that has produced significant bottom line results for many members.



Here are Snow's tips:

- If you're going to spend the money to buy one, use it. Many times contractors buy GPS, but then do not implement it. If you're not going to monitor, don't even buy it.
- Use it as a two-way communications tool. Use it to help technician get to job quicker and as a dispatch tool.
- Communicate up front to everyone, in person, that you are going to implement a GPS system. Emphasize that it will help them get to the job faster and help the company be more profitable, which ultimately will help them possibly earn more money.
- Establish a policy for infractions so that everyone is treated equally. Make clear how any infraction will be brought to an employee's attention and what the penalties are.
- Get comfortable with the notion that you will be able to automatically let someone know that you have caught them doing something wrong. Many GPS "ping" a driver when they are speeding or using a vehicle on the weekend, for instance. You'll have access to that report.
- When an infraction happens, be sure to talk with the employee about it. It's nearly always a quick conversation about "you need to slow down," or something along those lines.
- Maintain a position of authority and leadership throughout the process. Employees have to understand that it's your truck, equipment, tools. Everything is your liability.
- Remember that once your employees get used to the GPS, they are going to love it. They won't have to look up directions, won't have to communicate as much with the front office and there will be less down time sitting waiting for the next call.
- I recommend GPS for companies that have three trucks or more. You're only talking about a \$65 per month charge, and you'll save that in fuel costs.
- Purchase an Internet-based system, one that updates automatically, one that sends you "exception" (violation) reports and one that can have two-way communication.
- GPS can also serve as time cards. I used it for such in my new construction division. When employees are on the job site, pay starts. When they depart the job site, pay ends. Through this process I learned that some employees actually were charging for time when they were not even at work—to the tune of 40 hours a week, or \$1,200 a day. After the tracking and monitoring began, they started showing up for work on time. Isn't that example an incentive to think about GPS for your company?

### TAPHCC OFFICE

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**The TAPHCC NewsLink**  
 TENNESSEE ASSOCIATION OF PLUMBING -  
 HEATING - COOLING CONTRACTORS, INC.  
 408 N. Cedar Bluff Road, Suite 260  
 Knoxville, TN 37923



*Patriotism is supporting your country all  
 the time, and your government when it  
 deserves it.*  
 - Mark Twain

## INDUSTRY COUNCIL MEMBERS SUPPORTING PHCC

*A successful man is one who can lay a firm foundation with the bricks others have thrown at him.*  
 - David Brinkley

**INDUSTRY COUNCIL MEMBERS listed  
 here support the PHCC of TENNESSEE.**  
*Consider them when you place your next order.  
 Ask them to give you a quote on their price for the  
 materials you need. When a sales representative  
 calls on you who is NOT an INDUSTRY  
 COUNCIL member, ask them to support YOUR  
 Association and join the Industry Council BEFORE  
 you place your next order with them.*

AG Heins Co. Inc.  
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 Coastal Supply Company  
 The Cor-Tenn Company  
 Crowe Howarth, LLP  
 Enviro-Systems  
 Exterior Materials/3M  
 FC<sup>2</sup> Sales Inc.  
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 Ferguson Enterprises, Knoxville  
 Fire Stop Technologies  
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 HD Supply Plumbing/  
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 Tennessee One-Call System  
 Tennessee Trane Company  
 TIS Insurance Services, Inc.  
 Trillium Construction Services  
 United Testing & Balancing  
 WMG Benefits, LLC  
 Water Services, Inc.  
 Wealth Management Group  
 West Chevrolet Inc.

visit [www.taphcc.org](http://www.taphcc.org)



## SUPPORT YOUR LOCAL PHCC ASSOCIATION

### CHATTANOOGA

President: Mike Keefe  
 Vice President:  
 Sec-Treasurer: Jeff Logan

**Meeting** - 3rd Tuesday, 11:45 am  
 Wally's on Ringgold Road  
 Reservations: 423-622-3178

### NORTHEAST TENNESSEE

President: Mark Lucas  
 Vice-President: TBD  
 Sec-Treasurer: Leslie Persinger

**Meeting** - call for date and time  
 Lonestar Steakhouse, Johnson City  
 Reservations: (423) 926-2665 M. Vance

### KNOXVILLE

President: John Speed  
 Vice-President: Jeff Hammond  
 Sec-Treasurer: Jeff Hammond

**Meeting** - 4th Monday, 11:45 am  
 Calhoun's, Kingston Pike on Bearden Hill,  
 Reservations: 865-522-3106 Tina Rednour



### MIDDLE TENNESSEE

President: Andy Ward VP: Jeremy Howard Sec-Treasurer: Eddie Galbreath  
 Meeting: 3rd Tuesday, 11:00 am, Piccadilly's at Murfreesboro & Wilhagen Rds.  
 Reservations: 615-224-1024

