

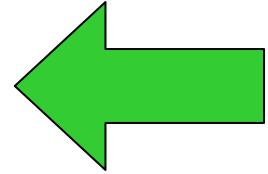


Air Conditioning Contractors of America
Greater Cleveland

Chapter News

MAY 2009

Thursday, MAY 14



Holiday Inn, Independence
6001 Rockside Rd @ I-77

7:45 am Social
8:00 am Breakfast
8:30 am Announcements
Speaker

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HOW TO WIN IN UNCERTAIN (ECONOMIC) TIMES

Did you know that

92% of workers say financial worries keep them up at night?
(Money, Dec. 2008)

41% of Americans have no emergency savings?
(Parade July 13, 2008)

Mike and Pat Evans, PriMerica, will provide a workshop on financial principles that can help you weather even the worst economic storm. These principles include:

- stay focused on your goals;
- slash & burn bills where you can,
- keep good credit,
- reduce your exposure to risk, and increase your income.

WELCOME
NEW CONTRACTOR
MEMBER

CONWAY Heating & A/C
Tim Conway
Fairview Park

To Contact Greater Cleveland ACCA

Phone

440-543-4011

Fax

440-543-1699

e-mail:

accacleveland@aol.com

Let us know you're coming by email or fax:

MAY 14, 2009

Reservation for:

Payment is expected in
advance or at the door

Check

Cash

Credit card

Company: _____

Members: \$30

Fax: 440-543-1699 or e-mail accacleveland@aol.com

Non-ACCA members: \$49

\$5.00 charge for no reservation; No Shows & Late Cancellations will be charged; substitutes welcome

Your Employees are Your Most Important Customers

They make more contacts in a day than you'll ever hope to make. (I'd imagine more than you'd want to make!) They see things on the job no one else does. They hear comments from your customers that are pure gold in helping you to improve customer service.

A way to virtually ensure your Maintenance Agreement Program will be successful is to give each employee -- including those in the office -- an annual tune-up on their residential heating and air conditioning system.

Make sure every employee's equipment gets serviced in the spring and in the fall, just like "normal" customers. (Yes, I realize if they were normal they might not be working for you, but that's another story.) By doing this, when your tech is asked by a customer if he gets regular maintenance, he can say, "Yes, even though I could fix anything that broke on my system, I believe in them enough to actually have one at my home."

This is impressive. The doctor takes the same medicine he prescribes. There is no higher endorsement.

Otherwise, your tech is offering the same excuses anyone can offer, "I haven't had time, I don't have the money."

How will he counter a customer who gives the same objection? Only with an unconvincing non-truth, I'm afraid.

Reprinted from ACCA-GH chapter newsletter

BWC Board of Directors Vote

BWC Board of Directors approved several components of BWC's comprehensive rate reform plan. These include

** The creation of a **Group Retrospective Rating Program** that will provide employers with a new performance based program to promote and achieve workplace safety. The program allows BWC-certified sponsoring organizations to create homogeneous groups that are focused on safety and claims management. Members of these groups join forces to improve safety and manage claim costs and can receive retrospective premium adjustments based on the combined performance of their group

** **A 100-percent cap on increases to an employer's experience modifier (EM)** for employers with an individual EM of 1.01 or higher, and who agree to follow the 10-Step Business Plan for Safety;

** **Limiting the financial incentives paid from the Drug Free Workplace Program (DFWP) to non group-rated employers only.** Effective July 1 group-rated employers will receive up to a 77 percent premium discount. With this new rule, these group-rated employers will no longer be permitted to 'stack' DFWP discounts on top of their group premium discounts. All Ohio employers are eligible and encouraged to participate in the DFWP to benefit from the educational and safety benefits associated with the program;

** **Eliminating the Premium Discount Program (PDP+)** which was found to be underutilized and ineffective in the recent study by Deloitte Consulting LLC. BWC will retain the 10-Step Business Plan for Safety as a key safety strategy for employers to develop a culture where all members of the organization actively manage workplace safety and health.



PRESIDENT'S MESSAGE Brian Stack, Stack Heating & Cooling

Hello again everyone! I can't believe this month is the last meeting before summer recess. However, just because we won't be seeing each other at our great monthly educational meetings, it doesn't mean you should stop supporting ACCA's efforts and taking advantage of all of the information that is at your fingertips at www.acca.org. I encourage everyone to log on to the website and sign up for the free email notices of new information and updates involving ACCA and our industry.

We will be starting our "Heat & Plumb the Country - Cuyahoga County" planning sessions this month. We are looking for fresh, energetic people to join the committee and take part in the wonderful community service event. Last year we joined forces with the local PHCC chapter to give more to the people. This year promises to be even better with your help. Contact Jim Ellia or me to participate.

I hope to see you all at the golf outing this summer. We are partnering with the Northeast Ohio (Ashtabula) ACCA Chapter to make this year's event even bigger and better than last. Look for email reminders and sign up forms.

And lastly, thank you to everyone for the great attendance we have been seeing at the monthly meetings. Seeing everyone there shows me that you care about your businesses and your continued growth through education and networking. Keep up the good work and support of our chapter.

Have a safe and happy summer!

Brian

ASSOCIATE MEMBERS

Thank you for your support !!

- Aprilaire/Research Products Corp.
- Arzel Zoning Technology, Inc.
- Cleveland Plumbing Supply Co.
- Famous Enterprises**
- Ferguson Heating**
- Lennox Industries**
- Productive Air Duct Cleaning
- Professional HVAC/R Services, Inc.
- R.E. Michel Co., Inc.
- Refrigeration Sales
- Robertson Supply**
- Welker McKee
- Wolff Brothers

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GREATER CLEVELAND ACCA

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888-850-9994

Vice President - Kris Guzik - Energy Management
Specialists - 216-676-9045

Secy/Treasurer – Enos Detweiler, Burton Sheet
Metal 440-834-1717

Board of Directors / Committee Chairs:

Mike Aerni – Conserv-Air -Golf Outing 216-889-8800

Al DiLauro –Cleveland Air Comfort-Golf Outing
440-232-1861

Jim Ellia – Efficient Heating - Past President -
216-663-6462

Paul Wadsworth – PK Wadsworth - Immed. Past
President & Nominating 440-248-2110

Jim Blind - Aprilaire - Associate Member
Representative 330-334-1624

ACCA Ohio Board Trustees representing
Greater Cleveland ACCA:

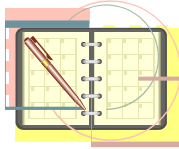
Enos Detweiler, Burton Sheet Metal

Kris Guzik, Energy Management Specialists

Chapter Manager: Sandy Pogan, CAE 440-543-4011

COMING EVENTS

MARK YOUR CALENDAR



May 14 -- Monthly membership meeting, education event and networking. Holiday Inn Independence -- 7:45 a.m. - 9:30 a.m.

May 19 -- State Legislation Day

July 30 -- Golf Outing at Fowlers' Mill Golf Club in partnership with NEO ACCA.

Coming this summer -- technical training for your employees at discounted prices:

American Air Conditioning Academy:
Discounted for ACCA members

2009

Heating Basics - August 17 & 19

Heating Start-Up - August 31 & Sept. 2

All are 6 hour courses. Fees are \$120 for ACCA member companies and \$150 for non-members.

For details on the courses- contact Bill Radigan at American Air Conditioning Academy 216-332-9188

wise words

The two most powerful weapons
are courage and persistence.

Nothing can stop a person armed
with both.

- Scott Sorrell

EMPLOYEE FREE CHOICE ACT aka Card Check

"We will pass the Employee Free Choice Act." President Obama recently made this statement to AFL-CIO leaders in a videotaped address, according to the March 4 edition of The Wall Street Journal.

At last week's Legislative Conference in Washington, DC, ACCA members from around the country went to visit legislators to vote "no" on this legislation. The primary reasons are below:

The Employee Free Choice Act (EFCA) would mean the most aggressive, sweeping changes to the U.S. labor rules since the National Labor Relations Act was passed more than 70 years ago.

Here's what the new proposed legislation includes:

- * It paves the way for union organizers to expand quickly into new workplaces by collecting signed cards without your knowledge (instead of holding a formal secret-ballot election).
- * If 50 percent or more of your workers sign those cards, boom: You're unionized. No more campaigns, no more voting - signatures alone will be enough to get the job done.
- * EFCA also gives federal arbitrators the brand-new authority to impose labor contracts in your workplace if you fail to reach agreement with union locals within 120 days of the union's formation.

This legislation, that has passed the House, will eliminate traditional union organizing campaigns and secret-ballot elections if it becomes law.

The current law does not prohibit unions from organizing in non-union shops -- and ACCA's position is that current law works for everyone.

TAX CREDITS

On www.acca.org in the “members only” section. Your access to this information is by using your email address (that of the owner or designated representative in your company) and a password that was provided to you. If you forgot your password, you can request it be sent to you.

UPDATED ON 2/20/09 - HVAC Tax Credits in the 2009 Stimulus Package ★

Here's a summary of HVAC-related tax provisions in the stimulus package along with answers to frequently asked questions. For active ACCA members only. Read it.

Qualifying Equipment for the 2009-2010 Tax Credits ★

This spreadsheet has details on which equipment qualifies for the 2009-2010 tax credits. For active ACCA members only. Download it.

Tax Credits for Consumers ★

Download this customizable one-page flyer to promote the new high-efficiency tax credits to homeowners. Download it.

A compilation of renewable energy tax credits prepared by NC State University is available at www.dsireusa.org/ You can check Ohio for application of solar electric systems, fuel cells, geothermal heat pumps, & other sources that can be taken as personal tax credits.

Educate your customers!

EDUCATION OPPORTUNITIES

COMFORT U -- Seminars and training sessions from the nation's leading contractors and industry experts ... all from the comfort of your own desk, office, or training room! And produced in webinar format by ACCA.

Participate in live, interactive training without taking time away from work. Or access online training archives -- whenever you want -- 24/7.

<http://r.listpilot.net/c/acca/3oxprex/1rdti>

All for one low monthly fee. No risk. Cancel anytime.

Here's a glimpse of what's ahead in May:

May 14, 2009

2009 International Energy Conservation Code - It could be the next great business driver for HVAC Companies

Presented by: Ellis Guiles, TAG Mechanical

May 21, 2009

Ten Years from Now: The Successful Contractor of the (Near) Future

Presented by: Josh Kahn, Kahn Mechanical Contractors

May 27, 2009

Selling High Efficiency HVAC systems using Federal Tax Credits

Presented by: Ellis Guiles, TAG Mechanical

May 28, 2009

(Almost) 50 Ways to Find and Keep Good Employees *Presented by:* Bobby Ring, Meyer and Depew