



Gulf Coast PHCC

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April 2009 Newsletter

Your Board of Directors has a great schedule planned for the rest of the year. The following are the planned speakers:

April 9th — Kevin Winslow and Mary Phelps. Dinner meeting at Wild Cat Golf Club. “Green Plumbing”.

May 14th — John O’Connor. Lunch meeting at Brady’s Landing Restaurant.

May 14th, 15th, 16th — TOPS Course. See pages 7-10 for information.

May 20th — ASPE Product Show at Sam Houston Race Park. Pre-register at www.aspe-houston.com

June 11th — Al Ortega. Lunch meeting at Brady’s Landing.

July 9th — A Memory Expert. Dinner meeting.

August 13th — Bob Maxwell. Lunch meeting at Brady’s Landing.

September 10th — A representative from TCEQ. Lunch meeting at Brady’s Landing.

September 16th — Golf Tournament at Black Horse Golf Club, 1:00pm.

October 8th — Tammy Bettancourt. Dinner meeting.

November 12th — Nancy Jones, State PHCC. Lunch meeting at Brady’s Landing.

December 10th — “Best Business Practices” Discussion. Christmas Lunch.

January 22nd — Casino Night/Holiday Party at Catillac Bar.

Please go to Page 6 to take an important survey in order to help us learn how to better serve you, our members.

**PHCC Texas has won the Chapter Excellence Award
for the best state chapter again this year – yea!**

PHCC continues to thank our Casino Night sponsors:

**AAA Damage & Recovery
AC Plumbing Supply
American Standard
Champion Restoration
Federated Insurance
Ferguson Enterprises Inc.
Hugh Cunningham
Insinkerator**

**Moore Supply
Morrison
PMI Sales
Stephen & Stephenson
Vicon Equipment
Victaulic
W.L. Lashley & Ass. Inc.
Champions Marketing**

JOURNEYMAN/TRADESMAN PREP COURSES FOR 2009

May 2nd & 3rd
June 13th & 14th
July 25th & 26th

If you are a member, your employee pays only \$315. Otherwise the course cost is \$390.

**Watch this space for news
about the upcoming Golf
Tournament on Sept 16th!**



Financial experts predict economic turnaround by year's end

A group of financial wizards looked into their crystal ball Tuesday and saw some good news.

The recession will ease by the end of this year and companies will begin adding workers, signaling the end of the worst economic downturn since the Great Depression.

It was the 64th day of the Obama administration and Chicago-based Dow Jones Indexes assembled a group of financial experts to assess the impact of government actions, whether they will work to stem the recession and what opportunities that might present investors.

The recession has affected every region of the country and nearly every sector of the economy, said Gus Faucher, director of macroeconomics at Moody's Economy.com, which conducts independent research and provides economic forecasts.

"It's really unprecedented in the U.S. to have nearly the entire country in a recession simultaneously," he said.

The good news is there's an end in sight.

The economy will pull out of the recession at the end of this year, marking a duration of 24 months, about twice as long as the average post-World War II recession, Faucher said.

The unemployment rate is expected to peak at nearly 10 percent in the first half of 2010. Without the \$787 billion government stimulus package, he estimated job losses would have continued into the second half of the year and peaked at about 12 percent.

"That would take what is now a severe recession and actually turn it into a deep depression," he said. "We think the fiscal stimulus package is vital in turning around attitudes toward the economy."

He said we are at or near a stock market bottom and stock prices should soon stabilize.

That certainly wasn't the case so far this week. The Dow Jones industrial average gained 498 points on Monday but dropped 115 points, or 1.5 percent, on Tuesday.

Home sales will turn around by midyear and home prices will begin recovering by the end of this year after bottoming out at 35 percent of their value from peak to trough. Home prices won't return to their values of a few years ago during the boom, but will recover from current lows, he said.

Banks will likely begin seeing improvement in capital as the government program to remove bad assets kicks in and the Federal Reserve provides more economic support. Faucher predicted major bank and financial services company failures will abate in the second half of this year and credit will begin to move again.

Those improvements and additional government spending will provide investors some opportunities in companies that own bridges, toll roads and utilities. It also will drive growth in areas of green energy production.

The stimulus package will spend \$50 billion on roads, bridges, utilities and other infrastructure, said Craig Noble, portfolio manager, for Brookfield Redding LLC, a Chicago-based investment manager of global real estate and infrastructure securities.

He sees a potential sweet spot for investors in companies that own the assets that will benefit from the needed spending. He said the stimulus package is only a small portion of government spending on transportation and utilities. Congress must reauthorize this year a multiyear transportation bill that provides hundreds of billions of dollars in spending and sets priorities for the next five years or more.

"The infrastructure class currently offers a unique and compelling investment case with trillions needed to be spent across the globe in coming years," he said.

Stimulus packages rolled out in Canada, Europe, Australia, South America and China show the global nature of the infrastructure asset class, he said.

Obama administration polices that emphasize renewable energy such as wind power will also push billions of dollars into building electricity-carrying power lines and the towers to hold them. That construction is needed to carry wind power from expanding wind turbine farms in the Midwest to population centers in the Eastern United States.

Personal Finance Writer David Pitt reported from Des Moines, Iowa.

State Talk From Nancy

April 2009

HAPPY EASTER FROM PHCC TEXAS!

LEGISLATIVE UPDATE:

The 81st Texas Legislative Session is a busy one! Here are the plumbing and air conditioning legislative bills that could affect your business:

SB 1410/HB2697: **Responsible Master Plumber** clarification bill: This bill clarifies the difference between a Responsible Master Plumber and a Master Plumber. It does not amend the plumbing license law itself. This bill is up for a hearing in the House shortly.

SB802/HB1758: This bill allows an apprentice who has completed a Department of Labor Office of Apprenticeship Program or a Texas State Board of Plumbing Examiners Board-approved program to **apply up to 500 classroom training hours** toward his Journeyman or Tradesman license exam requirements. It also allows an apprentice who has completed an associate of applied science degree in a plumbing technology program to apply those hours toward a Journeyman or Tradesman license. This bill passed both the Senate and House Committees and is waiting for a vote on the floor.

SB2192/HB3129: This bill amends Chapter 39 of the Business & Commerce Code to **exempt licensed plumbing, air conditioning and electrical services from the "Third Day Right of Refusal."** This law was designed to protect consumers from door to door sales transactions, but could be interpreted to include installation services.

SB627: Refers to **liability for negligent hiring** by in-home service companies and residential delivery companies. This bill passed a Senate Committee.

HB4323: This bill would allow the Texas State Board of Plumbing Examiners to issue an **endorsement to a Master Plumber for a "multipurpose residential fire protection sprinkler specialist."**

SB555: This bill would **delete indemnification clauses in construction contracts.** This bill passed the Senate and House Committees, the whole Senate and is waiting for a vote in the House.

YOU MAY READ THE TEXT AND HISTORY OF EACH BILL BY GOING TO
www.capitol.state.tx.us

Contact your State representatives and Senators about these bills.

SIGN UP FOR THE PHCC STATE CONVENTION JUNE 11-13 AT LAKEWAY RESORT IN AUSTIN!

The convention brochures have been mailed...if you didn't get one, go to our website www.phcc-tx.org or call us at (800) 831-9313 and we'll fax or send one to you.

This gorgeous resort is 18 miles northwest of Austin and offers spectacular views of Lake Travis and the Hill Country. Bring your family and enjoy a great vacation – boating, fishing, skiing, golfing, spa treatments – you can do it all, plus get some great networking and education!

Here are some of the highlights:

- How to Become a Certified Green Plumber
- Stop Going Out of Your Mind Over Change!
- Transform Customers Into Long Term Followers
- Financial Resources in This Economy
- Turn Your Ideas Into Cash
- Disaster Preparedness
- Protect Your Identity
- New Legal Issues
- Finding Your Niche in Today's Market

Legislative Update – What Happened in the Legislative Session

And More... A Product Show, Sunset Dinner Boat Cruise, Golf, Silent Auction and Patsy Cline! Sign up today!

Survey for PHCC Members

1. Would you attend a dinner meeting in preference to a lunch meeting?
2. Is Brady's Landing a good location and venue for you?
3. If not, what suggestion do you have for a new venue?
4. Would you like more emphasis on social events or educational events?
5. What business topics would you like to hear a speaker discuss?
6. What special events would you participate in?
 - Golf Tournament
 - Fishing Tournament
 - Family Picnic
 - Casino Night
 - Other ideas?
7. We currently charge \$26 per lunch or dinner. Would you like to see a less extravagant lunch or dinner for a lower price?

Please e-mail your answers back to Ellen Lancaster:
phcclancaster@hotmail.com, or mail to Post Office Box 74, Kenney, TX
77452.

**All completed surveys received by June 11th will
be entered into a drawing for two free lunches.**

“TOPS Training”

(Total Opportunity Performance Systems)

TECHNICIAN TRAINING

May 14-16, 2009

(Thursday-Saturday)

3 Locations in the Houston, Texas Area

The “TOPS” program is a 1-day class instructed by Quality Service Contractors (QSC) Business Coach, John O’Connor. “TOPS” is a training session designed for service providers to help them understand and develop specific activities and “attitudes” that will improve their level of professionalism before, during, and after their time spent with your customers.

DATE: May 14, 15 or 16, 2009 (Thursday-Saturday)

TIME: 8:00am – 3:00pm each day

LOCATIONS:

| <u>May 14th</u> | <u>May 15th</u> | <u>May 16th</u> |
|-----------------------------------|----------------------------|----------------------------|
| Brady’s Landing Restaurant | Polk Mechanical | Charlie’s Plumbing |
| 8505 Cypress Street | 5940 Bingle | 1309 Pennsylvania |
| Houston, TX 77012 | Houston, TX 77092 | S. Houston, TX 77587 |
| Phone: 713/928-9921 | 713-939-9911 | 713-941-3162 |
| <i>Lunch will be available</i> | <i>Lunch on your own</i> | <i>Lunch on your own</i> |

Registration Fees: **PHCC-QSC Members:** \$99 per person

Non-Members: \$150 per person

Go to <http://www.naphcc.org/publications/qsc/May2009HoustonTOPSFlyer.pdf>

to download registration form. Please fill it out and fax it back to QSC at (703) 237-7442.

Testimonial:

The two technicians I sent to the TOPS training program both came back to work with a renewed excitement for customer service. Both technicians loved how motivating the speaker was. One felt he was able to use some of what he learned the very next day. As a business owner, I felt the training was worth every penny of investment by having technicians that provide a higher level of enthusiastic service that our customers deserve.

Thank you and keep the training coming, David LeRoy Plumbing, Inc. New Cumberland, PA (PHCC Member)

~Registration Deadline ~ Monday, May 11, 2009 No cancellations after May 11th – Substitutions are permitted.

If class is canceled for not achieving the minimum of 15 attendees each day – all registrations will be refunded

Technicians are requested to wear their normal work uniforms

YOU WILL LEARN:

Step 1 – Arrival

Step 2 – At the Door

Step 3 – Entry

Step 4 – Diagnosis

Step 5 – You are the Expert

Step 6 – The Solution

Step 7 – Price

Step 8 – Workstations

Step 9 – Options

Step 10 – Finish like a Professional

Topics

- Personal accountability.
- Goal Setting.
- Why are successful people successful? What are their secrets?
- Service from the customer's point of view.
- Why customers won't do business with us (you) again?
- What are customers looking for?
- Personality types: Learning to work with them will make your job easier.

Name: _____

Class date: May 14 or 15 or 16 (circle one)

Name: _____

Class date: May 14 or 15 or 16 (circle one)

Name: _____

Class date: May 14 or 15 or 16 (circle one)

Name: _____

Class date: May 14 or 15 or 16 (circle one)

(For Additional Names, Please Attach Separate Sheet)

Company: _____ **Address:** _____

City/State/Zip: _____ **Phone:** _____

Credit Card: Visa____ MC____ AMEX____ **Check Enclosed** \$_____ (amount x # of attendees)

Card #: _____ **Expire** _____

Name on Card: _____ **Signature:** _____

MAIL TO: QUALITY SERVICE CONTRACTORS

180 South Washington Street

Falls Church, VA 22046

Fax to: (703) 237-7442 Attn: Dawn Dalton

Questions: Contact Ellen Lancaster – TXPHCC

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E-mail: phcclancaster@hotmail.com